



Local Information Network for Community Services

LINCS is the most advanced system available to collect, organise and publish a community information directory.

LINCS is designed, developed and supported in Australia for the specialised needs of local government and community based information providers.

Established in 1998, **LINCS** is now used by over 80 government and community organisations.

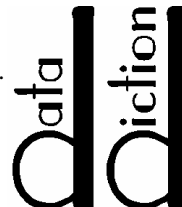
With **LINCS** you can:

- ⇒ Reduce duplication of effort by co-operating with other like-minded organisations.
- ⇒ Link the accessible, standards compliant search engine (xhtml) to your web site and style it with your colours and logo.
- ⇒ Easily publish printed directories with automatic index generation.
- ⇒ Maintain a community events calendar.
- ⇒ Search your directory offline with the **LINCS** disk version.
- ⇒ Update information quickly, easily and efficiently using email, letters or faxes.
- ⇒ Produce detailed statistical reports of how your directory is being used.

For more information go to www.lincs.com.au or contact Data Diction



LINCS is a product of Data Diction Pty Ltd.
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LINCS Users (Jan 2010)

NSW Councils

- Ashfield
- Auburn
- Baulkham Hills
- Bankstown
- Bega Valley
- Blacktown
- Blue Mountains
- Burwood
- Camden
- Campbelltown
- Canterbury
- Cessnock
- City of Botany Bay
- City of Canada Bay
- City of Sydney
- Fairfield
- Gosford
- Holroyd
- Hornsby
- Hurstville
- Kogarah
- Ku-ring-gai
- Lane Cove
- Leichhardt
- Liverpool
- Manly
- Marrickville
- Mosman
- Newcastle
- North Sydney
- Parramatta
- Penrith
- Pittwater
- Randwick
- Ryde / Hunters Hill
- Rockdale
- Strathfield
- Sutherland
- Wagga Wagga
- Warringah
- Waverley
- Willoughby
- Wingecarribee
- Woollahra
- Wyong

WA Councils

- Armadale
- City of Perth
- Claremont
- Cockburn
- Cottesloe
- Gosnells
- Kwinana
- Mandurah
- Melville
- Mosman Park
- Nedlands
- Peppermint Grove
- Stirling
- Subiaco
- Swan
- Victoria Park
- Wanneroo

Commonwealth Carelink

- ACT
- Central Coast
- Cumberland Prospect
- Far North Coast
- Inner West
- Mid North Coast
- Nepean
- Northern Sydney
- Riverina Murray
- Southern Highlands
- South East Sydney
- South Western Sydney

Other Organisations

- Citizens Advice Bureau ACT
- DAISI
- IDEAS
- NSW Mental Health Association
- NSW Council for Intel. Disabilities
- Penrith Disability Resource Centre
- St Francis Welfare (Comeln Ctr)
- The Salvation Army
- The Spastic Centre of NSW
- Warringah Disability Information

LINCS Overview

LINCS is a unique and highly specialised electronic directory system designed to allow local councils and other organisations to co-operate in publishing high quality community directories. Information on services, events and non-geographical information like answers to common questions can be integrated into a single knowledge base.

For organisations already producing directories, **LINCS** can streamline the process and eliminate duplication of effort. The system can also dramatically improve community access to the information in the directory.

The following sections provide brief overviews of some of **LINCS'** key benefits. This is not meant to be an exhaustive list of features but will give a feel for the capabilities of the system.

Co-operating with other Organisations

One of the great strengths of **LINCS** is its ability to allow like-minded organisations to work as a group to maintain a single shared database of services. Users in a co-operating group take on responsibility for keeping a subset of records up to date while getting access to the total set of records maintained by the group. This can greatly reduce individual workload because of the reduction in duplication of effort. The records owned by a member can only be modified by that member but all other members in the co-operating group may access them and include them in their web based and printed directories.

Most users of **LINCS** will become part of an existing cooperating group of users. In some cases however you might prefer to use the system separate from other organisations. **LINCS** is used in this way by some specialised information providers like The NSW Mental Health Association.

Maintaining Information

With **LINCS** all information is maintained through a series of easy to understand web-based forms. Changes to the database are instantly available online.

Access to the record maintenance parts of **LINCS** is restricted by password. Each member organisation may allocate passwords to as many individual users as is required.

Whenever records are modified they are checked for a range of problems like misspelled keywords, incorrect postcodes, departures from style guidelines, duplicates etc and the results of these checks are stored with the record and summarised for overall database quality control.

When it comes time to update records in bulk **LINCS** supports Microsoft Word mail merge to print letters or send faxes or emails to services.

Simple facilities exist in the system to allow users to communicate with other member organisations and to transfer records from one member to another.

The screenshot shows a web form titled "Edit Service Details" for a service named "Jemine Nursing Home". The form is organized into several sections:

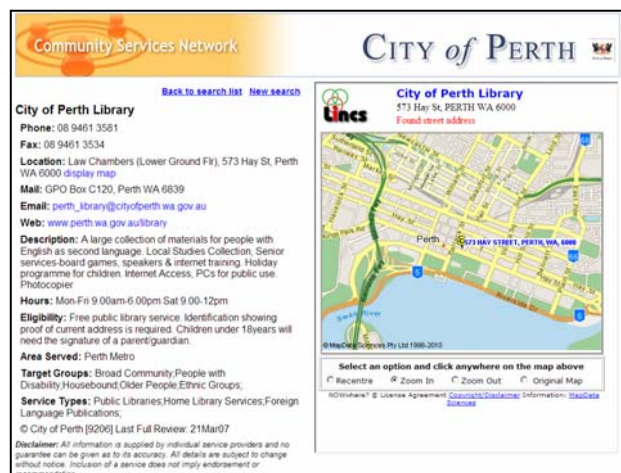
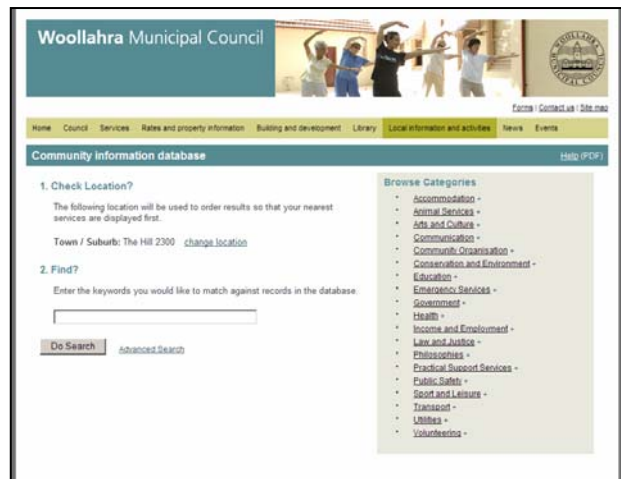
- Name:** Jemine Nursing Home
- Contact Details:**
 - Phone: 02 9655 2033
 - Fax: 02 9655 2056
 - Email: jemine@optusnet.com
 - Web: www.jemine.com.au
 - Other Contacts: Director of Nursing
- Service Location Address:**
 - Bldg/Lvl: [empty]
 - No/Street: 25 Prince St
 - Town/PC: Brucevale 2650
 - Options: (map inaccurate - suppress) and (not for publication)
- Postal Address:**
 - Line 1: PO Box 55
 - Line 2: [empty]
 - Town/PC: Brucevale 2650
 - Options: (not for publication)
- Service Details:**
 - Description: 55 bed nursing home. 22 beds located in dementia specific unit.
 - Hours: 24 hours
 - Fees: Contact for details
 - Transport: Close to bus routes (368, 376)
 - Referral: Assessment required by Aged Care Assessment Team (ACAT)

Public Searches and Web Publishing

One of the key outcomes required by most information providers today is to be able to integrate a search engine into their public web site. With **LINCS** this could not be easier. Your information is securely hosted on the **LINCS** web server so there are no specialised hosting or server requirements on your side, only basic HTML knowledge is required. Integration into your web site can be as simple as inserting a link into your existing web pages. Your version of the search engine may be customised to blend into your web site's style and colours. Logos, images and other navigational or descriptive content can also be incorporated. Examples of several **LINCS** web integrations are shown in the accompanying images.

The **LINCS** public search engine is a very powerful tool with many useful features. These include:

- Browsed (Yahoo style) searching. Drill down through service categories.
- Text (Google style) searching with word stems, phrases, boolean (AND, OR, NOT) and other advanced syntax extensions.
- Community events calendar display.
- Automatic synonym and broader term searching.
- Automatic feedback routing. So that all users of the system (including the general public) can easily report any problems they notice.
- 'Printer friendly versions' of search results.
- Web standards compliance with customisable CSS (Cascading Style Sheet) support.
- Geographical proximity searching for 'where is my nearest?' result listings.
- Street directory style maps with print facility (see image at right).
- Active links to each service's web site and email address (if provided).
- Fuzzy matching of keywords when terms are misspelt.
- Search logging to enable statistical analysis of most popular searches, most popular services, failed searches, time of search, location of searcher etc.
- Predefine your own structured, multi-level lists for quick access to common searches.
- Public search engine passes accessibility tests to WAIS Level 2. This ensures your information will be available to people using assistive technology to browse the web.

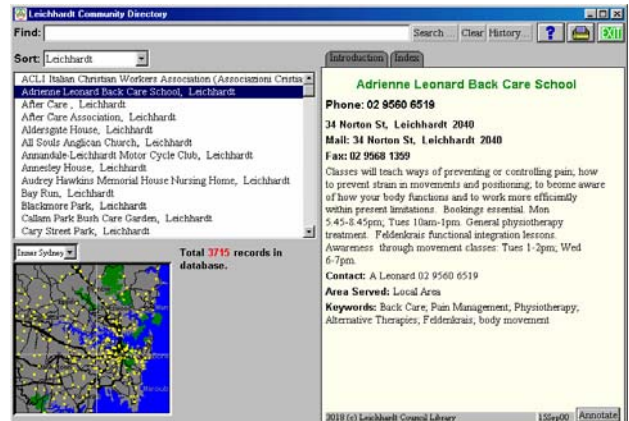


Offline Searches

An important part of the **LINCS** system is a fast and reliable offline search application.

This tool is primarily intended for situations where Internet connectivity is unavailable, slow or unreliable (eg on laptops or at remote offices) or in professional use situations where the highest degree of speed and availability are important (eg customer help desks or telephone information services).

The application is compatible with most laptop and desktop PCs and may be networked for multi-user access. A customised version of this tool is provided as part of every **LINCS** membership and you are granted a royalty free license to duplicate it and provide it to anyone you wish.



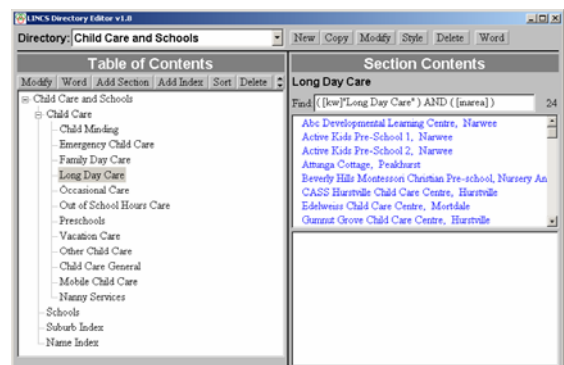
LINCS Disk Version

Printed Publications

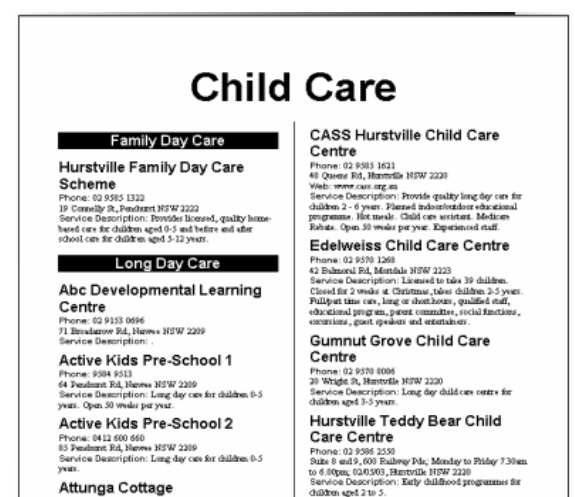
Producing printed directories is still an important task for many information providers. Unlike most database systems **LINCS** includes a very advanced tool designed to simplify the process of turning you database into a professionally formatted printed directory. This system allows you to predefine the structure of a document and then generate it from current data on demand. This can result in a significant reduction in staff time, printing costs and wastage of excess print copies.

The system includes the following important features:

- One or two levels of heading structure (chapters and subheadings).
- Independent control of fonts, font sizes and paragraph settings for all parts of the document eg chapter headings, service names, page numbers etc
- Generates WORD documents that can then be further edited, printed or turned into PDFs to upload to your web site.
- Produce portrait or landscape documents with specified numbers of columns.
- Select the fields you want included in the document.
- Full **LINCS** query language available to select services into each section and individual service records may then be explicitly included or excluded for full control of section content.
- Automatic generation of up to three different types of indexes: name, subject or location.
- Text introductions may be specified for each section of the document.



LINCS Printed Directory Creation Application



Part of a sample page output from printed directory

System Requirements

LINCS has very lean system requirements. At the minimum only a standard web browser and reliable internet connection is required. In order to use some of **LINCS'** optional components (ie the disk search tool, directory editor, mail-merge) a Windows based PC will be required. Minimum PC requirements are:

- Pentium or higher IBM compatible PC
- Microsoft Windows 2000, XP or later operating system
- SVGA (800x600) colour graphics or better

Cost

LINCS is only available on an annual membership basis. The total cost is \$4000 (plus GST) for 12 months.

This fee includes:

- Web site maintenance and development.
- Database hosting.
- All database Internet traffic charges.
- Account / password administration.
- Disk software development and maintenance.
- Customisation of disk software for each council.
- Unlimited disk software licensing.
- Training, support and all enhancements.

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