

Strategic implementation design delivers robust trend analysis

How the Commission developed a single view for multiple functions

Problem

Service delivery impaired by poor case management system

The Commission lacked a single view of its operations: outdated and multiple systems and platforms were used to manage complaints handling, community visitor information and various spreadsheet lists. Management effectiveness was suffering as a result.

Approach

Implementation split into stages for improved coordination

A new case management system was needed to deliver a single view of all the children, other parties and other entities that may be involved in the CCYPCG's Child Guardian functions. Oakton was asked to assess core deliverables for the new 'single view' system including:

- easier means for managing cases, particularly across business units;
- more efficient production of information for issue management and reporting; and
- a stable application that meets the operating needs of the business to meet the goals and the Commission's goals for management and presentation of information

Recommendations

Rapid application design meets tight timeframes

Microsoft's CRM 4.0 was selected as the single platform, and a phased approach across two stages:

- Stage 1 – Child Guardian Case Management (to manage complaints, investigations, systemic audits and reviews)
- Stage 2 – Community Visitor Information System (to manage the process of visiting, issues resolution and reporting)

was deployed using a Rapid Application Design method that allowed the project to be delivered in a compressed timeframe.

Results

Streamlined work processes improves information oversight and management

The new structure is robust and was implemented in agreed timeframe. All major operational indicators, including accurate and timely case management across business units, greatly enhanced granularity of reporting, improved analysis of trends to drive better policy decisions and outcomes for children, have improved sharply.

Workloads and workflows covering more than 55,000 visits to 6800 children annually are now consistently and accurately managed, responses are more holistic and recommendations to improve outcomes for children and young people are more forthcoming accurate and timely.

The Commission for Children and Young People and Child Guardian (CCYPCG) is a Queensland statutory body that promotes and protects the rights, interests and wellbeing of all Queenslanders under the age of 18.

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