



**ionMy**

Governance,  
Risk & Compliance



**SAMARINDA**  
*locals for locals*

# CASE STUDY

# Samarinda





# Samarinda

Samarinda is a leading not-for-profit organisation, medium size with an excellent industry reputation for innovation, quality staffing and services.

Services provided are:

- ❖ Residential Permanent and Respite Clients
- ❖ Home and Community Clients
- ❖ NDIS and Daily Respite Clients and
- ❖ Op Shops Clients



Samarinda's **Purpose** is: To support local individuals and families and help them remain connected to their community.

With a **Vision** of: Every local individual and family deserves to remain connected, engaged and valued in the community they know and love.

Samarinda's **Care Philosophy** is based on the principles of Consumer Directed Care (CDC). CDC is both a philosophy and an orientation to service delivery where consumers can choose and control the services they get, to the extent that they are capable and wish to do so. Person-centred practice is a key component of CDC. It emphasises the wellbeing and quality of life of the individual person, as defined by the person.



Samarinda is a vibrant community. Locals for Locals.



## The Problem

Why did Samarinda seek a new solution?

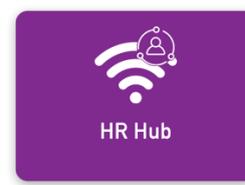
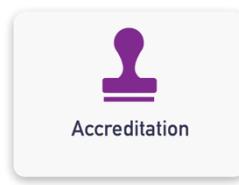
Samarinda sought a solution in the market because the absence of product user interface and process documentation for validating user configurations was critically impacting business satisfaction and project success.



## The Solution

What solution was selected?

ionMy GRC was selected with a focus on Implementing Governance, Risk Management, Compliance, Quality Improvement, Accreditation, HR and Consumer Feedback capabilities.





## How was ionMy's implementation and training?

Initially, the Samarinda users faced some challenges with incident registration skills and knowledge, leading to a less favourable reception of the product. However, these challenges were swiftly overcome, resulting in a high level of satisfaction.

The success factor greatly depends on the user incident registration knowledge. Initially, this knowledge was limited among Samarinda users. However, the Quality team promptly addressed this as a continuous improvement area. During in house training sessions I, this issue was fully resolved, and the training was very well received.

## How effective is ionMy's customer support?

Under the management of ThoughtWare the customer support from ionMy has been extremely effective.



## Impacts and Benefits

### How has ionMy improved your workflow?

Samarinda initially had no established processes or workflows, but the ionMy product successfully introduced and shaped these. While it was initially challenging for Samarinda to adopt, the transition ultimately brought significant improvements.

**“Incidents, Feedback, Hazard and Maintenance registrations are now readily able to assist our decision-making group, Streamlining and enhancing overall effectiveness”**



## How has ionMy helped in managing risks and ensuring compliance with regulations?



Tasks, Actions  
& To Do Lists

Samarinda has recently begun to recognise the significant value added by implementing ionMy for operational risk and compliance regulations.

## Have there been any notable incidents where ionMy played a crucial role in managing a risk or ensuring compliance?

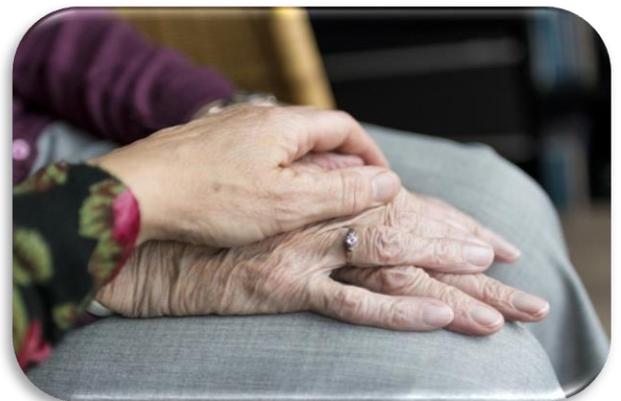
Yes, ionMy's risk management system has been extensively utilised in managing reportable incidents, ensuring effective risk management and compliance.



Reports &  
Visualisations

## How has ionMy helped you manage and respond to consumer feedback?

Yes, ionMy has assisted in managing and responding to consumer feedback, although we are still in the process of turning this feedback into continuous improvement initiatives.





## What, if any, challenges have you encountered after the implementation?



Reminders, Alerts  
& Escalations

Yes, we encountered some challenges with the company alerts and notifications, which rely heavily on a stable governance module. However, we have been continuously improving the governance module to address these issues.

## How would you rate your overall experience with ionMy?

I would rate my overall experience with ionMy as **excellent**.

The platform has significantly streamlined our processes, improved our efficiency, and enhanced our compliance management. The support and training provided by the ThoughtWare ionMy team have been outstanding, ensuring a smooth implementation and ongoing success. We have seen substantial benefits in terms of risk management, incident reporting, and overall operational effectiveness.



## Would you recommend ionMy to other organisations in the aged and community care sector?

Yes, without a doubt. Internally we have even recommended more rolled out capability in our near future e.g. staff performance and reward capability.

