

# MISSION AUSTRALIA EMBRACES CUTTING-EDGE TECHNOLOGY TO IMPROVE SERVICES

Mission Australia and VisiCase – Case Study

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***“Our investment is really paying off. We now have a national system that allows us to do all sorts of things that we couldn’t do before. We have a system that recognises how important our data is, and the team here – including the board – are very excited about the possibilities now available to us.”***

Eleri Morgan-Thomas,  
National Manager Community  
Services, Mission Australia

## About Mission Australia

For almost 150 years, Mission Australia has been one of the nation’s leading community service organisations. The organisation contains over 300 centres nation-wide and offers a wide range of services, including assistance for the homeless, families and children, victims of abuse and those suffering from alcohol or drug problems. Mission Australia also provides employment services and youth services, making it a complex organisation with a range of highly complicated, variable and specialised needs.

## The needs of Mission Australia

As a highly diverse, geographically widespread organisation, Mission Australia wanted to implement a system that would maximise client and community outcomes.

Mission Australia wanted to increase the efficiency and effectiveness of their services by:

- track client journeys across services and service providers
- embed data collection seamlessly into service workflows, thereby
- reducing administration time
- enable outcomes measurement by capturing intended outcomes,
- service plans and progress against client outcomes.

## Requirements which needed to be met:

- Ease of use
- Provision of security and privacy
- Online reporting functions
- Cut manual paperwork
- Increase in efficiency and reliability
- Web-based accessibility
- Ability to create goals and service plans for clients

## The challenge

Prior to the implementation of VisiCase Mission Australia were reliant upon a static database which was time-consuming, paper-reliant and utilised basic software like Excel.

Mission Australia felt that well-defined workflows at service levels were the best way to make data collection seamless and to ensure the quality of that data.

Mission Australia needed a system that could be applied nationally but used locally. The system needed to deal with complex reporting needs both across stakeholders and stakeholder groups.

A crucial challenge was to ensure that the implemented system would be easy to learn and use as it was staff 'in the field' who would be primarily utilising the case management system.

Due to the highly sensitive and confidential nature of much of the client information, ensuring the security and privacy of data was also critical.

## The solution

The architecture of VisiCase includes several key features that address the needs of Mission Australia, such as:

### ➤ **Single platform capable of running unlimited workflows**

VisiCase runs on the FlowConnect business automation platform that is capable of running unlimited number workflows, which could be linked and synchronised.

These synchronised processes mean that a parent workflow would be created for each client's case, acting as an umbrella for all the activities needed to deliver a service to the client. A number of 'Child' workflows would handle specific actions such as Referral In, Risk Assessment, Client Conference, Needs Assessment and other activities. It is the combination of these 'child workflows' that is capable of delivering a tailored service.

This parent-child process design would be able to handle any level of case complexity and be expanded without great expense. FlowConnect is one of the few platforms worldwide that is able to make parent processes spawn at any time various sub-processes without limits on their number, nature or synchronisation rules.



## ➤ Management of data

VisiCase ensures high quality, consistent and accurate client information through the provision of a single database for all contacts – including clients, resources, third parties, organisations and others.

The system provides an entirely paperless environment with easy access to documents through the inclusion of tools such as scanning, imaging and a document vault.

A data capture facility was also provided to capture client details and ensure functionality throughout the client's progression through the service.

## ➤ Security

A dynamic run-time roles resolution mechanism was proposed to meet the security and privacy needs of Mission Australia. This mechanism guaranteed their requirements and also enforced deadlines. Integrated access would determine accessibility based on assigned permissions and roles, including security profiles and workflow roles such as user, class, community and application. The platform's Security Module would be integrated with features such as Reports to ensure that users have access only to what they are authorised to view.

Other features designed to meet the needs and challenging requirements of Mission Australia included:

- Specifically designed for ease of use with only minimal training required
- Reporting function – including general, management and outcome reporting
- Powerful time resolution mechanisms including automatic messaging via SMS, email and print to ensure maintenance of deadlines, and that actions are performed on-time and organisation is up-to-date
- Full audit history and management visibility Integration-ready with other internal systems
- Scalable – the system is able to grow with Mission Australia
- Reliable

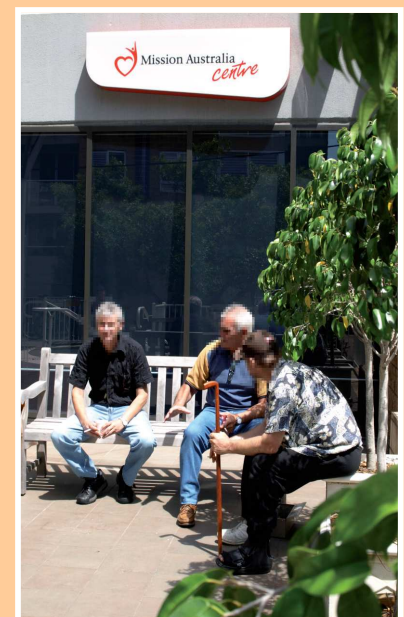
## Initial Implementation: pilot and development phases

Mission Australia selected FlowConnect's tender in July 2007 on a pilot basis. "After doing a lot of research, we chose FlowConnect in the end because of their workflow system," said Eleri Morgan-Thomas. "We felt that the workflow would bring a whole host of improvements above and beyond what was possible with our own static database."

## Quantitative Results

In an assessment of the system's effectiveness following the successful pilot-implementation phase, Mission Australia derived the following results:

- **95% reduction in internal reporting time**
- **80% reduction in government report production and submission**
- **100% reduction in additional administration days**
- **80% of pilot staff prefer this system to previous paper-based system**
- **Increase in staff satisfaction**
- **Computer users able to use the system confidently within 5 days (for those with service knowledge) and 10 days (for those without)**



## Benefits of Visicase

The key areas in which Mission Australia benefits from the implementation of the system:

- **Cost-effectiveness**
- **No implementation risks** – proven platform
- **Scalable** – the system would be able to be expanded across Mission Australia's nationwide services
- **Reduction in administration**
- **Increase in client-facing time**
- **Ease of reporting**



In February 2008 the VisiCase implementation at Mission Australia, known as project MACSIMS, started with a pilot phase during which the previous paper-based system was replaced at one Mission Australia centre. The usability of the system became immediately apparent: "One of our staff had never written electronic case notes before we implemented the system", said Eleri Morgan-Thomas. The project demonstrated a substantial reduction in administration time and an overall increase in staff satisfaction with the process.

## Looking Ahead

Following the success of the pilot, the MACSISM project entered a three-year implementation phase across the entire organisation. Today, VisiCase is already running in more than 100 services. Mission Australia aims to have the system fit the needs of each local centre with a consistency that applies nationally.

"We're really excited about the system's benefits for us," said Eleri Morgan-Thomas. "We're looking forward to a level of transparency and organisation that is revolutionary in its scale and efficiency. Mission Australia is very proud to be a part of developing this system, and we're proud to be able to increase our services to Australians in need."

## VisiCase – a complete solution for NGOs

Many non-government organisations have been asking about the possibility to automate their client management and reporting. To satisfy the demand, FlowConnect has added to VisiCase functionality for program or funding contract portfolio management.

This solution combines case management functions with the ability to track funding for the projects right down to the case level.

"This will not only enable NGOs to deliver services more effectively and efficiently but also report to the funding bodies on the outcomes", said Adrian Iordachescu, Director of FlowConnect.



### CONTACT DETAILS

For more information on how VisiCase can assist you and your business, please contact VisiCase on (02) 9034 6600, email: [info@visicase.com](mailto:info@visicase.com) or website: [www.visicase.com](http://www.visicase.com)