Information Collaboration

within organisations, between organisations

Who are we?

Pere Ruka
MacKillop

Jurgen Schaub
Berry Street

Who are we?


Since 1877
Berry Street
We never give up


MacKillop
Family Services


Centre for Excellence
in Child and Family Welfare Inc.


Australia
Infoxchange
Technology for social justice


Anglicare
VICTORIA


Uniting Care
Connections
child, youth and family services


VCOSS
Victorian Council
of Social Service


CatholicCare


ozchild
Every child deserves the chance to shine
bethany

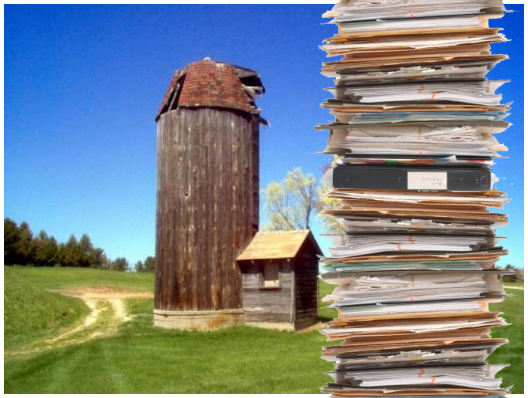
Individual silos of information



CRIS, CRISSP



SHIP



IRIS











Silos are evil.

- Comparing outcomes
- Compiling statistics
- Counting clients (!)
- Collaborating!
- Care teams!

It’s a lot of unnecessary work.

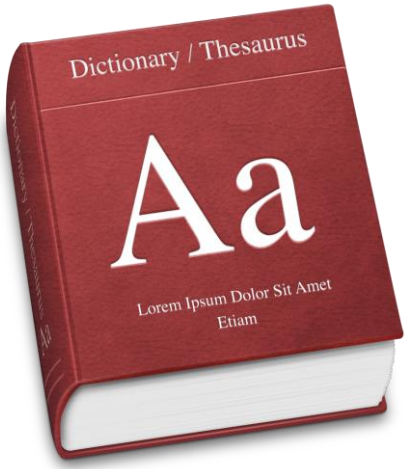
One brand-new silo!



Three important concepts

(This is as technical as it’s going to get.)



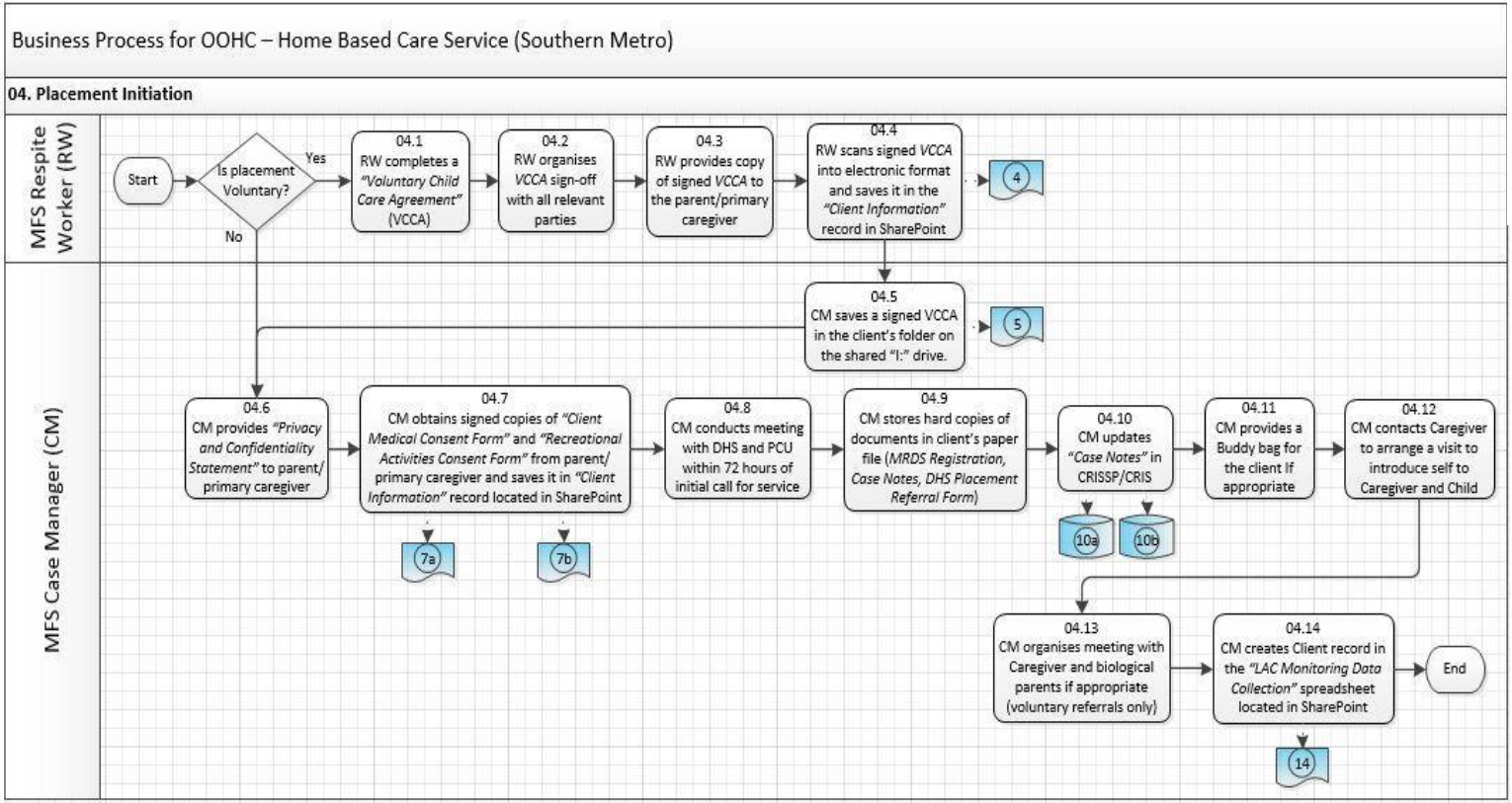




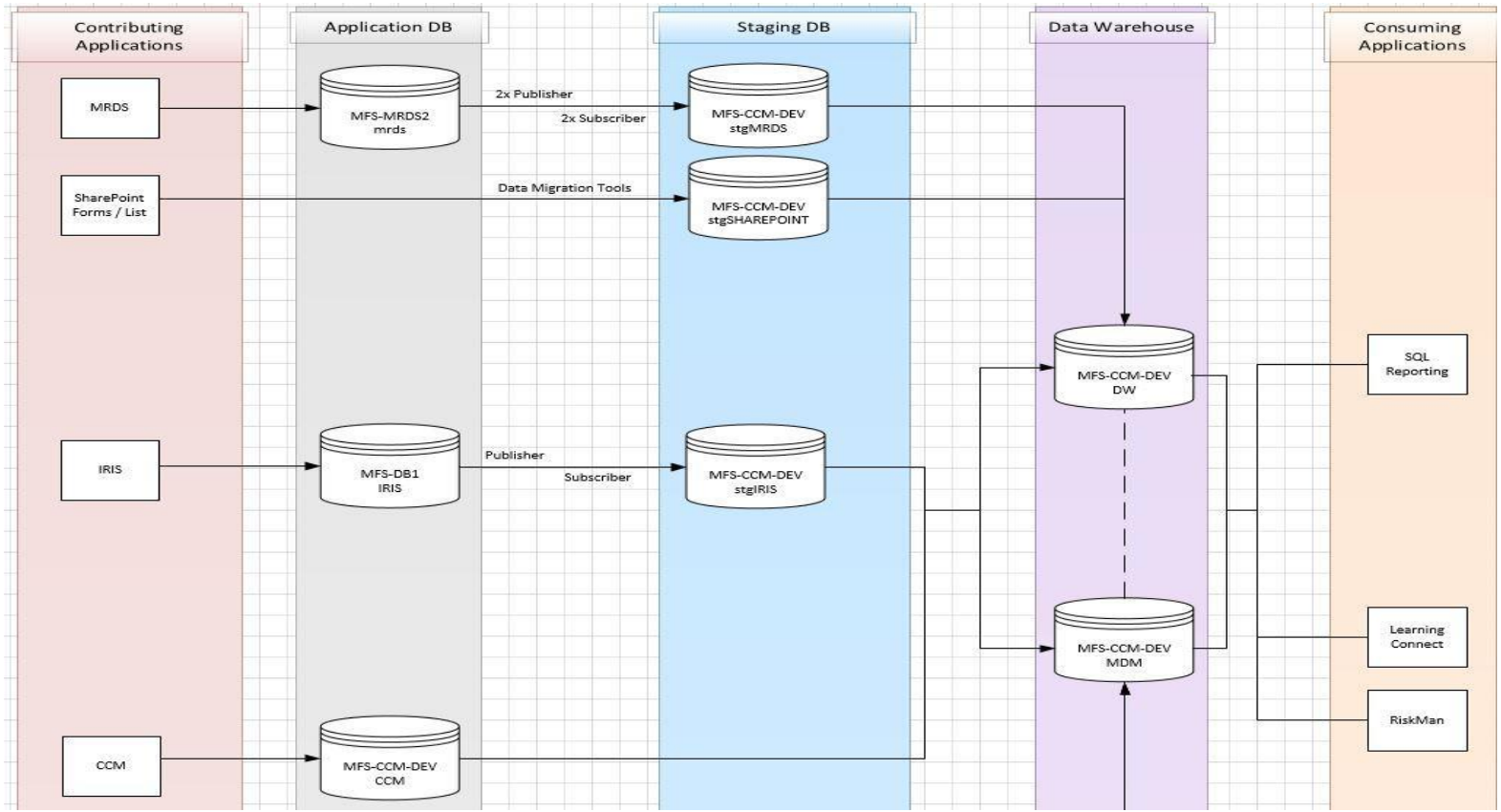
Process mapping



Data Warehouse

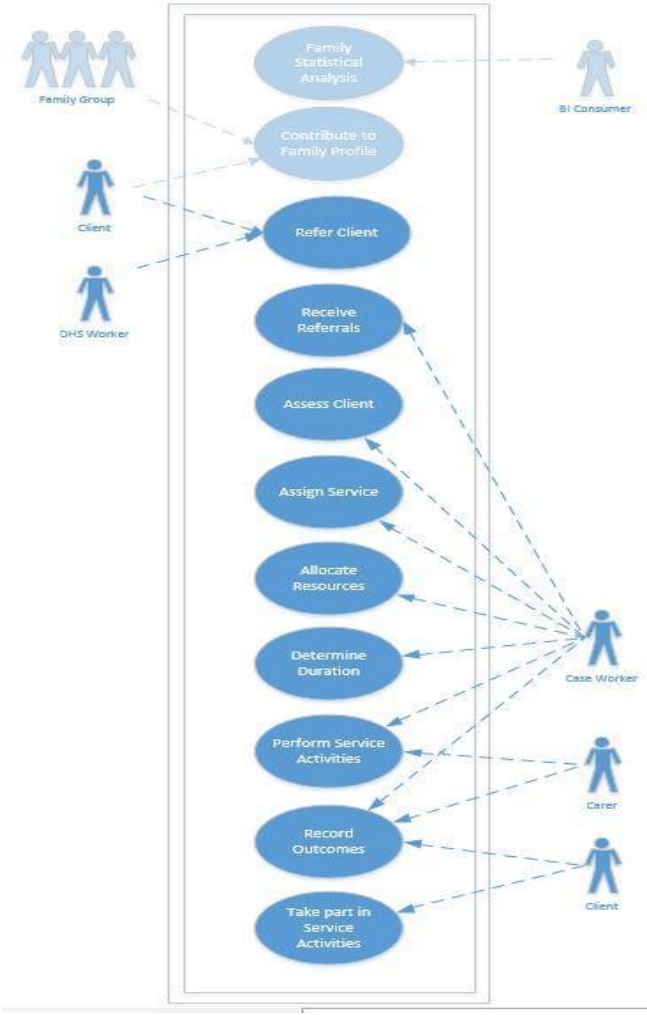


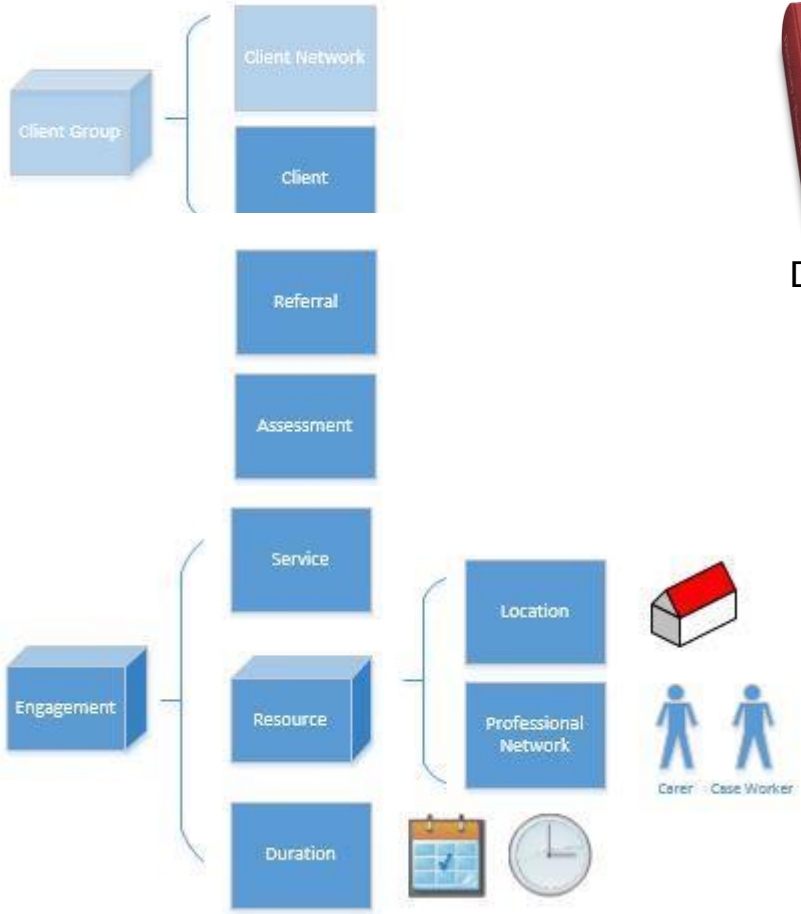
The bucket

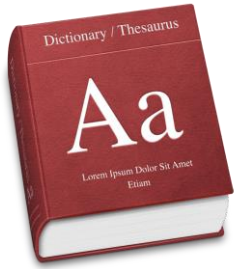




Data Warehouse


Family Group
Family Statistical Analysis
BI Consumer
Contribute to Family Profile
Client
Refer Client
DHS Worker
Receive Referrals
Assess Client
Assign Service
Allocate Resources
Determine Duration
Case Worker
Perform Service Activities
Carer
Record Outcomes
Client
Take part in Service Activities


Client Group
Client Network
Client
Referral
Assessment
Engagement
Service
Resource
Duration
Location
Professional Network
Carer
Case Worker

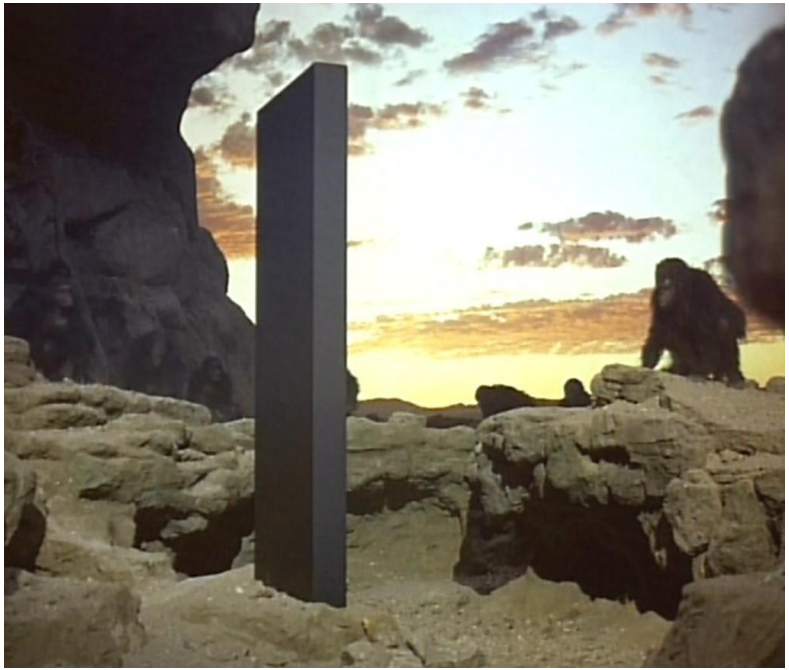

Dictionary / Thesaurus
Aa
Lorem Ipsum Dolor Sit Amet
Etiam

Data Model

Data interchange



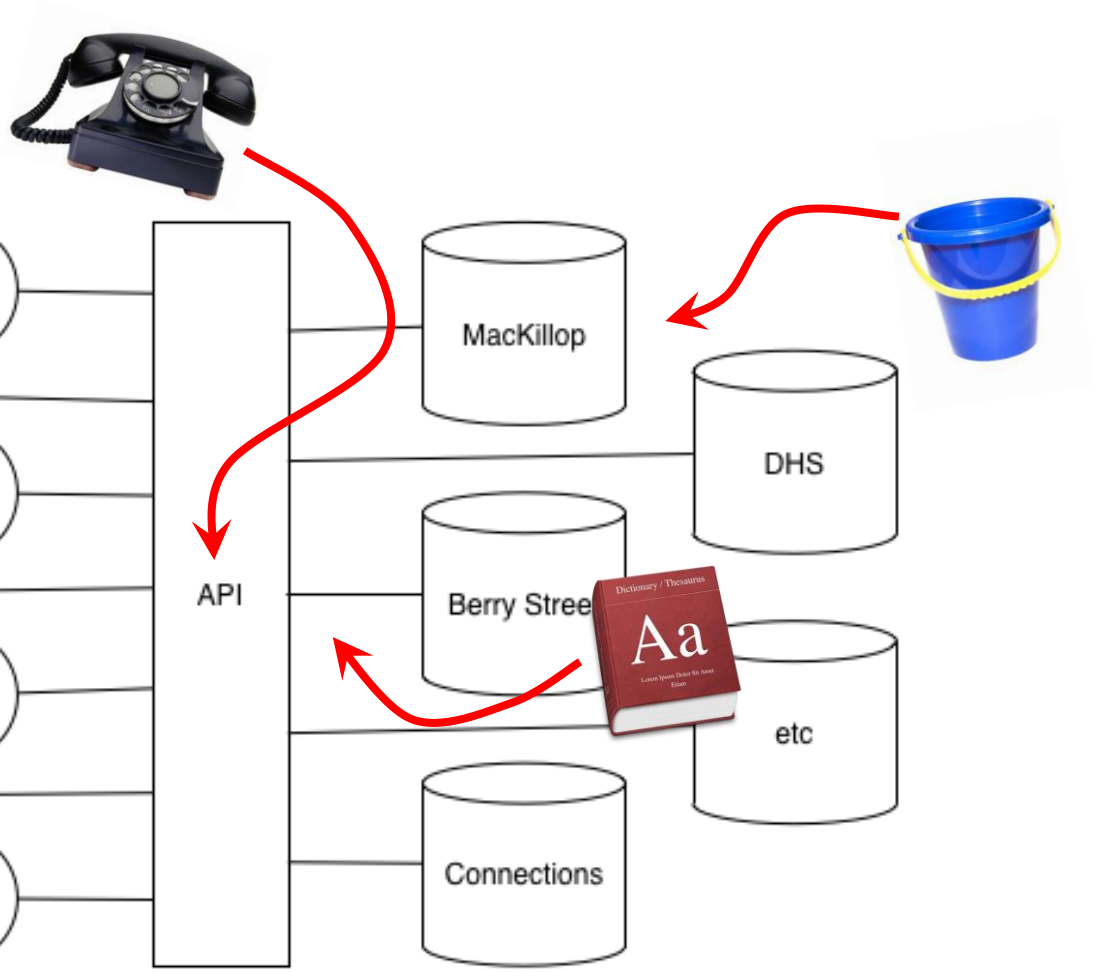
Data Entry Source (Legacy)			Meteor			Database				
Document.Worksheet.Data Label / SP Form.Section.Subsection.Label	Data Element	Data Type	Name	Id	Comments	Data Warehouse				
2014 referrals 1.Jan.Date	Client.HBC.Case.ReferralDate	Date	Referral Date	270005		mfs-ccm-dev.DW.dbo.case.referralDate	mfs-ccm-dev.CCM.dbo.case.referralDate	Date		
2014 referrals 1.Jan.Last Name	Client.HBC.FamilyName	String(40)	Family Name	453750		mfs-ccm-dev.DW.dbo.Client.FamilyName	mfs-ccm-dev.CCM.dbo.Client.surname	String(40)		
						mfs-ccm-dev.DW.dbo.Client.OtherName	mfs-ccm-dev.CCM.dbo.Client.middleName			
2014 referrals 1.Jan.First Name	Client.HBC.FirstName	String(40)	Given Name(s)	453734		mfs-ccm-dev.DW.dbo.Client.GivenNames	mfs-ccm-dev.CCM.dbo.Client.firstname	String(40)		
2014 referrals 1.Jan.Sex	Client.HBC.Sex	String(20)	Sex	287316		mfs-ccm-dev.DW.dbo.Client.Sex	mfs-ccm-dev.CCM.dbo.Client.Sex (Str)	Numeric		
2014 referrals 1.Jan.DOB	Client.HBC.DOB	Date	Date of birth	287007		mfs-ccm-dev.DW.dbo.Client.DOB	mfs-ccm-dev.CCM.dbo.Client.DOB	Date		
2014 referrals 1.Jan.Grouping 0-5, 5-12, 12+		String(20)			Not used					
2014 referrals 1.Jan.A or TSI	Client.HBC.IndigenousStatus	String(40)	Indigenous Status	291036		mfs-ccm-dev.DW.dbo.Client.IndigenousStatus	mfs-ccm-dev.CCM.dbo.Client.indigenousStatus (Str)	Numeric		
2014 referrals 1.Jan.Case Worker	Client.HBC.Case.CaseWorker	String(40)				mfs-ccm-dev.DW.dbo.case.caseWorker	mfs-ccm-dev.CCM.dbo.case.caseWorker (Str)	Numeric		
2014 referrals 1.Jan.DHS Region	Client.HBC.Case.DHSRegion	String(50)				mfs-ccm-dev.DW.dbo.case.dhsRegion	mfs-ccm-dev.CCM.dbo.case.dhsRegion (Str)	Numeric		
2014 referrals 1.Jan.DHS Worker	Client.HBC.Case.DHSWorker	String(80)					mfs-ccm-dev.CCM.dbo.case.dhsWorker	String(80)		
2014 referrals 1.Jan.Carer/s (if applicable)	Client.HBC.Case.Placement.Carer	String(80)				mfs-ccm-dev.DW.dbo.placement.careRegId	mfs-ccm-dev.CCM.dbo.placement.careRegId	Numeric		
2014 referrals 1.Jan.stats	Client.HBC.Case.ReferralAcceptance	Boolean	Accomodation offered	329986	1. Yes 2. No	mfs-ccm-dev.DW.dbo.case.referralAccepted	mfs-ccm-dev.CCM.dbo.case.referralAccepted	Boolean		
2014 referrals 1.Jan.Reason For Referral	Client.HBC.Case.ReasonForReferral	String(100)				mfs-ccm-dev.DW.dbo.case.referralReason	mfs-ccm-dev.CCM.dbo.case.referralReason (Str)	Numeric		
2014 referrals 1.Jan.Outcome	Client.HBC.Case.RejectionReason	String(200)	Assistance not provided	270040		mfs-ccm-dev.DW.dbo.case.rejectionReason	mfs-ccm-dev.CCM.dbo.case.rejectionReason (Str)	Numeric		
2014 referrals 1.Jan.MRDS REF	Client.HBC.Case.MRDSNumber	String(10)				mfs-ccm-dev.DW.dbo.Case.mrdsClientCaseID	mfs-ccm-dev.CCM.dbo.Case.mrdsClientCaseID	Numeric		
2014 referrals 1.Jan.placement comm.	Client.HBC.Case.Placement.StartDate	Date	Accommodation period start	348138		mfs-ccm-dev.DW.dbo.Placement.StartDate	mfs-ccm-dev.CCM.dbo.Placement.StartDate	Date		
2014 referrals 1.Jan.placement ceased	Client.HBC.Case.PlacementEndDate	Date	Accommodation period end	347334		mfs-ccm-dev.DW.dbo.Placement.EndDate	mfs-ccm-dev.CCM.dbo.Placement.EndDate	Date		
2014 referrals 1.Feb.Date	Client.HBC.Case.ReferralDate	Date	Referral Date	270005		mfs-ccm-dev.DW.dbo.case.referralDate	mfs-ccm-dev.CCM.dbo.case.referralDate	Date		
2014 referrals 1.Feb.Last Name	Client.HBC.FamilyName	String(40)	Family Name	453750		mfs-ccm-dev.DW.dbo.Client.FamilyName	mfs-ccm-dev.CCM.dbo.Client.surname	String(40)		
2014 referrals 1.Feb.First Name	Client.HBC.FirstName		Given Name(s)	453734		mfs-ccm-dev.DW.dbo.Client.GivenNames	mfs-ccm-dev.CCM.dbo.Client.firstname	String(40)		
2014 referrals 1.Feb.Sex	Client.HBC.Sex	String(40)	Sex	287316		mfs-ccm-dev.DW.dbo.Client.Sex	mfs-ccm-dev.CCM.dbo.Client.Sex (Str)	Numeric		
2014 referrals 1.Feb.DOB	Client.HBC.DOB	String(20)	Date of birth	287007		mfs-ccm-dev.DW.dbo.Client.DOB	mfs-ccm-dev.CCM.dbo.Client.DOB	Date		
2014 referrals 1.Feb.Grouping 0-5, 5-12, 12+		Date			Not used					
2014 referrals 1.Feb.A or TSI	Client.HBC.IndigenousStatus	String(20)	Indigenous Status	291036		mfs-ccm-dev.DW.dbo.Client.IndigenousStatus	mfs-ccm-dev.CCM.dbo.Client.indigenousStatus (Str)	Numeric		
2014 referrals 1.Feb.Case Worker	Client.HBC.Case.CaseWorker	String(40)				mfs-ccm-dev.DW.dbo.case.caseWorker	mfs-ccm-dev.CCM.dbo.case.caseWorker (Str)	Numeric		
2014 referrals 1.Feb.DHS Region	Client.HBC.Case.DHSRegion	String(40)				mfs-ccm-dev.DW.dbo.case.dhsRegion	mfs-ccm-dev.CCM.dbo.case.dhsRegion (Str)	Numeric		
2014 referrals 1.Feb.DHS Worker	Client.HBC.Case.DHSWorker	String(50)					mfs-ccm-dev.CCM.dbo.case.dhsWorker	String(80)		
2014 referrals 1.Feb.Carer/s (if applicable)	Client.HBC.Case.Placement.Carer	String(80)				mfs-ccm-dev.DW.dbo.placement.careRegId	mfs-ccm-dev.CCM.dbo.placement.careRegId	Numeric		






3G
9:09 AM
Messages
Music
Calculate
RSS
Search
Games
Chat
Calendar
Camera
SUNDAY
9
30°C
SMS

The un-silo


App
App
App
App
App
App
App
API
MacKillop
DHS
Berry Stree
etc
Connections
Dictionary / Thesaurus
Aa

Task-based apps

Not one-size-fits-all.

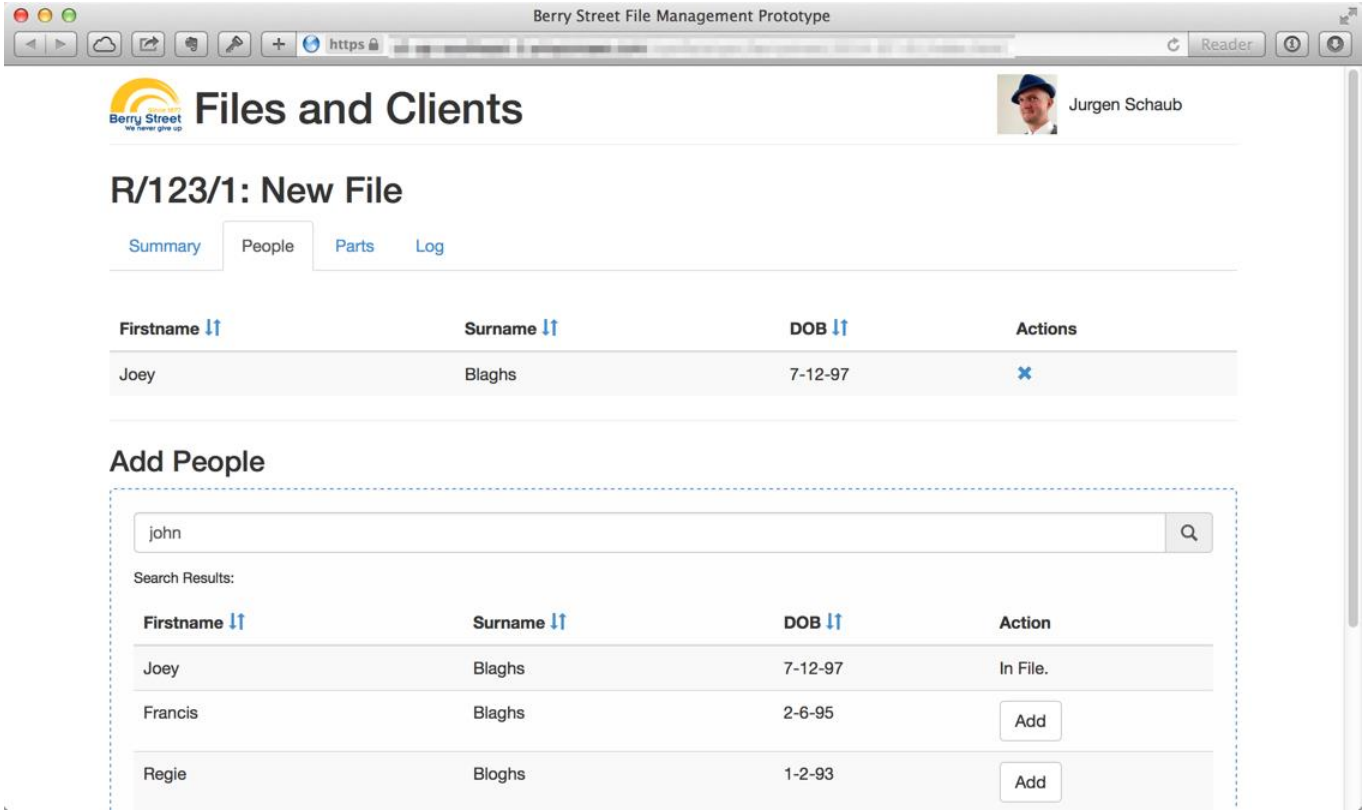
Task-based apps

Not one-size-fits-none.

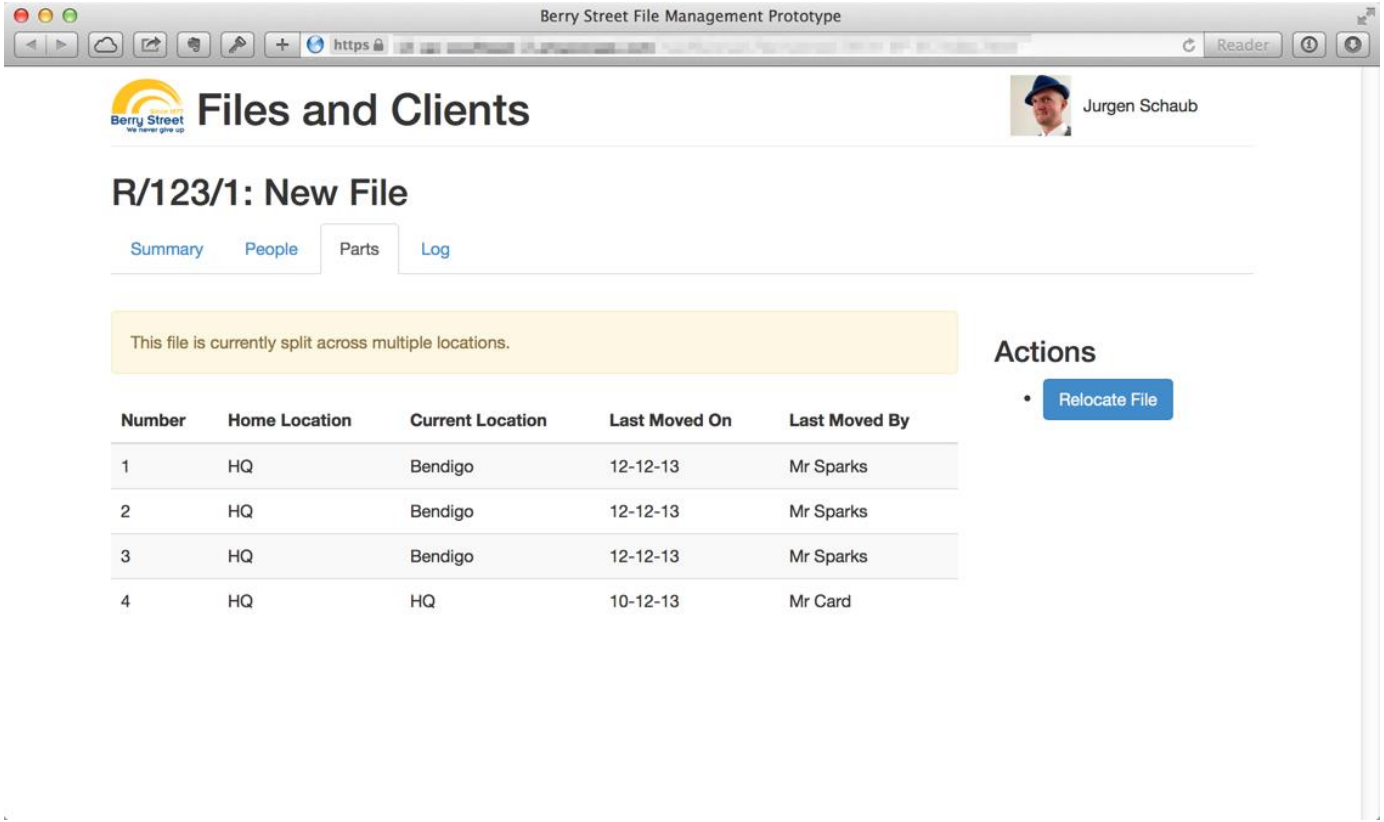
Integration of task and knowledge.
Integration of task and reporting.

Linking all ex-silos. Make the computer do the hard work, *that's what it's good at.*

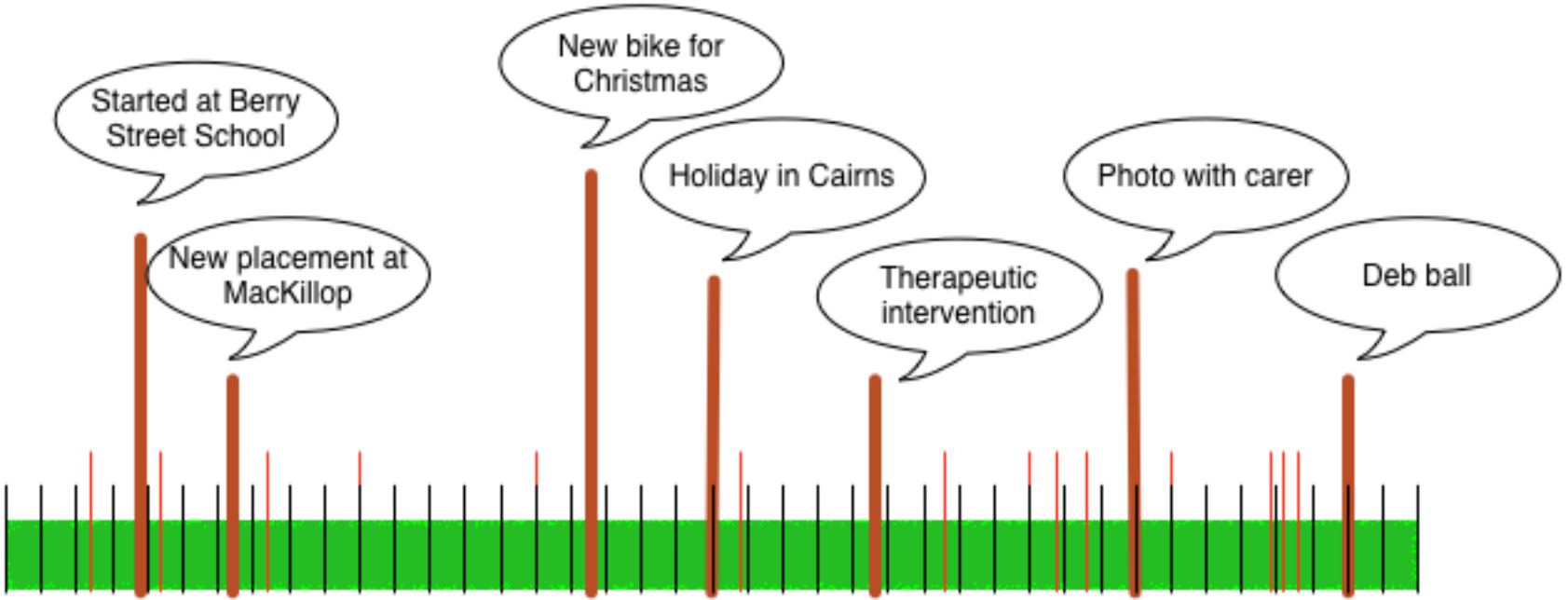
Two apps: File register



Two apps: File register



Two example apps: Timeline



So what does this mean?

Internal organisational silos go away.

“Services connect” within an organisation.

Outcome measures and statistics

Not wedded to one monolithic application.

Potential to move information to organisations external to our agencies.

Collaboration

Technical collaboration to enable service delivery collaboration.

differentiate on **actions**, not on the **process**.