

At Infoxchange we like to imagine a world where everyone, everywhere has access to information communication technology.

Infoxchange S2S Presentation

May 2013

Technology **for**
Social justice



www.infoxchange.net.au

Our social objectives

‘Civil and democratic societies demand that everyone be able to access and share information.’

- » Increase ‘digital inclusion’ by assisting all those in our communities to access and efficiently use information communication technology.
- » Raise the level of ‘digital proficiency’ and improve the efficiency and effectiveness of community focused sector through information communication technology.
- » Advocate for and showcase the benefits of digital empowerment in our communities

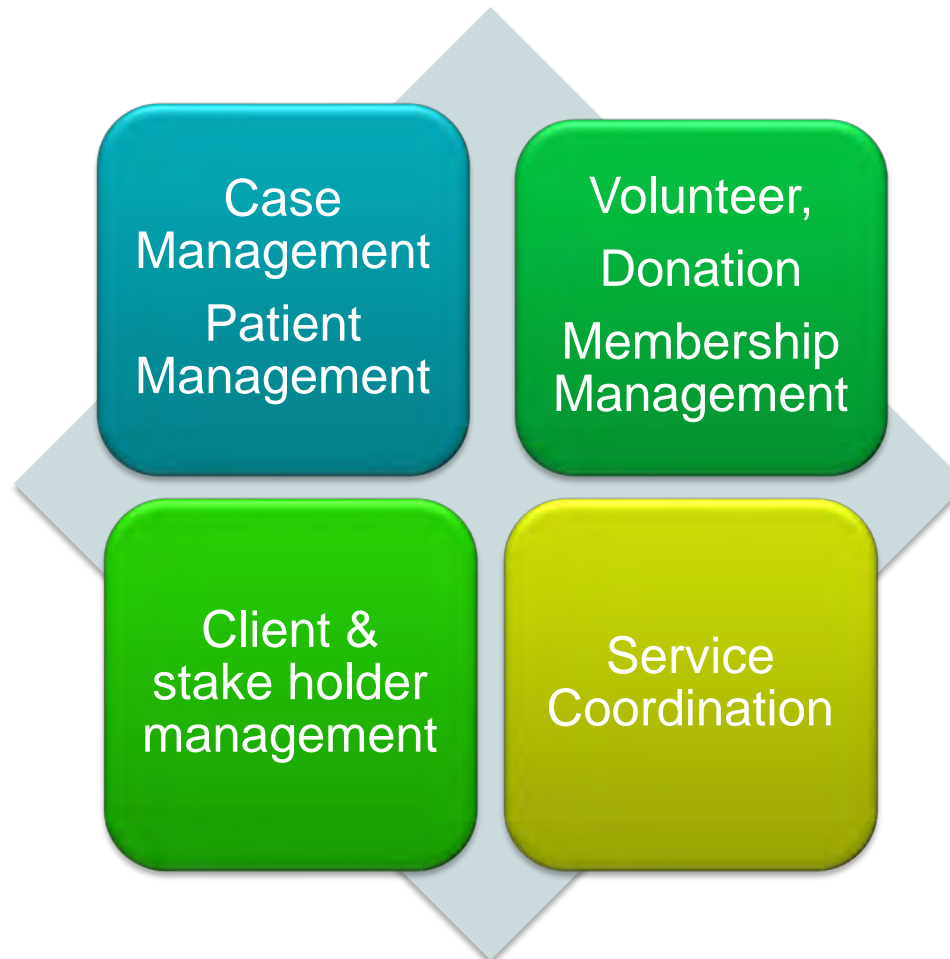
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The new proficiency.

Digital proficiency ... to move beyond seeing communication technology as a tool... recognise ICT as a strategic asset ...underpinning effectiveness and defining how we function. ... is a path to efficiency, ... shaping client services and ensuring coordination of service system.

What do community sector organisations do....?



What do community sector organisations have to deal with...?



Service Coordination Definition

To enable a collaborative approach to service provision across the region that will simplify entry and access to, and allocation of services for clients, carers and families.

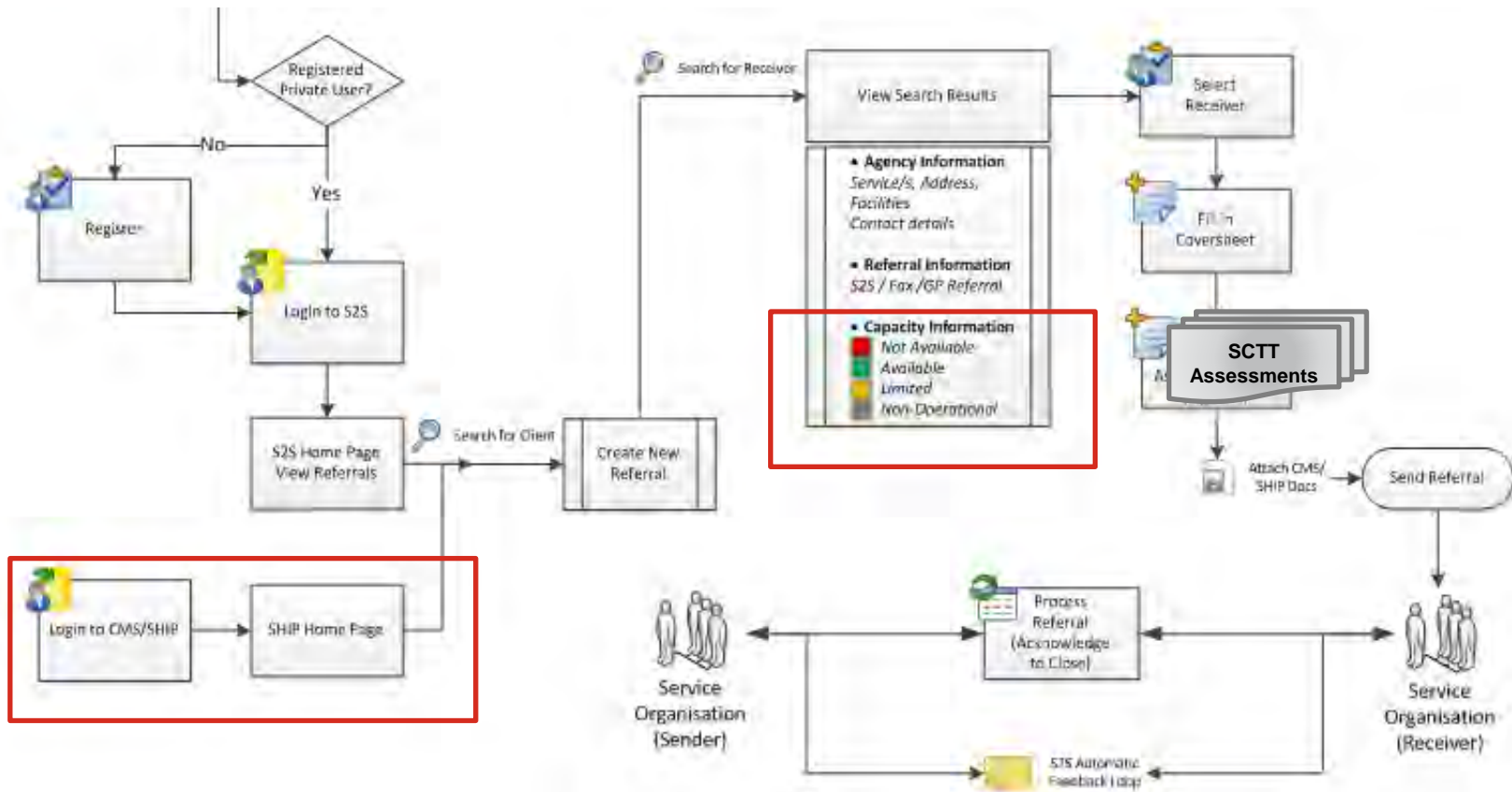
Effective service coordination is critical

Infoxchange Service-to-Service (S2S)

- » Suite of web-based apps to improve the efficiency & effectiveness of care delivery
- » Developed with the Primary Care Partnerships in Victoria
- » National footprint providing critical linkages across the health and community sector



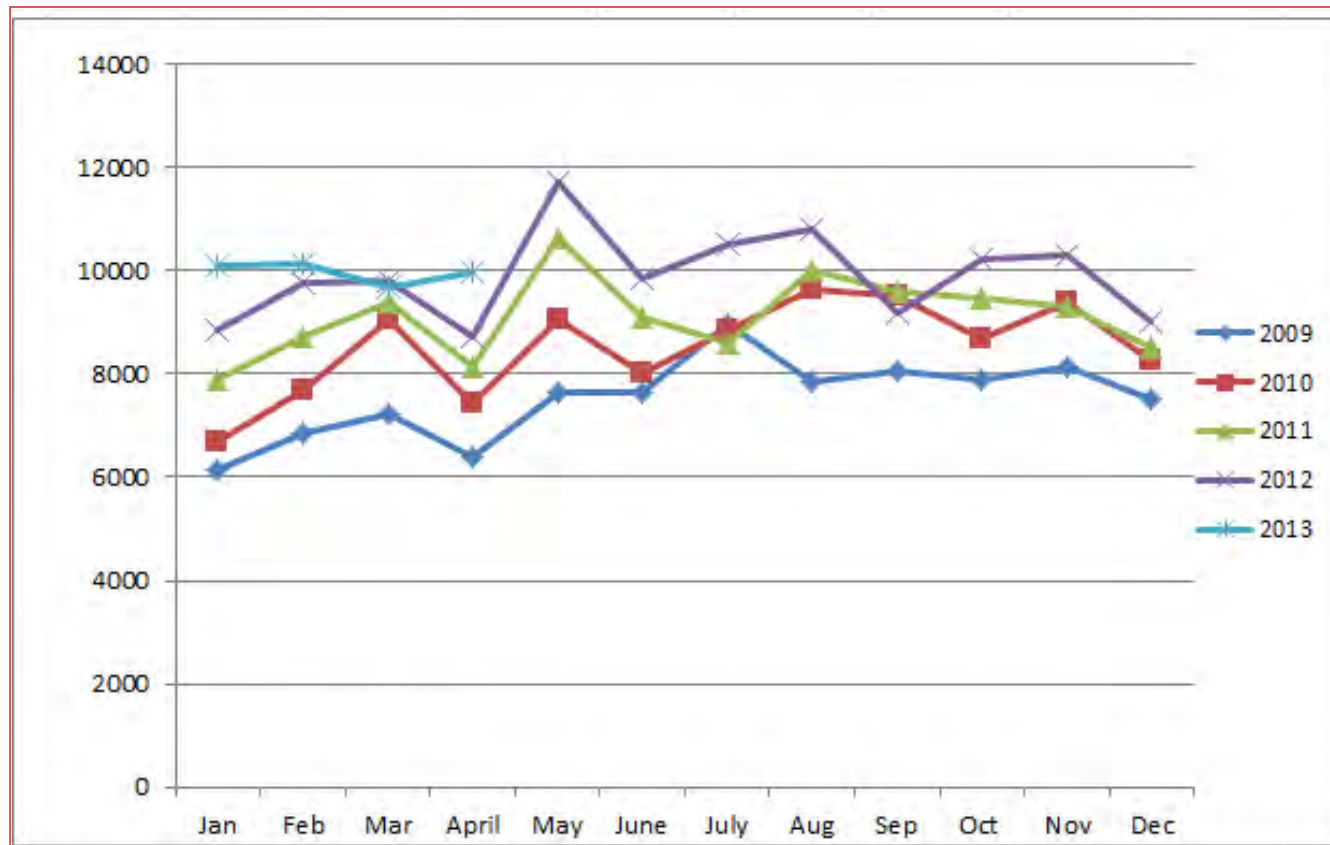
S2S Work Flow



Current users of Service-to-Service (S2S)

- » HACC Service Providers
- » Community Health
- » Local Government
- » Allied Health Services
- » Hospitals – Discharge, ED
- » Hospitals – SW, Wards
- » DHS Disability Services
- » Aged Care Service Providers
- » Mental Health Providers
- » Palliative Care
- » ADHC Case Management
- » Drug & Alcohol Services
- » Counselling
- » Youth Services
- » Housing & Homelessness
- » Case Management Providers
- » Carelink Centres
- » Family Violence

S2S Referral stats



e Care Planning

S2S module that facilitates inter-agency service coordination for clients with complex or multiple issues.

S2S Care Plans allow you to:

- » Choose services and practitioners involved in the client's plan;
- » Control Edit/View permissions for the plan;
- » Define goals, strategies, tasks and desired outcomes;
- » Schedule reviews to evaluate goals and client progress;
- » Attach supporting documents (eg. diabetes management plan);
- » Link to an existing S2S eReferral (and SCTT forms) for that client;
- » Track changes and activity.

CAT, Tom (13/08/1987), Care Plan 156699

Client Information

Gender: Male
Address: (not available)
Phone: (not available)

Dates & Reason

Plan Status: In Progress

Reason for Plan: Client is a 90 year old man who was born in Italy, and just recently returned home after being in residential care. He was able to return home due to increase in health. Has type 2 diabetes, hypertension and arthritis. Client requires support with most ADLs with council assisting with personal care and wife and family attend with the rest.

Next Review Date: 27/05/2013

Last Modified: 06/05/2013 11:56:25
Last Modified By: Training Five

Access Level: Only active participants can view and edit the care plan

Participants

Type	Participant	Active	Consent
	Training Five 94187492 ixatraining@gmail.com Assessment Officer Infoxchange City Council	Yes	Yes
	Infoxchange Trainer 94187492 ixatraining@gmail.com Practitioner Infoxchange Regional Health	Yes	Yes
	Tom Cat 5990 4123	No	Yes

Goals

Goal 1

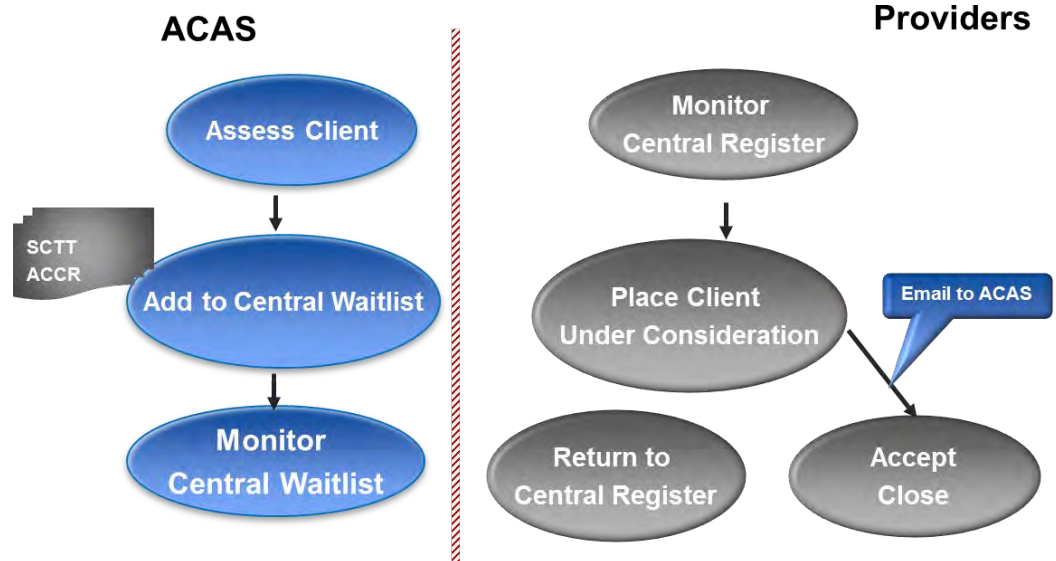
Issue

client has just returned home from residential care as his health has improved. Has very supportive family however has not yet involved in community activities.

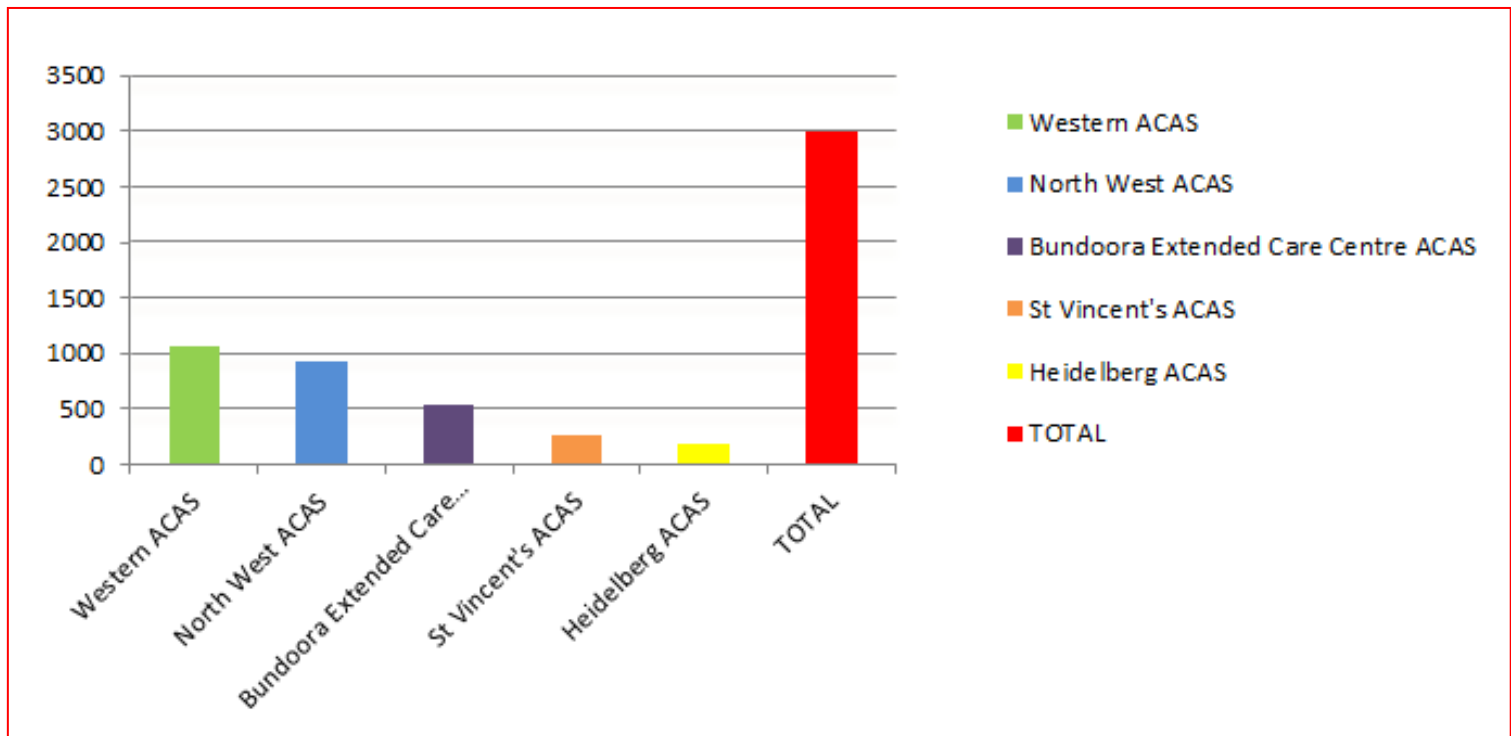
Goal	Outcomes	Strategy
To integrate into the community.	To participate in PAG group.	To refer to Council.
Tasks	Target Date	Participant Responsible for the Task
Refer to council 1	27/05/2013	Training Five from Infoxchange City Council
Participant Responsible for the Goal	Importance Rating	Difficulty Rating

S2S eWaitlist

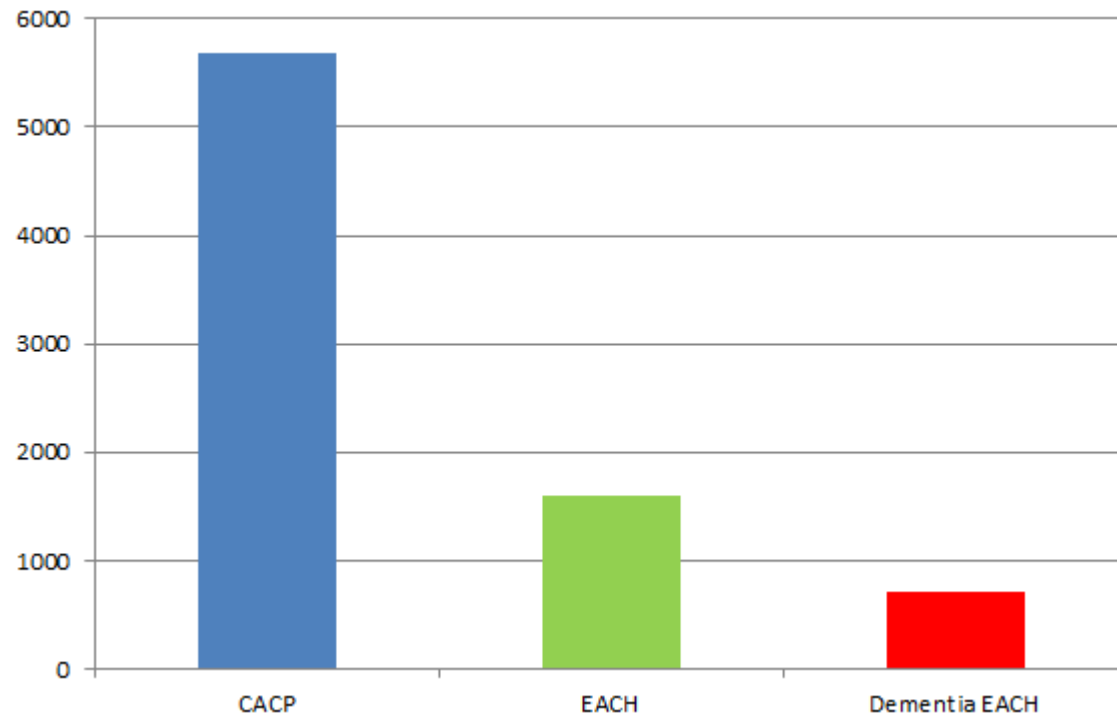
- Coordinates demand for health, welfare & community services
- Used by Aged Care Assessment Services (ACAS) and aged care providers across Victoria to coordinate packages



S2S eWaitlist clients added in 2012



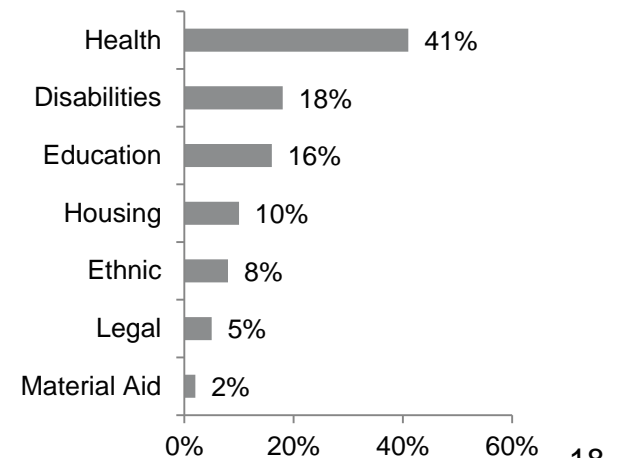
Active clients



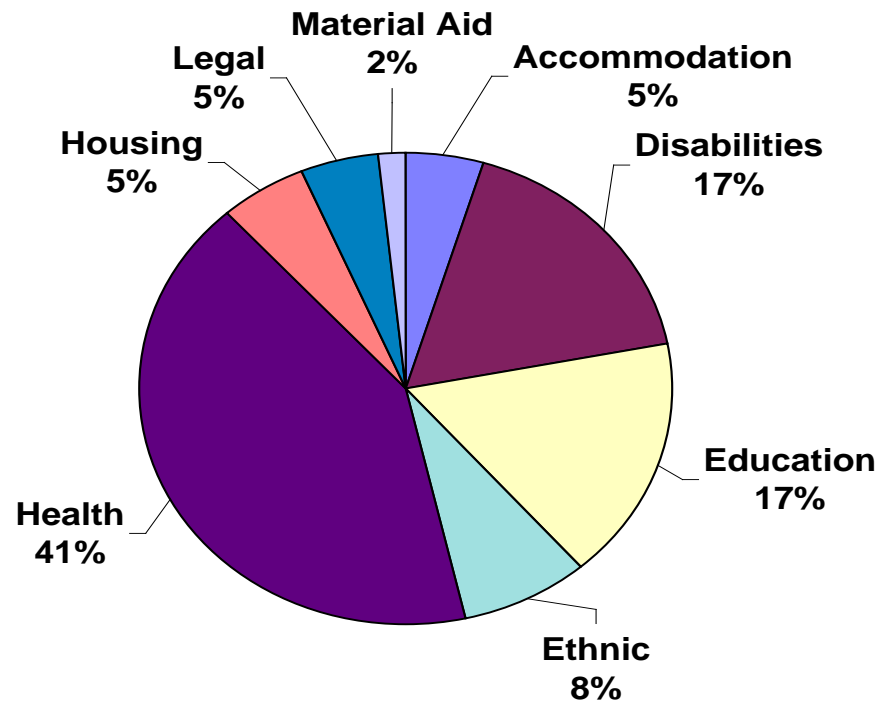
Effective service coordination is critical

Infoxchange Service Seeker

- » Australia's most comprehensive health and community services directory with over 300,000 records
- » Supports national and state based service coordination initiatives: e-referral, care planning & client management



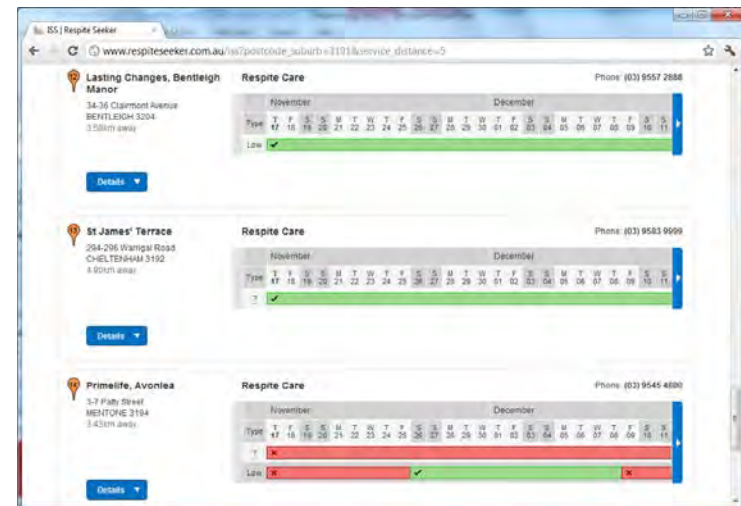
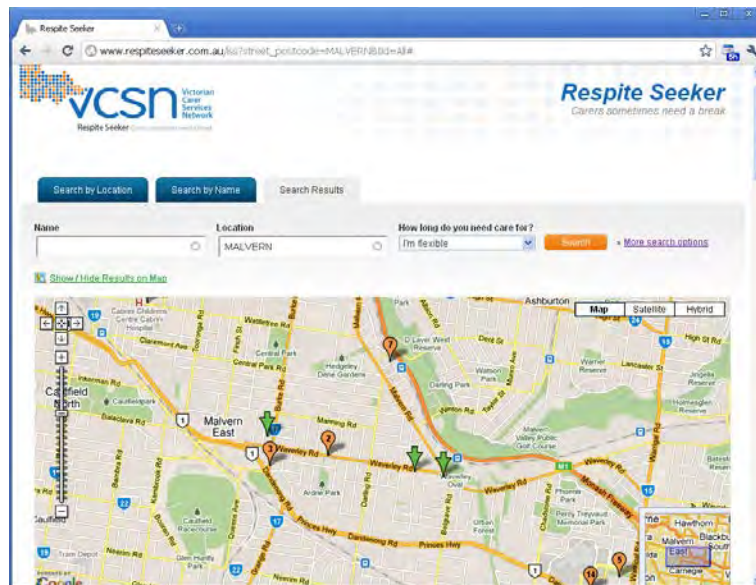
Service Areas




Respite Seeker

Partnership with Victorian Carer Services Network (VCSN) and National Respite for Carers Providers

Assists carers and providers to locate respite services.





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Discussion