

S2S Modules

- S2S Wait list
- S2S eReferral
- S2S Service Record System
- S2S Service Seeker
- S2S Client and Care Coordination
- S2S Accommodation Seeker
- S2S Resource Seeker
- S2S people Seeker

eReferral Count (June 07)

- > 13,000 referrals
- ≈ 2315 users
- > 760 services
- ≈ 175 agencies

"eReferral provides a secure and certain pathway from referrer to service provider"

"I can see that S2S blends well into my daily work practice"

S2S Service Coordination Suite

Infoxchange Australia has been working with government, community welfare and healthcare organisations for the past ten years to develop new ways to help community service workers coordinate service delivery for the ultimate value of their clients.

The result is the Service-to-Service suite of service coordination software tools: seven interlaced web-based modules that focus directly on the needs of communities and the workers who serve them. The suite helps organisations to manage scarce resources, enable smooth service coordination and referral and provides access to comprehensive and accurate information about health and welfare organisations all around Australia.

S2S Features

Web-based – light weight and easy to deploy.

Cost-effective – only a computer and internet connection is required.

Benchmarks – promotes best practice in the community welfare and healthcare sectors.

Supports inter-agency trust – by making the communication process smooth and transparent.

Central storing repository – gives one-point access to all information.

Security and privacy – the S2S server is located at the stock exchange. Information is transferred using SSL 128 protocol, access is password protected.

Supports Privacy and Health Information legislation – client consent is required and different levels of privacy apply.

Service coordination and care planning – through full integration of modules.

Use of standard inter-agency forms and reports.

In-built feedback – employing email notification.

Open to other systems – via FAX and PKI gateways.

System preferences and protocols – adjustable upon demand.

Governance and operations structures

On-demand reporting – unprecedented reporting capabilities at all management levels.

S2S Service Record System

The S2S Service Record System is a new edition to the S2S family. This client management system has been designed for those services that need a robust client management system.

SRS can be implemented in a single service agency, or within a cluster of services who share a common client base. SRS can also be implemented across multiple services who wish to maintain completely isolated client files.

The SRS is a highly configurable application which will enable you to record information which is specific to your agency and your reporting requirements. SRS is currently being used in agencies that work in the community services, housing and disability sectors.

SRS brings together in one web based application over 10 years experience delivering client management systems in the health and human services sector.

Wait List Count (August 07)

≈ 7,177 referrals
≈ 742 users
> 257 services
≈ 141 agencies

"Since S2S Wait List provides a high level of information security, I feel confident about putting sensitive client details online"

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"Being a technophile I was initially very apprehensive about using S2S eReferral. But I now feel completely comfortable working with the system"

"Now I can easily get a "Big Picture" overview"

With SRS you will be able to:

- Create and edit core client information, such as name, gender, date and country of birth.
- Maintain historical records such as prior addresses.
- Deal with clients who change their name, or go by different names.
- Create relationships between clients, to allow family groups to be managed as a whole.
- Create case notes and at the same time capture information for reporting.
- Save case notes permanently to comply with statutory record keeping requirements.
- Create profiles which collect specific information required by your service.
- Merge records if a worker accidentally creates a duplicate client entry.
- Record alerts against clients to help your service respond to critical events.
- Create and track tasks.
- Create case plans to help ensure outcome focused service delivery.
- Assign key workers to clients and track case loads.
- Generate reports to help manage service delivery or provide information to stakeholders.
- Manage and track client related messages.
- Quickly record casual contacts, at the same time capturing information you need for reports.
- Improve service coordination by sharing information with other services using SRS.
- View at a glance all cases that are due for review or are awaiting some action
- Attach important documents, such as word files or images to client records.
- Simultaneously record group activities against multiple clients, saving data entry time
- Maintain waiting lists for your services.
- Create and maintain lists of clients and generate labels for mail outs, newsletters etc.
- Help ensure information security with an audit log recording access to every client record.
- Integrate the latest Adobe PDF forms into your business processes.

SRS uses the latest web technologies to improve the ease of use. With SRS you will

- Easily navigate around the application using the main navigation bar.
- Use tabs to access information within a page, most times avoiding the need to scroll.
- Use fuzzy searching to help find clients, by their primary name or by their alias.
- Navigate to recently accessed clients with one click.

SRS is a browser based application. This means:

- Apart from the latest version of Firefox (2.0) or Internet Explorer (7.0) and Adobe Reader (8.0) there is no need to have special software installed and maintained on every computer in your organisation.
- You can run the application on your own intranet, behind your firewall. Alternatively, Infoxchange can host the application on its secure web server. In this case information security is guaranteed using 128 bit encryption technology (the same as that used for Internet banking).

"Infoxchange's trainers were very helpful and friendly and I felt comfortable about asking questions and asking for extra help"

"If I have any queries I know I can contact the S2S Support Team or request further S2S Training"

"More and more, people rely on IT driven solutions and on-line community service information when they need help. I know that as a result of our work with Infoxchange, the service that we provide through the City of Melbourne website plays an important role in the local community"

S2S Training

S2S training is available on request from Infoxchange Australia's accredited trainers. Infoxchange is a registered training organisation (No 20997) and our trainers will guide new users through the system emphasising and explaining the features of each S2S module. S2S module manuals, demo versions of every system and step-by-step tutorials are provided to all customers.

S2S Support

Infoxchange Australia provides support to S2S customers on all stages of a project – Implementation, Training and Helpdesk Support.

During the implementation stage Infoxchange helps customers smoothly incorporate S2S into daily work procedures, applying project management processes and years of human services experience.

An experienced S2S help desk team is available by email or phone from 8.30am to 5.30pm on every working day. Our friendly staff will happily answer the smallest query from a long-term user, or talk new users through their first time on the system.

Onsite computer support and extensive help desk services are available through tailor made Service Level Agreements entitling customers to obtain first class service on a long-term basis.

S2S Contact

For further information about SRS, including a test drive, contact:

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