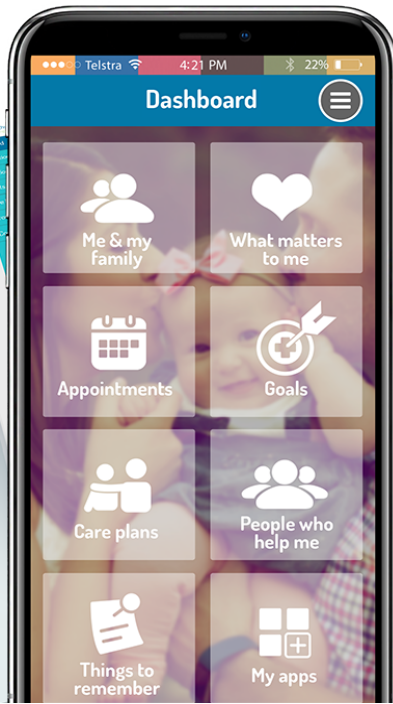


CASE STUDY



Client

Name: NSW Health, Community Health

Project: Healthy Homes & Neighbourhoods, Me & My Family App

Date: Ongoing since July 2015

Brief/Objective

A number of families living in our community experience many barriers to accessing health and social care. The problems that these families face are highly complex, often spanning over generations, and cannot be addressed by one agency alone. The Healthy Homes and Neighbourhoods (HHAN) Integrated Care Initiative attempts to connect services to address these barriers, and ensure families have their complex health and social needs met; keep themselves and their children safe; and keep families connected to society.

HHAN is led by Sydney Local Health District and governed by a multi-agency steering committee, with representatives from health and social care services (government and non-government) that provide services to adults and/or children.

Development

FAQ was engaged back in 2015, to develop all the online tools & resources used to support the HHAN program. These tools are designed to provide advice for families and connect them to a range of agencies and community support services.

HHAN opted for a number of different tools to facilitate this:

- HHAN websites and blog sites
- Bespoke Content Management System
- Me & My Family Mobile App
- Agency & Practitioners collaboration portal

The Content Management System (CMS) was built to centralise control and management of content being displayed in the websites, blogs mobile apps and Agency & Practitioner's portal.

All websites, the CMS and the Agency Portal were developed using Microsoft .NET and SQL technologies. The Me & My Family App was developed for both Apple & Android devices.

The full review & approval process, required for publishing content on Government websites, was built into the CMS, to ensure compliance.

Result/Outcome

In November, 2019, Healthy Homes & Neighbourhoods was awarded the Prime Minister's Collaboration Award.

Throughout 2020 it has continued to provide collaborative, multi-agency support to families, despite the difficulties that the pandemic has brought.

From the Client

"Healthy Homes & Neighbourhoods is all about providing families with greater access to health and social care. Over 5 years, FAQ's expertise and guidance has enabled us to develop and launch the online tools necessary to connect families with relevant agencies and services."

Dr John Eastwood, Director, Community Paediatrics | Child & Family Clinical Services | Community Health