



About Service-to-Service

Service coordination tools

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Service coordination

Over the past ten years Infoxchange Australia has teamed with community and government partners in developing new ways to help community service workers deliver value to their clients.

The result is our Service-to-Service suite of software applications: seven interlaced web-based modules that focus directly on the needs of communities and the workers who serve them.

Development of the S2S suite has been driven by Infoxchange Australia's belief that efficiency and productivity are not just for big business. New technologies offer organisations providing vital health and welfare services a unique opportunity to streamline service delivery and maximise the effectiveness of scarce resources.

We have made it our mission to harness this opportunity to use technology for social benefit. S2S incorporates intuitive tools to improve service coordination, resource management, networking and information sharing.

Each S2S module is easy to use, affordable and adheres fully to privacy and accessibility standards. Designed with extensive input from users in the field, development has been informed by best practice in web design.

In supporting our growing network of Service-to-Service users - organisations that in turn support communities - Infoxchange Australia works toward its ultimate goal of enhancing social justice and empowering people to make positive social change through the use of new technologies.

The S2S advantage

Infoxchange Australia has a long history of successful partnerships with community organisations. We have developed an unrivalled understanding of the needs and constraints of community service provision.

For more than 16 years we have been working to create solutions to these challenges.

Our dedicated team specialises in producing high-quality web-based applications to support the coordinated, efficient delivery of health and welfare services for the ultimate benefit of clients. The outcome is a suite of systems designed specifically with community workers in mind, and honed through extensive testing and input from users in the field.

Service-to-Service is sophisticated, sleek and integrated - ready to take community organisations forward.

Each S2S module is:

- Simple to use - created by our expert web development team and tested rigorously at all stages
- Created with real-world use in mind - our partnerships with community organisations ensure that S2S systems are targeted and relevant
- Mature - Infoxchange Australia's central role as provider of technological support for community services means we have been able to preserve the knowledge and experience gained through innovation over time
- Economical - We build on our existing tools with each new system, so costs are contained and the benefits of investment shared
- Self-contained - Our systems are internet-based, meaning no additional investment in software or infrastructure - users simply log on via an internet-connected computer
- Secure - All systems require an authorised log in to update; where appropriate we employ Secure Socket Layer (SSL) 128-bit PKI encryption to transfer sensitive information (as used for online banking)
- Flexible - We know that diverse organisations have differing needs, and specialise in making our systems fit customer requirements.
- Compatible - S2S modules can 'talk to' other equivalent systems and even work with non-electronic networks, so there is no limit to coordination between services
- In tune with the big picture - Infoxchange is involved at a high level with the development of policy relating to the use of electronic tools in community service provision
- Fully supported - Infoxchange Australia staff work closely with customers from conception through to implementation, and help desk and on-site support and training is available ongoing
- Part of a package - Each S2S module can be integrated with the others to meet broad and complex information and business needs

The S2S suite

S2S eReferral

A comprehensive, intelligent tool for coordinated client and patient care.

S2S eReferral helps agencies to achieve best practice in service coordination by ensuring consistent processes and procedures for every case.

The easy-to-use web-based software provides a single online hub for case management and communication between health and welfare services across unlimited geographic regions and a wide range of service networks.

Features

- Facilitates service coordination
- Innovative case-management features
- Embedded service directory
- Cost-effective, no infrastructure requirements
- Fits any referral intake model
- Referral protocols intelligently incorporated
- Comprehensive reporting capabilities
- Health, privacy and security standards-based system
- PKI and fax referrals to nonmember agencies
- Easy to use and affordable
- Efficient records management

S2S Wait List

A convenient and affordable answer to coordinating demand for health, welfare and community services.

S2S Wait List is a centralised online database that enables straightforward and equitable response to client need across the full range of service sectors. Client demand for services is lodged centrally on Wait List, prioritised, and made accessible to service networks according to categories of need.

Wait List saves time and effort, and ensures that the distribution of sought-after services is fair and efficient.

Features

- Saves time and money
- Demand register maintained in real time
- Reduces administration
- Practice-lead; fits with existing protocols
- Enables feedback and follow up
- Generates extensive reports
- Health, privacy and security standards-based system
- User customisable interface
- Accessible and affordable

S2S Client & Care Coordination

A secure online database enabling health and welfare agencies to efficiently manage internal client records and referrals.

S2S Client & Care Coordination is a fully secure, web-based used by community service providers to manage sensitive client records across diverse departments or geographic locations.

Client & Care Coordination can be fully customised to fit with existing work practices, referral protocols and record keeping demands. It is accessible via secure authorised username and password, so requires no extra software or hardware purchase.

Features

- Enables coordinated case management
- Facilitates communication between staff, departments and offices
- Caters to diverse record keeping requirements
- Affordable web-based system
- Health, privacy and security standards-based system
- Intuitive design
- Customisable to unique workflow or referral needs

Infoxchange Service Seeker

A comprehensive directory of community services providing reliable, accurate and easy-to-search health and welfare information.

Infoxchange Service Seeker is Australia's most extensive, longest-running community services database that is available in a range of formats: web, print and CD-Rom.

An integral part of our Service-to-Service suite of integrated software systems, Service Seeker content can be searched by geographic region, keyword or service type to bring users targeted information with minimal effort.

Infoxchange can tailor the directory's interface and content to meet the needs of organisations that require a customised database with a particular focus,

Features

- Internet-based service directory
- Ready to search
- Australia's largest community services database
- Reliable, up-to-date content
- Flexible search options
- Customised versions available
- Priced to suit
- Available in hard copy or on CD



S2S Accommodation Seeker

Streamlines service coordination between accommodation providers and referring agencies.

S2S Accommodation Seeker has been designed to work for a wide range of accommodation networks, and can be used for anything from a register of crisis shelters or a booking system for long-term nursing home care.

This long-established system provides a real-time picture of accommodation availability and is easily kept up to date by service providers using simple, web-based software.

Features

- Centralised online system
- Search and book in real time
- Applicable to a range of accommodation
- Convenient and easy to use
- Tracking and reporting functions
- Simple navigation
- Cost effective

S2S People Seeker

A 'smart' web-based tool allowing organisations to manage their contact lists easily and centrally.

Using People Seeker, authorised staff or users can update the details of an organisation's contacts centrally through the internet. This means no duplication of effort or contact databases, which in turn means more efficient and accurate communication with key stakeholders.

Special features include easy categorisation, communication tracking, and electronic and hard copy mail outs.

Features

- No software installation required
- Quick information update from any location
- Authorised access only
- Standard and customised options
- Flexible use
- Sophisticated, easy-to-use, web-based software
- Contact logbook
- Mass emails and hard-copy mail outs
- Exclusive updating from Infoxchange Service Seeker community services database

S2S Resource Seeker

Helps community and government organisations to optimise the use of valuable resources.

S2S Resource Seeker enables users to publicise the availability of resources, such as equipment, venues, or staff, on a searchable database. Users can make instantaneous centralised bookings, and the system also tracks resource demand and use over time with an in-built reporting facility.

Resource Seeker is a fully customisable, versatile and secure way to ensure that resources are maximised across a local government area, service network or community.

Features

- Requires no extra investments
- Up to date information accessible on demand
- Multiple uses
- Intuitive and easy to use
- Powerful reporting functionality
- Built for client needs
- Centralised online for maximum efficiency



S2S customers

Service-to-Service users form an advanced network of community and government organisations choosing to streamline and integrate their delivery of health and welfare services with electronic tools.

Thousands of service providers are connected by our systems, placing S2S at the heart of Australia's most extensive and broad-ranging community network.

Health Care Networks

- Austin Health
- Eastern Health
- St Vincent's Health
- Gippsland Health Alliance

Primary Care Partnerships

- Barwon Primary Care Forum
- Outer East Health and Community Support Alliance
- Inner East Primary Care partnership
- North Central Metro Primary Care Partnership
- Banyule Nillumbik Primary Care Alliance

Aged Care

- Peter James Aged Care Services
- Villa Maria
- Benetas
- annecto - the people network
- Southern Cross Care

Local Government

- City of Melbourne
- Moira Shire Council
- City of Yarra
- City of Whitehorse
- City of Greater Geelong

Peak Bodies

- Northern Territory Council of Social Service
- Secretariat of National Aboriginal and Islander Child Care
- Council to Homeless Persons

Welfare Agencies

- Hanover Welfare Services
- Salvation Army
- MICAH
- Melbourne Youth Support Services (MYSS)

Carer Respite Services

- Brisbane South Commonwealth Carer Respite Centre
- Victorian Commonwealth Carer Respite Centres

Government Departments

- Department of Human Services, Victoria
- Office for Youth, Victoria
- Department of Communities, Queensland
- Department of Commerce, Human Services Network (HSNet), New South Wales
- Department of Victorian Communities

Working with us

Service-to-Service is ideal for customers ready to take the next step in service provision and coordination.

To support this process, Infoxchange Australia provides more than just software development. Our staff draw on years of human services experience to help customers incorporate S2S modules into daily work procedures.

Through a comprehensive project management process, Infoxchange will

- Conduct high-level stakeholder consultation
- Facilitate establishment of inter-departmental or inter-agency protocols
- Collect user feedback
- Manage stakeholder communication about S2S development and implementation
- Support users with manuals, training and helpdesk

Our aim is to create an affordable and effective solution specifically suited to our customers' needs.

To find out more about S2S modules contact

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