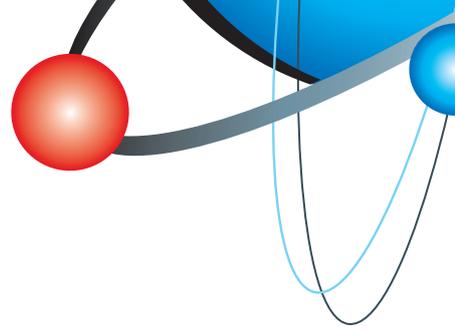




CASE STUDY

Northern Rivers Social Development Council





Northern Rivers Social Development Council

Northern Rivers Social Development Council (NRSDC) is a community non-profit organisation that works to advance community wellbeing across the Northern Rivers Region of NSW.

NRSDC is a social justice organisation with more than 40 year's experience as a regional leader, advocating with the communities NRSDC work in; working in partnership with others; and providing services that promote inclusion, fairness and social justice. Work encompasses homelessness and housing supports, youth and family services, programs that promote genuine participation for people with disability, community sector support, professional development, and systemic advocacy.

Our staff of 45 work with youth, aged and community services with an aim to create positive social change by:

- ⦿ Providing opportunities and services to alleviate disadvantage
- ⦿ Informing and educating people, organisations and government
- ⦿ Encouraging partnerships
- ⦿ Engaging in advocacy and promotion
- ⦿ Researching and planning for future needs.



In 2014 we won the "Implementation of the Year" Award at ITAC (Information Technology in Aged Care) for our implementation of i.on my care software





We sought:

Committee management with responsive agendas.

Sophisticated security for varying access to data and documents.

Linking to our quality improvements.

Company documents library to accept multiple formats.

Economical cost for all staff to use.

Linking documents to other documents.

HR capability to be flexible to allow for unlimited credentials and licenses.

Communities memberships and renewals advice.

Board of directors privacy access.

Linking our activities to our accreditation and standards.

Ability to record advocacy activities.

Capture marketing and media activities growth.

Report on our social responsibility and sustainability programs.

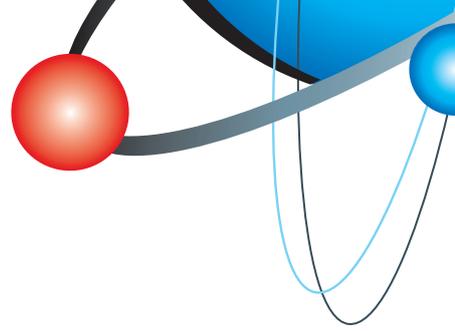
We needed

A system that met our objectives about "What will this improve?"

A system that was flexible and mapped to our business rules, letting us define fields and pages to map to our forms.

A system that could manage our volume of data and forms.

A system that would address our security requirements, yet was easy to use.



i.on my Functionality Objectives

Centralised Documents

Provides a centralised company document library for policies, procedures, forms, position descriptions – ability to search /filter and ensure version control and periodic review.

Risk Management

Identify, analyse, evaluate, treat, monitor and report – managers will be reminded of actions that need to occur – links to being a quality improvement item

HR Management

Record appraisals and reviews/probation, record expiring credentials, WWCC and number, rego, insurance, criminal history, RN registration, first aid certificates.

Leave Management

Create, submit and approve leave records electronically with alerts and reminders.

Auditing

Build in audit tools which will capture and summarise results

Streamline Data Sources

Eliminate multiple existing Excel databases for staff training, feedback, Incidents, and marketing activities with ability to escalate incidents & feedback to relevant committees automatically.

External Stakeholders

Manage external stakeholders – consultants, preferred suppliers, board members, membership.

Committee Management

For meetings by providing a uniform system with ability to defer items to other meetings. Agendas and minutes formatted automatically.

Contact Details

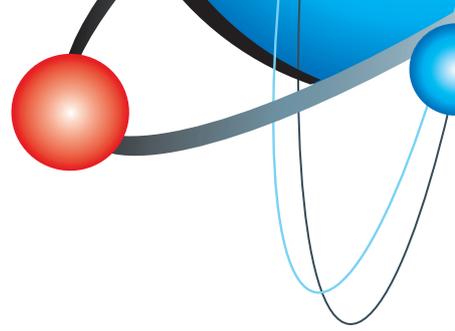
Accessed by managers from anywhere, also, birthday reminders

Continuous Quality Improvement

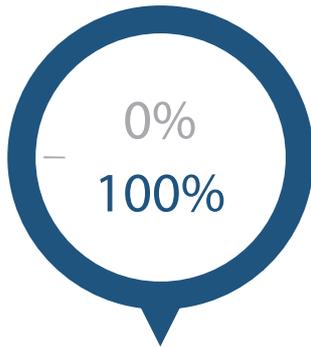
Ability to record continuous quality improvement and environmental sustainability activities, can link committee minute items.

Asset Register

Eliminate spread sheets and allows property to be linked to staff.



Pre and Post Implementation Metrics Dashboard



meeting minutes recorded in uniform organisational format with continuous improvement items noted.



company documents to have version control with all staff accessing the most current versions.



staff credentials recorded and followed up on due to automated alerts on expiries.



marketing, advocacy and sustainability initiatives noted and reported on.

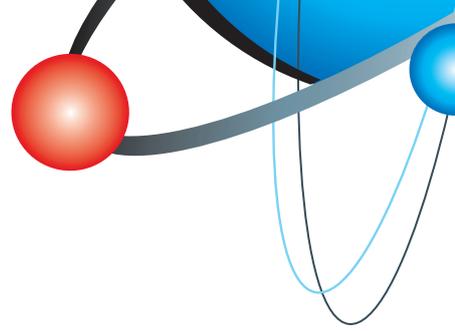


risks noted and followed up on by managers with closed items able to be reported on & reminder functionality.



prior unknown % post 100% contract expiry dates noted with funders/suppliers/trainers/contractors.





i.on my Implementation Process

We selected i.on my care for our solution. We have diverse service offerings and geographically dispersed offices and needed software that was flexible and able to cater for multiple different rules and regulations.

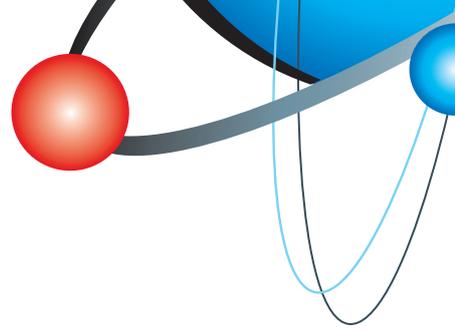
We undertook initial inquiries in February 2013, web demos, and discussions leading to a proposal. i.on my product pricing was economical and we did not need to purchase any hardware so in May 2013 a business case was crafted (by Jana Hall) and submitted for management and council approval with contract signing occurring at the end of May 2013.

Whilst all relevant staff were engaged at the start via discussions and information and later training to assist with the change management and acceptance of a new system, the project was tightly managed with a core group of 2-3 key people.

During the course of the project the initial key NRSDC contact (Jana Hall) went on maternity leave, however a seamless process was put in place and Kathy Klem became the lead project resource without any loss of knowledge or project progress.

i.on my provided an online 'portal' for the project implementation that ensured all project material was collaboratively available.





Benefits and Industry Impact

Since the successful implementation of the i.on my software the benefits to our business are numerous and far reaching:

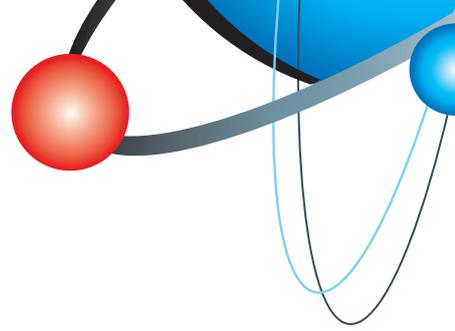
- ⦿ Saves time and improves compliance with organisational policies and procedures.
- ⦿ Ensures all required information is being addressed or captured according to accreditation and NRSDC specified standards.
- ⦿ Ensures a uniform approach to governance.
- ⦿ Assist with accreditation and managing organisational growth.
- ⦿ Is a central resource/database point for all staff.

{ We started realising benefits almost immediately, and have continued to do so. We're so delighted we've recommended i.on my to a number of organisations.

{ 3 years after implementation we have had more than 10,000 records processed via i.on my and hundreds of valuable reports produced.

At the time of our ITAC win i.on my helped us manage:

- 987 suppliers
- 59 feedback items (complaints/compliments/suggestions)
- 58 policies and procedures
- 38 quality improvement projects
- 25 incidents
- 15 surveys
- 11 committees
- Associated HR events (credentials, training and performance).



Benefits and Industry Impact

High level benefits experienced have been:

From an incidents or a complaint form, an issue can be escalated, alerts triggered, actions assigned and follow ups recorded.

The workflow allows any form to be linked and escalated to CQI Plans, Risk Registers and Committee Agenda's. Tracking the source and capturing evidence.

Record and manage performance reviews, credentials, assets and bulk update education records such as first aid and fire training.

Upload, track assign actions to people and review dates for policy, procedures and form reviews.

Scheduled reports to auto email any number of people.

Ultimately i.on my care has helped NRSDC:

- save, time and money
- convert manual processes into digital processes
- link related items together
- improve reporting capability
- enhance auditability and traceability
- enhance risk management.

That in turn lets NRSDC focus on working as a regional leader alongside partner organisations to strengthen and build capacity within community sectors by providing training, development, sector

