



PRESS RELEASE

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FOR IMMEDIATE RELEASE

MISSION AUSTRALIA INVESTS IN INNOVATIVE CASE MANAGEMENT TECHNOLOGY

Mission Australia staff are used to making a difference to people's lives. Now technology is helping them to make even more of a difference.

In one of the biggest projects undertaken by the charity – which provides support for individuals and families in need across the country - Mission Australia has invested in FlowConnect, an innovative workflow case management technology.

This cutting-edge case management system will allow Mission Australia to transform the way cases are tracked and data is collected and aggregated, enabling them to organise and plan more effectively, delivering resources where they are needed most. Vitally, FlowConnect will help to free up vast amounts of time previously spent on administration and reporting, with the added benefit that front-line staff will have a much better view of their case file notes.

After recently completing a successful piloting of the technology, FlowConnect will fully automate case management at more than 450 Mission Australia services over the next two years.

"We are really excited about the possibilities offered by the FlowConnect system," said Eleri Morgan-Thomas, Mission Australia's National Manager of Community Services. "It heralds a new era in targeting government and community resources. The system helps us collect the intelligence we need for our resource planning to make sure the most appropriate services are delivered to those in need."

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

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Mission Australia is dedicated to eliminating disadvantage and creating a fairer Australia. The organisation receives funding from all levels of government, corporate partnerships and donations.

Adrian Iordachescu, Director at FlowConnect, is exceptionally proud of the system created for Mission Australia. "FlowConnect is an Australian product which has been ranked among the top commercial workflow platforms by academics both here and overseas. We can handle the high complexity of human service provision with ease while providing a straightforward interface for users." Mr Iordachescu also said, "We hope more community aid organisations will be able to benefit from FlowConnect in the future".

The portal implemented by Mission Australia is highly secure, scalable and reliable, meeting the needs of all stakeholders to manage individual cases. Workflows enforce visibility, quality and deadlines and ensure high quality and consistency of service delivery to Mission Australia clients.

The system also maintains consistent reporting across the organisation, easy document storage and retrieval as well as the ability to collect and collate high quality client information. FlowConnect accommodates the heavily workflow-focused processes of each of Mission Australia's service areas, and with powerful time management mechanisms ensures timely task management.



A successful pilot of the technology was completed in July, and over the next two years the system will be rolled out nationally across Mission Australia's 450 services, with a workflow platform customised for each service and so enabling a high level of support and management for Mission Australia's complex and varied needs.

Mission Australia was delighted with the success of the pilot, particularly because of the substantial reduction in administration, which has freed up valuable time for Mission Australia's case workers.

"Because the system can be customised to meet local needs, it helps us reduce the administration time of our case workers," said Ms Morgan-Thomas. "It streamlines the day-to-day organisation so our people can do what they do best – help those in need."

Further success was noted when even computer-illiterate staff were able to use the system after only minimal training, emphasising the inherent usability of the technology.

Selected from several contenders because field staff were highly impressed with the benefits of a workflow platform, FlowConnect's technology is specifically tailored to Mission Australia's multipart and complicated needs.

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For more information, to arrange an interview or obtain photography please contact:

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Mission Australia

Mission Australia is one of the nation's leading charities, with more than 450 services in every state and territory across metropolitan, rural and regional Australia. Last year Mission Australia assisted 330,000 people.

Mission Australia has been helping transform the lives of individuals and families in need for close to 150 years. Through its programs and services, Mission Australia combats homelessness; assists families and children to overcome hardship; supports disadvantaged young people; delivers entry-level training; and helps unemployed people find permanent work.

FlowConnect

FlowConnect was established in Australia almost fifteen years ago, and provides a range of products powered by the cutting-edge FlowConnect workflow platform. They offer solutions for clients in government, utilities and non-government sectors. Their clientele include not-for-profits and government organisations such as Centrelink, the Community Relations Commission, NSW Department of Commerce and other departments. FlowConnect is the preferred NSW Government supplier for Surveys and Benchmarking services and CMS systems for the non-government sector. FlowConnect is also used overseas, running key processes at the European gas company E.ON.



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