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Shire of Serpentine Jarrahdale Community Information

Membership Proposal

6 March 2020

Prepared by Rachel Smith | Partnership Manager

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Executive Summary

This document has been prepared for the Shire of Serpentine Jarrahdale.

Every community is unique, however, one common thread that all communities share is the growing need for Health and Community Services to work with Council, to solve challenges at a local level.

The My Community Directory platform delivers Productivity, Technology, and Community Benefits to Council with the goal of better connecting services and events to people within their community.

The platform provides an accessible and secure range of tools and resources to ensure data is seamlessly collected, validated and managed to deliver an easy to use knowledge based resource for every Australian.

Community Information wherever you live - for us isn't just a slogan - As a health promotion charity, we're passionate about providing quality and up-to-date information in local communities. We've connected over 2.5 million people in the last 12 months to services and activities to improve their health, social and economic well-being.

Council Membership provides a range of tools and resources to help connect local communities, and save Council time and money, reduce duplication and consolidate community information delivered via online platforms.

My Community Directory, My Community Diary, and the Access My Community App are operated and maintained by Community Information Support Services, a not-for-profit Health Promotion Charity that supports and connects Australians to local community information and services.

Council Membership is based on a population-based subscription model - Making it affordable and sustainable.

We invite the Shire of Serpentine Jarrahdale to partner with us and accept this proposal for Membership.

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Benefits of Working Together

- **Accessible Information -** One database for all community resources, delivered through three platforms - My Community Directory, My Community Diary, and the Access My Community App.
- **Centralised Data -** Having data in one place reduces duplication and means that it is manageable and maintainable.
- **Data Analytics -** We provide statistics and local insights to Council through accessing local targeted searches and events, data mapping and customised reporting.
- **Real People -** We have real people in our data quality team that check information to ensure accuracy. We approve and validate listings and connect organisations from the beginning to their listing.
- **Help Desk Support -** We're here to reset passwords and logins, and support community organisations to update their listings Monday-Friday 8am-7pm AEST
- **Real Time and Effort Savings -** Membership costs less than 30% of average Councils current investment in managing information. We do the work for you.
- **Up to Date Information -** Information is securely stored in the Community Information Exchange. It has a range of self-maintenance functions that monitor the accuracy of the information.
- **Validated and Auditable Data Systems -** We currently check and validate data across more than 20 systems every month. Updating data within the Community Information Exchange.
- **Secure Technology -** The Community Information Exchange uses industry standard security hosted in Microsoft Azure Data Centre.

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One Platform -Three Products

My Community Directory

- A local health and community directory platform for organisations and services that are funded, subsidised, or free to the community. Organisations, Clubs, Groups, and Facilities can list for FREE.

My Community Diary

- A local diary of events where registered organisations can add their events for FREE. Showcase your local events or community days on the Diary platform. Event information is also collected from various sources, including the Australian Tourism Data Warehouse.

Access My Community App

- The Access My Community App makes accessing information even easier. The Geo Location tile will serve up local information where and when you need it. Everything from Directory Listings, Diary Events, Health providers and Near Me information at your fingertips.


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Our Platforms are designed to be easy to use, simple to navigate, and offer an extensive range of tools and features.

Our Help Desk support team are here to assist Mon-Fri - 8am-7pm (AEST).

Thanks for the really clear instructions. The steps took me no time at all and were really straight forward. Thanks heaps.

Group Marketing & Program Support Officer, Coffs Harbour City Council

Find, Connect & Share
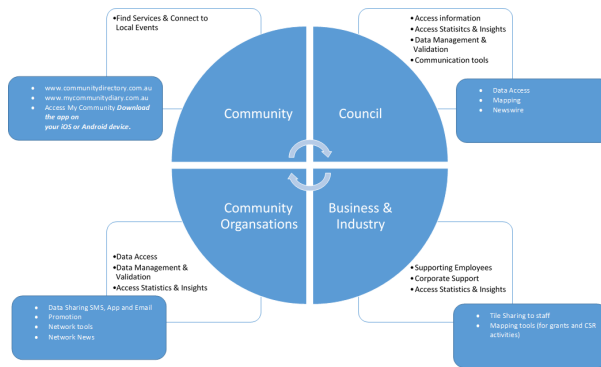
Membership Features and Tools

We don't collect information. We reconnect information

Information Access and Sharing

- **Service Listings (My Community Directory) -** Add services to the Directory to help people find you! Includes detailed description, links to website, social media and events
- **Events Listings (My Community Diary)** - Add events to the Diary to get more people involved!
- **Localised Information (Access My Community App) -** We're mobile, and geo-located.
- **Favourites Lists -** Create personal, team, or organisation wide favourite lists that can be downloaded as PDF, or shared via Email or SMS
- **Listing Comments -** Add comments to listings that can only be viewed by members of your organisation
- **Customised PDF Directory -** Printable PDF Directory, generated nightly
- **Widgets (on other websites) -** Customise widgets for Directory Search or Events to integrate with your own website
- **Promotions -** Manage promotions in your region and display locally

Data - Management and Validation

- **Editable Listing -** Keep control of your information by logging in and updating details of your service, organisation, or location
- **Create Custom Tags -** Private tags to promote and highlight services or events
- **Recent Updates -** See at a glance who has created or edited their directory listing or event in your region
- **Edit Regional Listings -** Update information in your LGA on behalf of your local community organisations
- **Regional Listing Approval -** Allows you to approve new listings within your region
- **Self Assessments -** Has your organisation been acknowledged for exceptional service? Tell others all about it!
- **Login and other regular Reminders -** We ensure our data is up-to-date by sending a login reminder if not logged in for three months
- **Help Desk Support -** We're here from 8am to 7pm Monday through Friday and will happily support and assist any organisation

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Data Access

- **Advanced Data Download -** Create real time spreadsheets from the Directory with comprehensive information about your local community
- **Extended Advanced Search -** Find a service based on their web address, email, phone number, or ABN
- **Extended Information Download -** Access information by category, service, LGA, or location

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Statistics and Insights

- **Regional Statistics -** View the services, categories and events in your area
- **Customised Statistics -** Filter date range to customise your statistic search
- **Service Mapping -** View map of your region with a breakdown by service to support planning and referral
- **Advanced Statistics** - custom selected and live statistics

Statistics and Insights

Connect and Engage

- **Communication Platform -** Integrated email platform to promote and connect with your community
- **Emergency Broadcast -** Utilise the email platform to contact your community in response to an emergency
- **Push Notifications (to your Tile) -** Include your branding and information in the Access My Community App, and send push notifications
- **Network Tool -** Create your own Networks and develop PDF Directories of network contacts & events - ideal for interagencies

Connect and Engage

Thank you for showing us the awesome Vision6 feature! It was very easy, I had fun creating it. We've had lots of compliments about how the newsletter now has a much cleaner and more professional look!

Project Officer, Marketing, Communication & Engagement, Lockyer Valley Regional Council

By paying a subscription, Council has access to sophisticated tools and it costs us much less than managing this information ourselves. I can now focus on working within my community.

Community Development Manager, Lockyer Valley Regional Council

Local Information

Shire of Serpentine Jarrahdale Community Directory

Local Events

Shire of Serpentine Jarrahdale Community Diary

The system is really straight forward from an administrative perspective, yet has so much functionality!

Strategic Support & Projects Officer, Shire of Broomehill-Tambellup

Access My Community App

Local Community Information in your pocket

- Search for Services, Clubs or Groups
- Find Events in your area
- Connect with Local Music events
- Discover points of interest on mapping tool
- Search Near Me for nearest Doctor, Dentist, Hospital, Chemist, Public Toilets, Parks
- Share the App easily via SMS
- App displays local Tile with Council information (for Council Members only)
- Additional Tiles can be created and shared (POA)

About Us

As a Health Promotion Charity we believe that information should be available wherever you live. We focus our activities to support people who are vulnerable to disease and isolation in the community including:

- People who struggle with their mental health
- Older Australians
- Young parents
- Aboriginal and Torres Strait Islander people
- People with chronic disease
- People with a disability

As a social enterprise we have developed a subscription based model that allows us to provide a sustainable platform that is affordable, creates value, and is easily accessible to the health, community, and Council sectors.

About Us

Our Council Members

We'd love to see your logo here!

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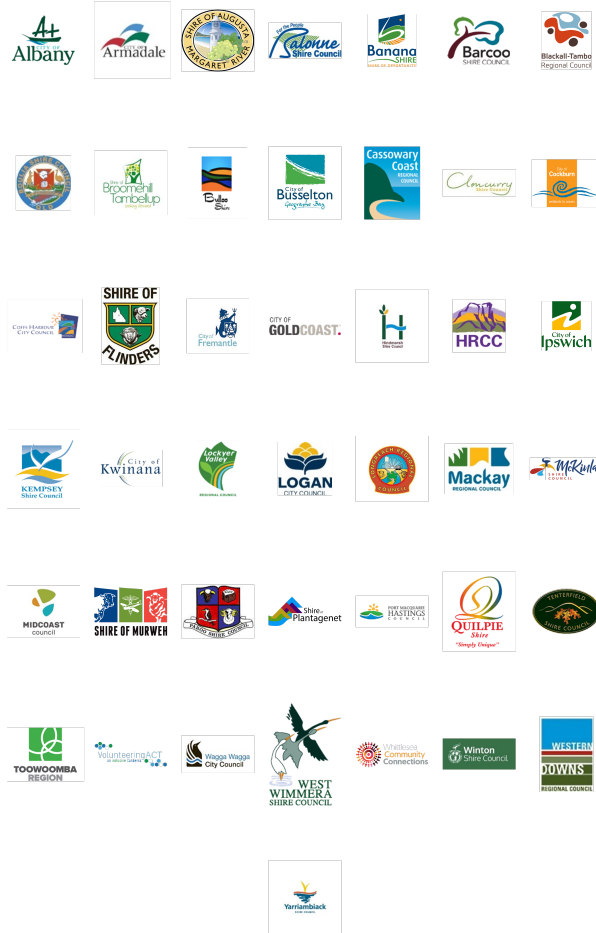
Investment

To join, please accept this proposal digitally below, or sign and return the PDF version acceptance form.

SECTION 1

Membership - Annual

SUBTOTAL

⌄ **$13,420.00**

Description	Item	Quantity		Price
Council Annual Membership - Licence & Help Desk Fee	$10,736.00	1	Annual Fee	$10,736.00
Council Annual Membership - Member Support Contribution	$2,684.00	1	Annual Fee	$2,684.00

SECTION 2

Establishment & App Tile

SUBTOTAL

⌄ **$1,200.00**

Description	Item	Quantity		Price
Data Transfer & Validation	Data Transfer	2	Unit	$1,200.00
Geolocation Council Tile	$8,200.00	1	Unit	~~$8,200.00,~~ **DISCOUNT (100%)** $0.00

TOTAL EXCLUDING TAX:	$14,620.00
TOTAL GST:	$388.40

Total $15,008.40

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Membership Offer

This quote has been provided under the Standard Conditions of Membership Offer and Membership Contract it includes the Terms & Conditions about membership and use of the Platform and can be downloaded from www.mycommunitydirectory.com.au as part of this agreement.

Additional Value - Sign within 90 days

Free Development of Council Geolocation Tile for Access My Community App is valid for 90 days from the date of this proposal. This discount can not be extended.

Accept

Service Level Agreement

Web Availability

99% availability during the normal business hours of 8am to 8pm, AEST. Scheduled maintenance is undertaken between the hours of 8pm and 8am.

Scalability and Web Capability

The Platform is built on the scalable and robust Microsoft.Net architecture. The Platform (through our provider) maintains fully redundant connectivity to multiple major carriers, ensuring the shortest route and lowest latency to any destination across the country. The Platform is hosted through a provider that has multiple 100mbps & 1gbps uplinks with multiple providers.

Error Handling & Offline Management

All errors are logged and provided to our website/database team. All incidents are managed electronically where appropriate and responded to quickly. We encourage and seek feedback from our clients in an effort to support our philosophy of continuous improvement.

10.4.4 - attachment 1

+   Show / Hide Standard Conditions of Membership Offer and Membership Contract
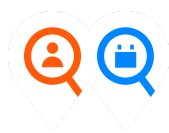
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Connecting people is what we do

Community Information Support Services is a Not-for-Profit social enterprise established to support the health and well-being of Australians through the use of community information.

Let's Talk

1300 762 515

Email: contactus@communityinfo.org.au+