

## Woodville Alliance



iplanit Case Study



### Client Profile

Woodville Alliance has been working toward healthier, happier lives for the community in Greater Western Sydney for over 20 years. Woodville supports people who are homeless, have disabilities, experience mental health worries, struggle with their families or feel left behind in life.

### Challenge

Woodville needed a solution to enable them to drive a more person centred approach for their clients, monitor clients outcomes and to be able to report on progress. They needed to effectively capture what's important **to** and person as well as important **for** a person and at the same time track. In addition they needed to use the plan and outcome data to allow them to bill against services delivered with the NDIS (National Disability Insurance Scheme).

### Solution

The **iplanit** suite is an internet based solution for providers who are focused on evidencing value and person centered service delivery. Following a six month pilot, Woodville rolled out the iplanit system to assist them in streamlining service provision to their clients for over 200 teams during 2015. In addition to the core iplanit solution, Woodville utilise the Calendar module to support greater inclusion for the clients and additional plans are in place to integrate into rostering.

### Benefits

As a result of the implementation of iplanit, Woodville have confirmed the following benefits for people supported, management and staff:

- Significant time savings in terms of reducing inefficient paper handling (reporting)

- Significant improvement in transparency across all of the different roles within Woodville
- Enhanced team cohesion based on the instant mobile access to clients plans and outcomes
- Being able to bill NDIS accurately based on services delivered to clients
- A more interactive and inclusive approach to person centred care: people able to upload multimedia and link items to their plans, staff able to give real evidence to clients' family and circle of support.
- A noticeable increase in the skill development of service users around the use of technology since the implementation of iplanit.

Source: Woodville Alliance 2015 Annual Report

Key Performance Indicators	Outcomes
Service User Satisfaction	100%
Family/ Carer Satisfaction	78%
Program Growth –(revenue)	12.7%
Outcomes/Participation	As of June 30 100% of service users in the centre based programs were on a CAPP Plan and achieving their goals.
Compliance – ISO & Third Party Verification	Completed

In the words of Christine Drimal the Services Director at Woodville responsible for the implementation of iplanit “iplanit has really helped us to bring person centered practice to the fore, focus on outcomes and make a significant step forward in becoming NDIS ready.

**For more information email [info@iplanit.org.au](mailto:info@iplanit.org.au) and see <http://www.iplanit.com.au/>**