

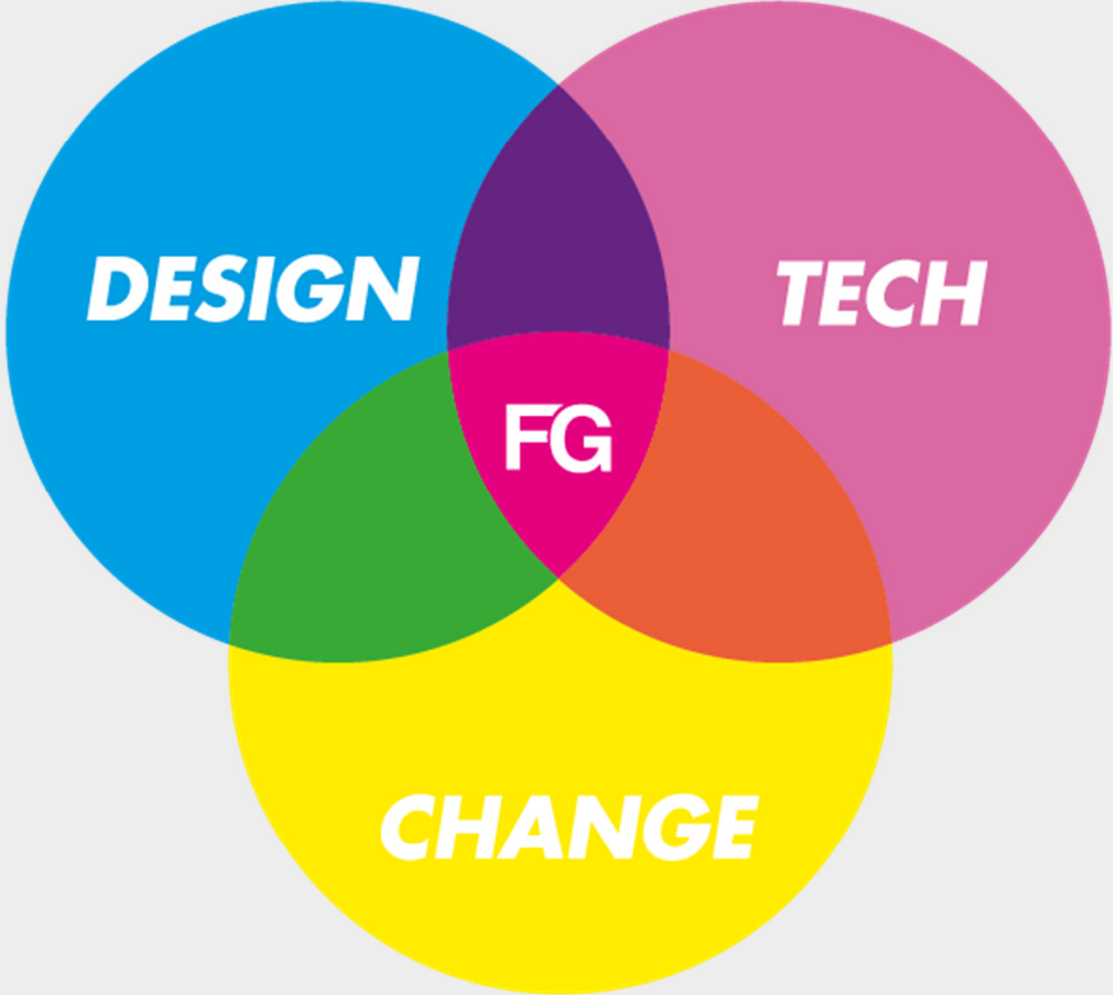


Patchwork

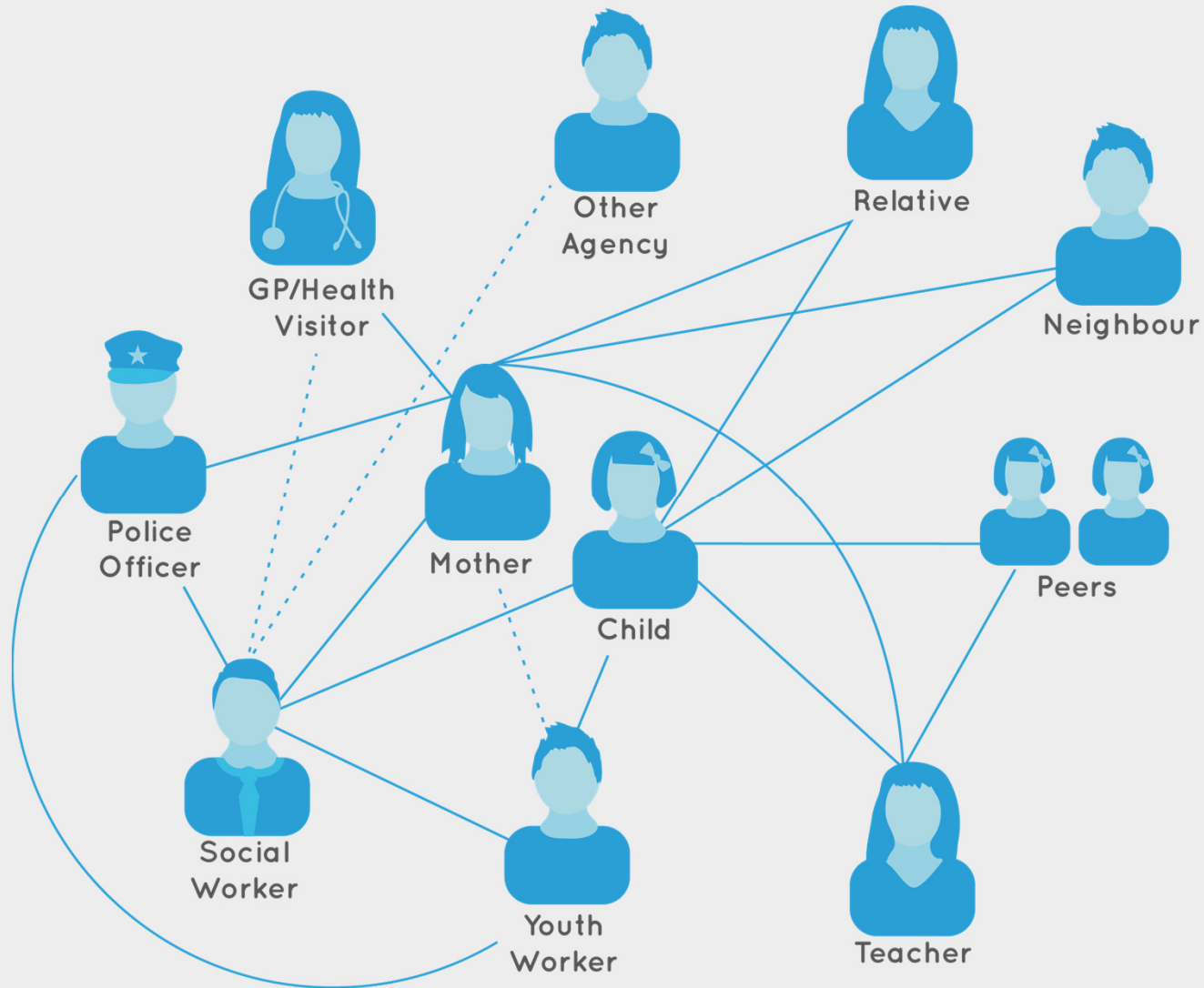
www.patchworkhq.com
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Connect, communicate, collaborate.

The Futuregov approach



Human networks matter



Context for Patchwork in Victoria

*Victoria's
Vulnerable
Children's
Strategy
2013 –
2022*

“**A shared responsibility** – including joining up government and community effort”

*Report
of the
Protecting
Victoria's
Vulnerable
Children
Inquiry*

“**Collaboration** is also a major focus for how DHS and other departments must operate in the future”

*Victoria's
Vulnerable
Children:
Directions
Paper May
2012*

“In line with these shared responsibility, organisations should strive to provide **connected services** and get those services to those who most need them”

*The Best
Interests
framework
for
vulnerable
children
and youth*

“**Improved planning, coordination** and delivery of services to families by increased emphasis on **partnership** and **collaboration** across and within service systems”




Slide 4

4

is there a way of making this look nicer? Basically a bunch of state wide reports saying partnership working needs to be better
Kirsty Elderton, 21/08/2013

Patchwork

 Patchwork [Home](#) [Clients](#) [Agents](#) [Agencies](#) [About](#) Hello, Linda ▾

Recent Activity

Activities affecting your clients since your last sign in

- You added [Joel Hammond](#) to [Angie Smith's](#) team 16/10/2013 18:54
- You raised an attention on [Angie Smith](#) 16/10/2013 18:53
- You created new client [Michelle Smith](#) 16/10/2013 18:53

Linda Lee
Last sign in: 11 Jun 11:17

Your clients	9
Clients in Patchwork	18
Agents in Patchwork	37
Agencies in Patchwork	8



Patchwork

Angie Smith's team

Email all agents | Edit profile

Add to team

Raise attention

Leave team

Agents

Agencies

Activity

Attentions

Circle

Angie's Agents

Name	Agency	Email	Status	Remove from team
Jamie Green	Whochester Council	agent8@patchworktest.com	Activated	Remove this agent ×
Dr. Kapur	Whochester Medical Centre	agent26@patchworktest.com	Activated	Remove this agent ×
Linda Lee	Whochester Council	agent1@patchworktest.com	Activated	Remove this agent ×
Fiona Sterry	Whochester Council	agent5@patchworktest.com	Activated	Remove this agent ×
Jenny Theophile	Whochester Council	agent6@patchworktest.com	Activated	Remove this agent ×
Carly Yates	Whochester Therapeutic Services	agent16@patchworktest.com	Activated	Remove this agent ×



Patchwork

Patchwork Home Clients Agents Agencies About Hello, Linda ▾

Angie Smith's team

Email all agents | Edit profile

Add to team Raise attention Leave team

Agents Agencies Activity Attentions Circle

Angie's Circle

Add to Circle

Daniel Smith ×
16 years, 5 months
3 agents 0 attentions
View team

Jack Smith ×
11 years, 6 months
3 agents 0 attentions
View team

John Smith
0 agents 0 attentions
Join team

Jordan Smith ×
14 years, 8 months
3 agents 0 attentions
View team

Josh Smith ×
7 years, 2 months
3 agents 0 attentions
View team

Nancy Smith
0 agents 0 attentions
Join team



Functionality in the pipeline...

Client log in: providing a means for clients to see what the professionals can see (read only)

+1: simple way to record that an interaction has taken place with a client, helping to show volume and frequency of contact across the professional network

Families Functionality: connecting individuals in households and supporting family intervention programmes.

Phonebook: Strengthening the phone book aspect

Started with...



5
councils

+

50
clients

=

- 100 clients
- 70 organisations
- 100+ workers



Today at...



- **16 councils**
- **118 organisations**
- **145 / 250 workers**
- **350 clients**



Where is Patchwork making a difference...



Transition points

Clients that move between boundaries

Clients with complex needs

Clients that come in and out of the system frequently

Where partnership working is currently tricky

Where there are gaps in support

Connecting quickly



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FUTUREGOV

www.patchworkhq.com

What next...

**We also need
the resilience of **change**
and **persistence** of leadership
alongside
the reach of **tech****



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www.patchworkhq.com

Next up: Networked Frontline Public Services





Thank You

Kirsty Elderton

Kirsty@wearefuturegov.com

@kirstyelderton