

NSW Social Sector Transformation Fund Tranche 3 (SSTF T3)

[Advisory & Information Services](#)

Partnering for impact: how multi-disciplinary support can empower a more resilient social impact sector

Client story: The Deli

This story was contributed by Infoxchange in partnership with Social Impact Hub, and is an excerpt from the [NCOSS SSTF Coordination Highlights and Outcomes Report, Dec 2022](#).

The story can also be found in [Infoxchange's SSTF website](#).

As part of the SSTF funding, Infoxchange and the Social Impact Hub worked together over several months to support The Deli Women and Children Centre (The Deli).

The Deli provides high-quality therapeutic (counselling and case management) and family support services to women and children, particularly those impacted by domestic and family violence and abuse. The small but dedicated charity / not-for-profit based in the Bayside (Botany) and Randwick Local Government areas has been operating within the community since 1979. Focusing on the often long and slow journey of recovery from family violence and abuse, The Deli aims to help women and children live happy, healthy, safe and thriving lives connected with their families and communities. Traditionally, the wide-ranging impacts of domestic abuse and trauma have not been well understood by the community and are difficult to fund.

The Deli prioritises its funding towards addressing its clients' needs and service delivery including 1-on-1 consultations, specialised programs, workshops/groups and parenting support. While experts in their field of domestic abuse and trauma management, they were not governance or technology experts. Using pen and paper for client records had become inefficient and difficult for generating data or reporting impact. Strengthened governance controls were also needed to support the organisation's planned growth. It was time to modernise their technology and management processes but gaining funding was a significant challenge and limiting factor.

"We knew we were falling behind in our currency of best practice, but we didn't have funding, resources to research or internal expertise to build the understanding." — The Deli – Management Committee

What worked and what did we learn?

Complex services need more than a quick fix

Strong relationships between service providers and clients are essential when designing and implementing technology upgrades across an organisation. Support through the SSTF project began with the Infoxchange conducting a long and thorough consultative process over several months, using the Digital Transformation Hub's Health Check. Building trust and working closely together allowed for an accurate review of the organisation's needs and appropriate design of long-term, bespoke solutions.

"Infoxchange embedded themselves into the needs of the organisation to the point that they were suggesting what we were thinking but couldn't yet articulate." The Deli – Management Committee

With Infoxchange's support, The Deli mapped out its needs to streamline internal processes, make information collection of clients more straightforward and secure, achieve efficiencies and improve data capture for articulating its story and support for funding.

"The SSTF is helping the sustainability of this organisation by allowing better insights into clients, moving us into a space where we can look at the data and demonstrate our impact. It is critical for us to understand client journey, trends, behaviour and trauma patterns. This allows for a greater level of impact in the communities in which we operate, and to identify potential partnerships and opportunities for increased sustainable funding." —The Deli – Management Committee

Client confidentiality is critical for the safety of victim-survivors. Clients need to trust that their support services can are able to privately and securely hold their information, before they could share their full story and receive

the best support and treatment. Infoxchange supported the Deli in considering an appropriate client case management system and infrastructure migration to secure cloud storage. Moving to secure cloud storage and digital client notes rather than a pen-and-paper system allows the team to work more efficiently, which means more time is available to support women and children.

Stronger governance enables sustainable growth

To ensure the technological developments in the organisation were sustainable, the Social Impact Hub worked alongside Infoxchange to strengthen governance controls and enhance operations. Mapping strategic objectives with governance and management controls identified a prioritised list of improvements to enable sustained growth and governance. Pulling everything into a "plan on the page" helped ensure the organisation's mission could remain focused while also enabling the systemic progress and technological upgrades made with Infoxchange.

Resilient solutions: the importance of multi-disciplinary support

With both expertise in their respective fields and cross functional industry knowledge, the three parties worked collaboratively, sharing insights and harmonising ideas into robust solutions in alignment with The Deli's strategic direction.

"The way Social Impact Hub and Infoxchange collaborated greatly benefited us. Working together, they have amplified our voice. Everybody had their expertise and collaborated on issues, for example, considering both privacy protection, as well as industry compliance, would have been tough for us to do independently." —The Deli – Management Committee

What were the outcomes?

Confidence in who they are and how to move forward

A robust community profile would support the Deli in gaining funding and building awareness of the impacts of family violence and abuse in the community. With the collaborative support and education from the Social Impact Hub and Infoxchange, the Deli team feel they can build their profile while maintaining their integrity.

"We can't just put in a system and hope for the best. We needed the education, understanding, trust and awareness, to build the whole picture. The approaches by both Infoxchange and Social Impact Hub have built the trust and the credibility internally with our staff and the Board, such that we can steer The Deli forward and remain current in our system and practices." The Deli – Management Committee

For queries about NCOSS SSTF Tranche 3 Coordination Project, please email:
info@ncoss.org.au (ATTN: SSTF)

