Community Information Support Services

Annual Report

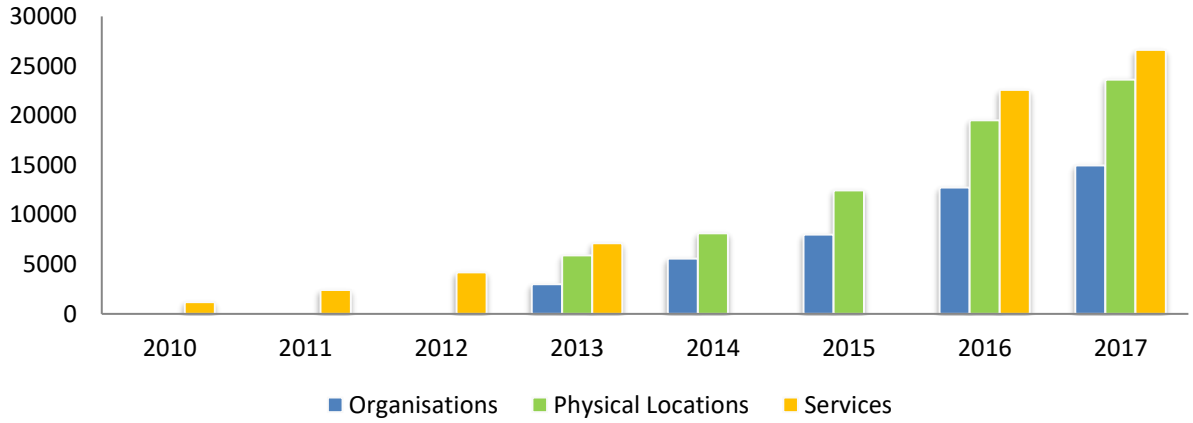
2016/2017

Better access to community services and reliable community information for everyone

Our Goal

“All Australians can find services and activities they need to improve their health, social and economic wellbeing”

Achieving this goal



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1,023,200
Visitors (2016-17 FY)

About us & what we do

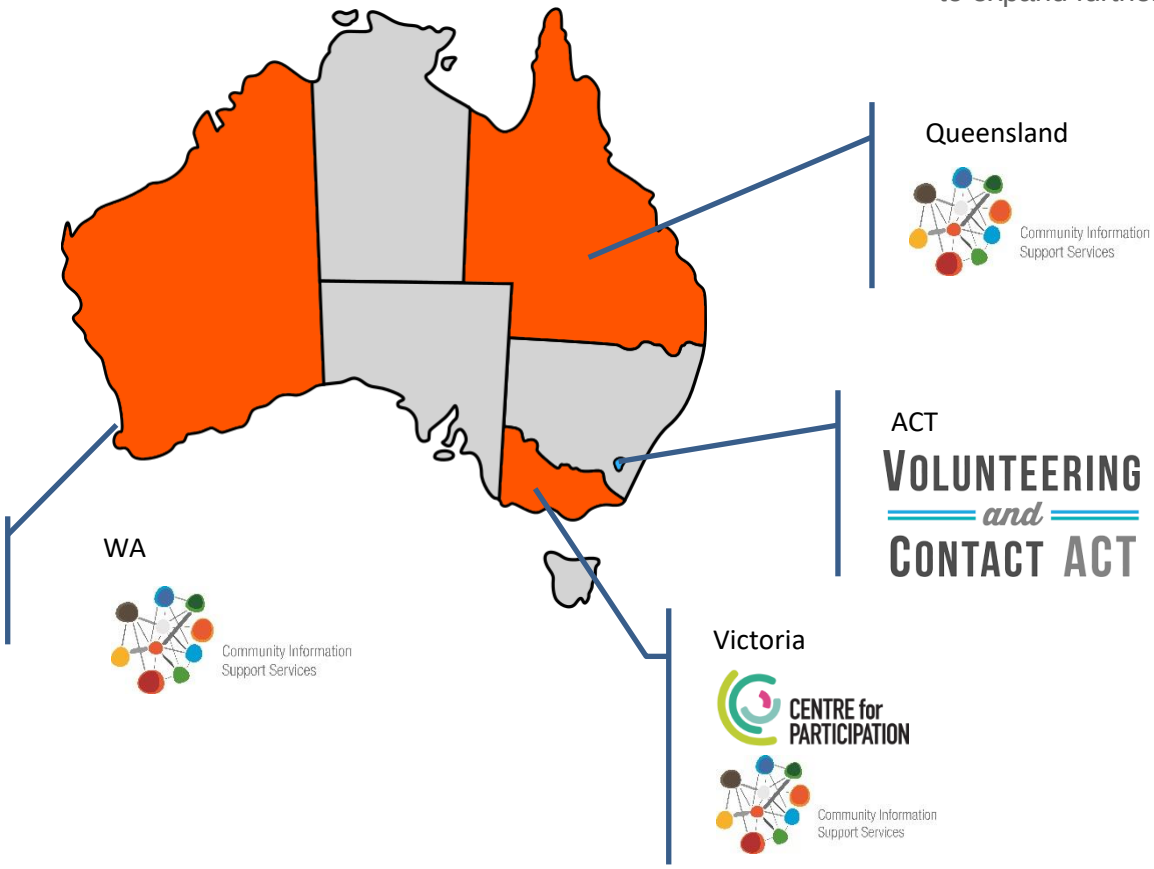
We support the coordination of health, community and wellness activities in local communities with state-of-the art information and communication channels.

We help the public and service providers share data, communicate and work together through the Platform.

Community information about services and participation is for everyone, including people who are vulnerable to disease and isolation in the community.

Where we operate & our Partners

We work with partners to deliver across several states and have plans to expand further nationally



As a Health Promotion Charity we focus on

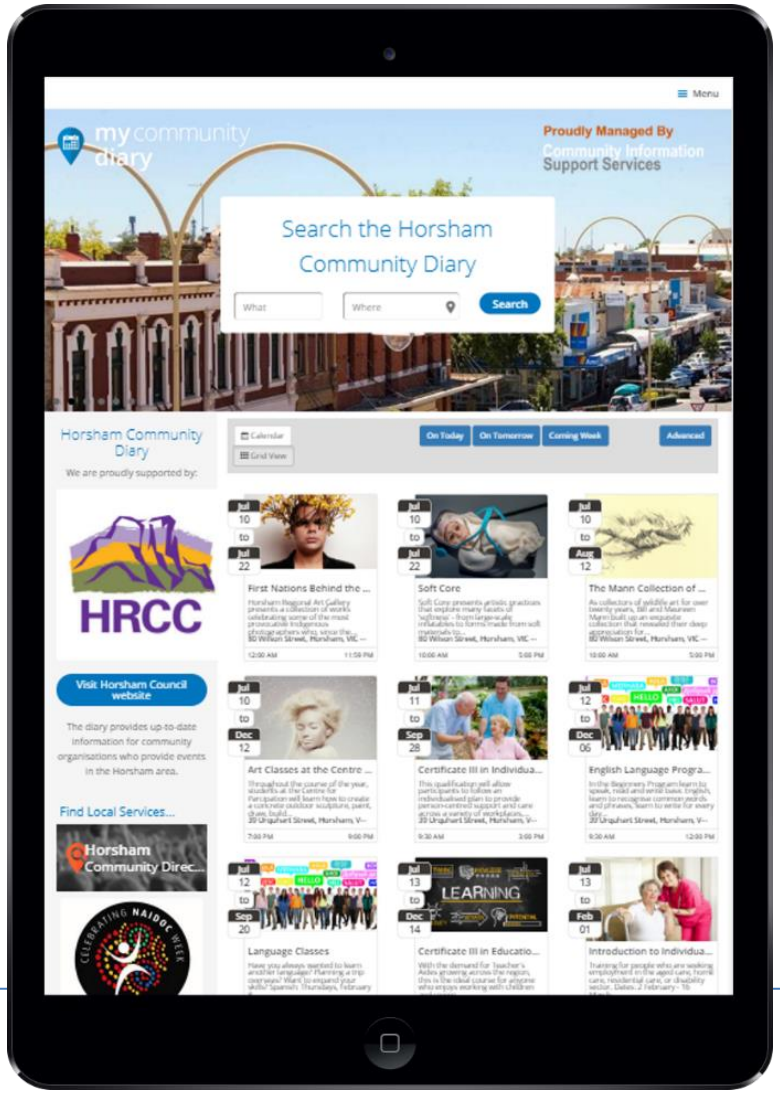
- people with chronic disease
- people with a disability
- People who struggle with their mental health
- older Australians
- young people
- Aboriginal and Torres Strait Islander People

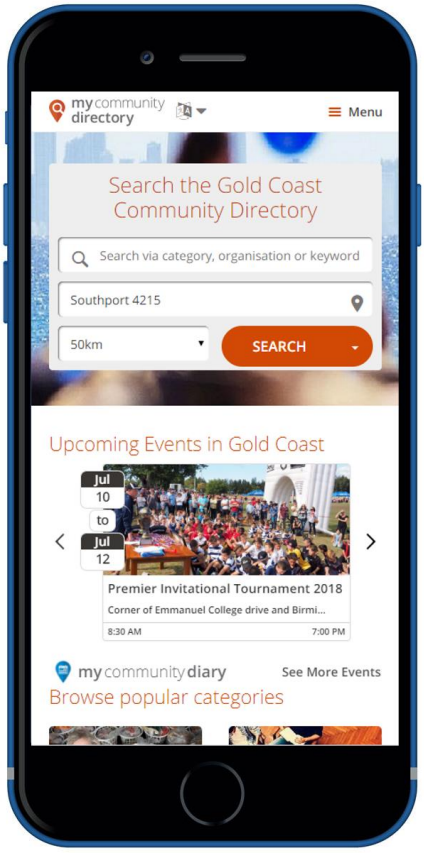
The Community Information Exchange

Information is stored in the Community Information Exchange, which My Community Directory supports to make it accessible and useful to the community. Using secure technology, My Community Directory allows different levels of access while maintaining the integrity of the data. As a fully auditable database, data quality processes help to maintain the information and provide it in different formats.

Data is constantly being monitored to ensure that it is up-to-date and accurate. Notifications are created each time information is changed on the system. We maintain the data through:

- Automatic system checks
- Manual information checks
- Collaborative partnerships





Our products and services

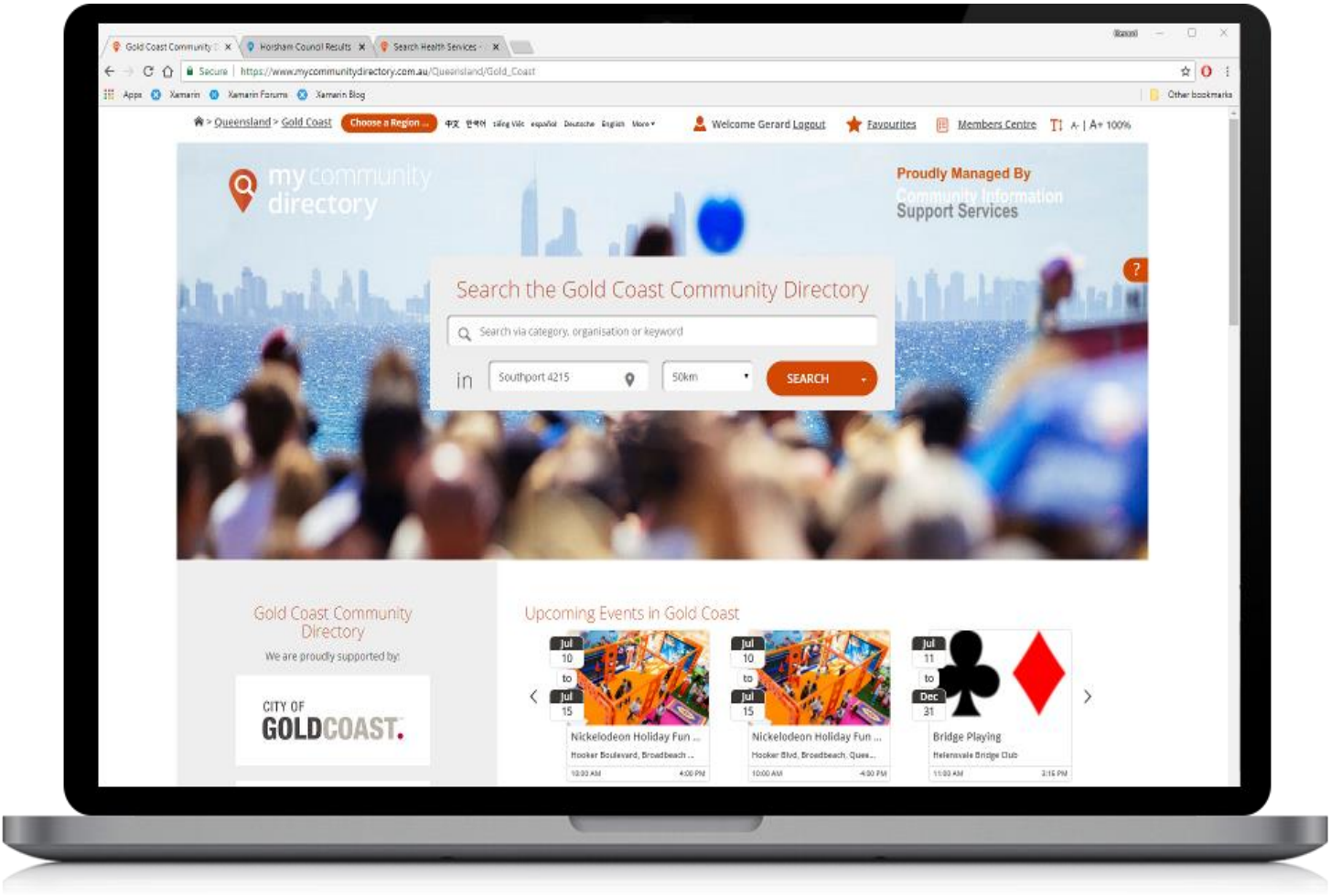
The Community Data Exchange provides the joint platform that services My Community Directory and My Community Diary websites

We develop and provide practical frameworks, guidelines and resources for the public, community organisations, councils and government to work together with people who are vulnerable.

We know that most of us need a number of services at any one time – for ourselves or for others. e.g. after school care for the kids; respite care for a fragile parent and specialist medical services for another family member. People with a disability want to know about sport; sporty people want to know about employment.

To save time, you want as much information as possible on the website so can pick the most suitable organisation before you call.

So all our community information is integrated across ages, categories of service needs, and funding sources so it is easy to find in the one place. Listings are free and are validated and updated.



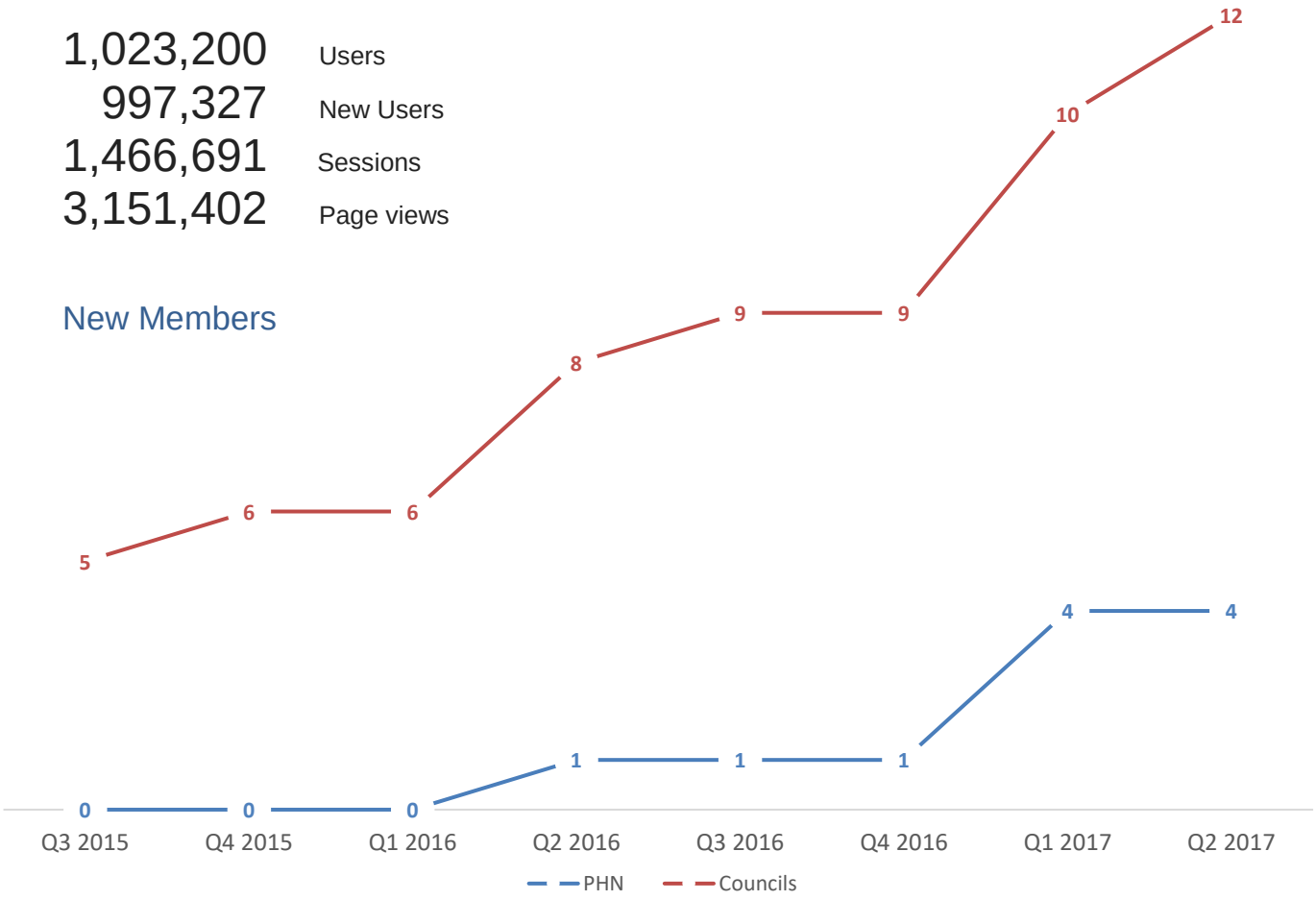
Our Data

Our Visitors

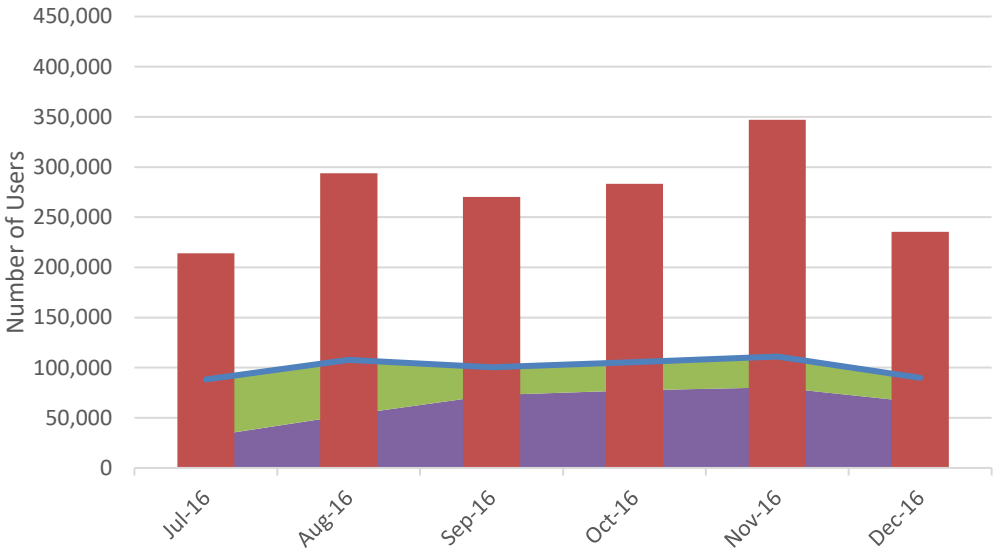
(1 July 2016 -30 June 2017)

1,023,200	Users
997,327	New Users
1,466,691	Sessions
3,151,402	Page views

New Members

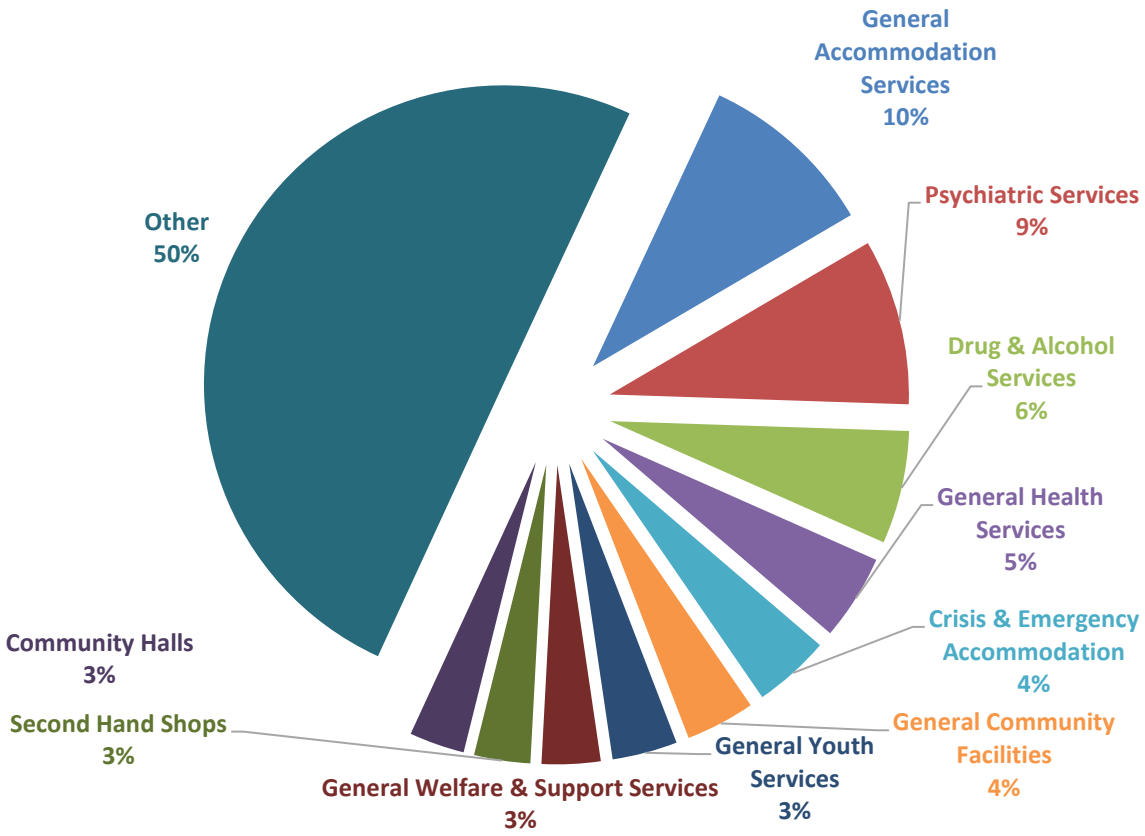


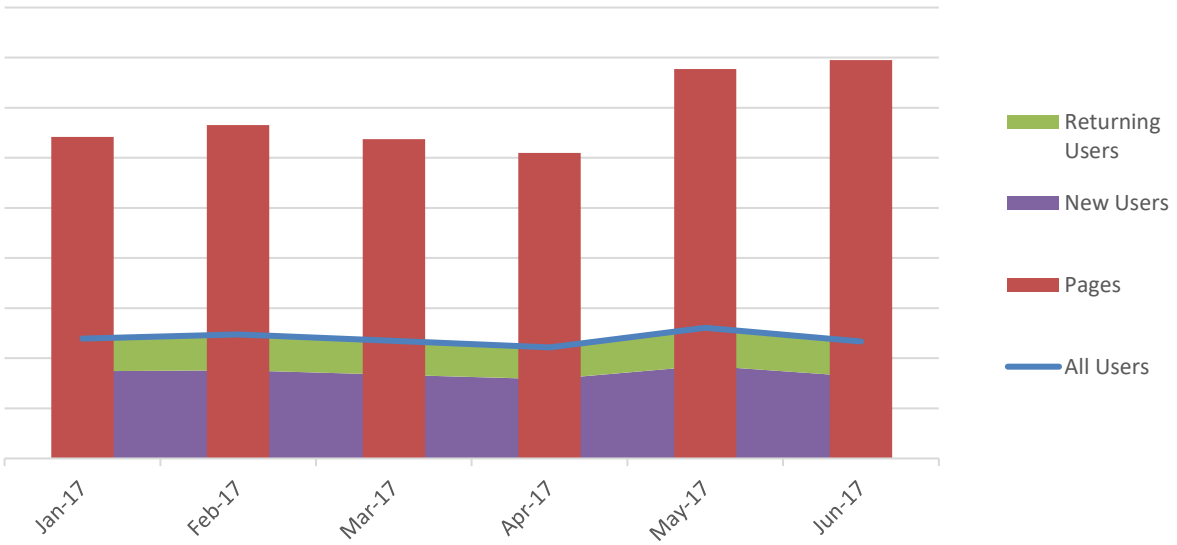
Overall Use of My Community Directory



Top 10 viewed Services

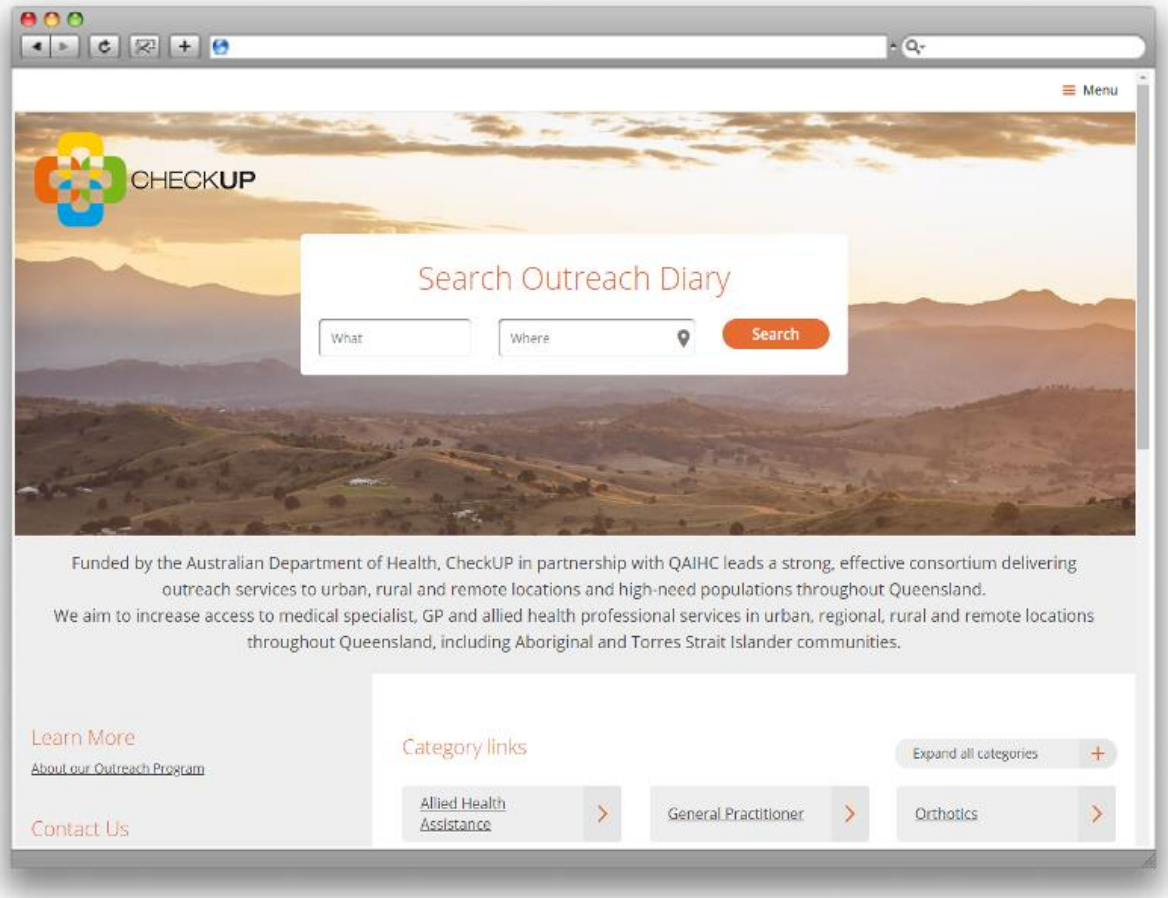
(Across the www.mycommunitydirectory.com.au website)

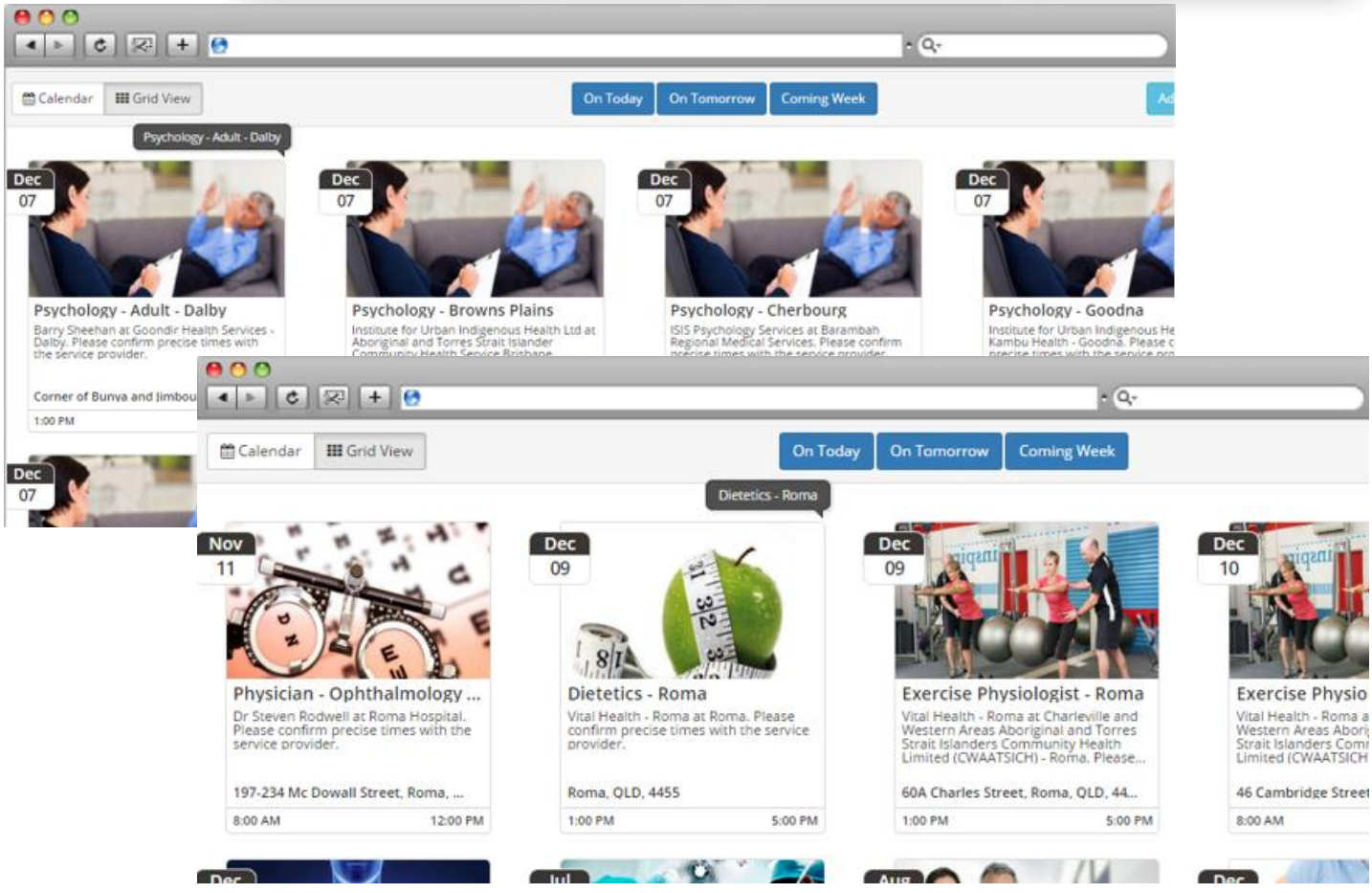




Our Highlights

My Community Diary


Menu
CHECKUP
Search Outreach Diary
What
Where
Search
Funded by the Australian Department of Health, CheckUP in partnership with QAIHC leads a strong, effective consortium delivering outreach services to urban, rural and remote locations and high-need populations throughout Queensland.
We aim to increase access to medical specialist, GP and allied health professional services in urban, regional, rural and remote locations throughout Queensland, including Aboriginal and Torres Strait Islander communities.
Learn More
About our Outreach Program
Contact Us
Category links
Expand all categories
Allied Health Assistance
General Practitioner
Orthotics


Calendar
Grid View
On Today
On Tomorrow
Coming Week
Psychology - Adult - Dalby
Dec 07
Psychology - Adult - Dalby
Barry Sheehan at Goondir Health Services - Dalby. Please confirm precise times with the service provider.
Corner of Bunya and Jimbou
1:00 PM
Psychology - Browns Plains
Institute for Urban Indigenous Health Ltd at Aboriginal and Torres Strait Islander
Psychology - Cherbourg
ISIS Psychology Services at Barambah Regional Medical Services. Please confirm
Psychology - Goodna
Institute for Urban Indigenous He
Kambu Health - Goodna. Please c
Dietetics - Roma
Nov 11
Physician - Ophthalmology ...
Dr Steven Rodwell at Roma Hospital. Please confirm precise times with the service provider.
197-234 Mc Dowall Street, Roma, ...
8:00 AM
12:00 PM
Dec 09
Dietetics - Roma
Vital Health - Roma at Roma. Please confirm precise times with the service provider.
Roma, QLD, 4455
1:00 PM
5:00 PM
Dec 09
Exercise Physiologist - Roma
Vital Health - Roma at Charleville and Western Areas Aboriginal and Torres Strait Islanders Community Health Limited (CWAATSICH) - Roma. Please...
60A Charles Street, Roma, QLD, 44...
1:00 PM
5:00 PM
Dec 10
Exercise Physio
Vital Health - Roma a
Western Areas Abori
Strait Islanders Comr
Limited (CWAATSICH
46 Cambridge Street
8:00 AM

From the Executive Director

Digital infrastructure is now as important as the tunnels and highways to our economy. Yet there is very little investment in solving the challenges of shared data in the Health and Community Sector.

To solve these challenges, the launch of the Community Information Exchange has transformed our focus at Community Information Support Services from being “just a directory” – a data warehouse - to providing access to real time community information that is easily accessible and used in more ways than ever before. We invite you to find solutions that use the Community Information Exchange.

The Community Information Exchange includes the traditional directory information about who, what and where, together with the “when” in My Community Diary providing a rich data source. The platform can now be used alongside basic socio-economic data and geo-data to show patterns of service use, gaps in services by location, mismatch of demand and supply – and other questions we haven’t yet thought about. Activities such a service mapping is now easier than ever before – gaps can be found and data can be added.

During the next 12 months we will continue our journey of connecting data about services across Australia, linking people with what they need and developing better ways of collecting, storing and sharing information. We are focused on making community information available wherever you live.

This is the first step in transforming community information into community knowledge.

I would like to personally invite you to join us and use your skills to build solutions, develop access frameworks, or volunteer to help with data quality. If you would like to make a difference by providing a financial contribution please contact us. Shared information is everyone’s responsibility.

Welcome Aboard.

Brentyn Parkin B.A. B.Ed MSc
Executive Director

Our Directors

Brentyn
Parkin

EXECUTIVE DIRECTOR

Marion
Norton

DIRECTOR

Cathy
Wilson

DIRECTOR

Our National Team

Brentyn
Parkin

EXECUTIVE
DIRECTOR

MORE INFO

Andrew
Brown

NON EXECUTIVE
(HONORARY
DIRECTOR)

MORE INFO

Elizabeth Elderidge

MEMBERSHIP
MANAGER

MORE INFO

Lee
Webb

EXECUTIVE OFFICER -
FINANCE

O'Carlie
Connor

ADMINISTRATION
AND DATA QUALITY

Victoria
Richards

ADMINISTRATION
AND DATA QUALITY

Talisha
Thompson

ADMINISTRATION
AND DATA QUALITY

Our Technical Team

Peter
Caitens

TECHNICAL PRODUCT
MANAGER

MORE INFO

Gerard
Van Der Lindon

SOFTWARE ENGINEER

MORE INFO

Norman
Neubauer

SOFTWARE ENGINEER

MORE INFO

Leighton
Blyth

SOFTWARE ENGINEER

MORE INFO

Our Members

COTA
For older Australians
AUSTRALIAN CAPITAL TERRITORY

mda
MULTICULTURAL DEVELOPMENT AUSTRALIA

CHARLTON BROWN
When care is your calling.

kyabra
Strength in Community

Toowoomba Clubhouse
towards better mental health

Rural & Remote Mental Health

Companions
of the Human Spirit

Hervey Bay
Neighbourhood Centre
The Heart Of Our Community

ndis

BRISBANE CITY

Lifeline
Darling Downs &
South West QLD Ltd

Aftercare
Journeys to emotional wellbeing since 1907

RHEALTH
Your Health Our Health

centacare
catholic support services. providing help. creating hope.

Community
Lifestyle
Support

Banana
SHIRE
SHIRE OF OPPORTUNITY

CITY OF
Albany

City of
Cockburn
wetlands to waves

CITY OF
GOLDCOAST.

HRCC

City of
Ipswich

lifestream
AUSTRALIA

LOGAN
CITY COUNCIL

The Smith Family
everyone's family

TOOWOOMBA
REGION

WAPHA
WA Primary Health Alliance

WESTERN
DOWNS
REGIONAL COUNCIL

phn
WESTERN QUEENSLAND
An Australian Government Initiative