



athena software

CUSTOMER CASE STUDY

MULTI-SERVICE AGENCY

Relationships Australia offers a wide range of services to people across the country - many other RA organisations also use Penelope to track services like these:

- Autism Services
- Children and Parenting Support
- Child & Youth Case Management
- Family Dispute Resolution
- Family Mental Health Support Services
- Family Relationship Centres (FRC)
- Family Relationship Counselling
- Find & Connect Support Services
- Forced Adoption Support Services (FASS)
- Gambling Help Services
- iKids (Supporting Kids after Separation)
- Indigenous Children and Schooling Program
- PEACE Multicultural Services
- Personal Counselling
- Post Adoption Support Services
- Post Care Support Services
- Post Separation Cooperative Parenting

RASA

AUSTRALIA

Relationships Australia South Australia (RASA), began implementing Penelope case management software across their nine locations and many services in 2010 and since then, have seen the following benefits:

- develop reports faster to meet funding, operational and strategic requirements
- provide data faster to help inform research
- view data across the entire agency from a single, authoritative source



RASA's services range from family dispute resolution and couples counselling services to community development and training work.

Says RASA CEO Judith Cross: "We have a really well integrated range of services, all coming from a population health and primary health care perspective. This allows

PENELOPE'S IMPACT

Penelope's flexibility and comprehensive set of case management tools, such as smart forms and automated workflows, have also produced positive results for RASA, including helping to improve safety of staff members.

By implementing safety processes via Penelope's documents and action trigger tools, staff are secure in the knowledge that their colleagues have the right information at the right time to help each other or their clients in the event of extreme safety issues.

Judith Cross - Chief Executive Officer (CEO):

"Penelope feeds into us analyzing what we need to do to make those improvements. So we can now know how many of our clients coming into the organization are living with family and domestic violence, and then we can look at who is presenting, and we can do research with that. All of these things mean that we end up improving the outcomes that we achieve for our clients."



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us to work across a range of issues with different population groups, looking at what sort of outcomes we're achieving for individuals and also to measure what we're achieving in communities or larger population groups."

PENELOPE IS A TRANSFORMATIONAL TOOL

Since RASA began using Penelope in 2010, the software has helped transform how the agency collects and interprets data, and has become an integral part of their day-to-day operations. Penelope now provides RASA management with a complete overview of their operations, Cross said.

Implementing Penelope's configurable system meant less burden on management and staff resources, while Athena's corporate culture and background in social service delivery also helped play a role in the success of the project.

Athena staff "not only came from a service delivery background," Cross said, "they could speak my language and understand what I mean."



Cross said Penelope has also allowed RASA managers to keep track of outcomes and trends affecting the 13,000 clients they serve each year, making Penelope a key part of the decision-making process with respect to service planning and administration.

"We know who we're seeing, we can get the demographic data, we can compare that to our results, we can track our outcomes and we can create a really good picture of what it is that's happening in our organization and where we need to be making improvements," she said.

