



Who	General Comments
<ul style="list-style-type: none"> • NGO: Firstchance • Software: Interactive Reporting • Revenue: \$3.5m • Finance staff (FTE): 2 	<p>Firstchance is a not for profit organisation which operates both Early Childhood Intervention and School Aged Programs for the disabled and their families. Firstchance runs its quality programs with a combination of government grants, parent fees and money raised through fundraising activities.</p>

Summary
<p><i>The software has enhanced our ability to interrogate financial data for gaps, errors, and duplication in service provision</i></p>

Before	During	Future
<p>Characteristics of unit costing</p>	<p>Duration and effort of project</p>	<p>Comment on its usefulness</p>
<ul style="list-style-type: none"> • Is the organisation calculating its unit cost? Firstchance have developed an excel spreadsheet to assist them to understand the cost per hour of various resources. This is used to provide quotes to clients for various services • What system does the organisation use to calculate its unit cost? Firstchance use Excel but do not have a specific unit costing system • What systems does the organisation have? Timesheets, Accounting, etc. <ul style="list-style-type: none"> - MYOB for financial accounting, - Excel system for timesheets. for payroll - Outlook for Rostering - Paper Triplicate book to record each participant visit/service provided, which are then entered in to spreadsheets - Each service event is then manually keyed into the NDIA Portal to claim • What reporting is done & how is reporting done? The financial statements are generated from MYOB and reported to the board and Management. Reporting at individual participant level is only from excel. 	<ul style="list-style-type: none"> • Estimated hours to on-board: 10 hours in total • From what systems was data extracted? And how was it uploaded into Interactive Reporting? Business Intelligence for MYOB (BIM) is a software package that comes with over 50 preset standard reports that run out of the box on MYOB data. A user installs the BIM software on their server, points it at the location of the MYOB Company file and then the BIM software automatically extracts data from MYOB, this extract then automatically reruns each night (GL, Jobs, Sales Purchases, Time Billing data etc) • What support does the vendor provide with on-boarding? One day onsite training and consultation session • Who was engaged in the process of on-boarding? Finance Officer • What were some of the challenges experienced?: <ul style="list-style-type: none"> - Previous system very manual - Data is being re-entered a number of times - Current processes do not ensure all services are billed to NDIA • Insights e.g. in to data existing systems. <ul style="list-style-type: none"> - If Firstchance setup individual Jobs in MYOB for each client then it would allow tracking of income, budget and possibly costs for each client. This would allow BIM to provide better reporting at the client level - There is a Bulk Load file format that could be used to load into the NDIA Portal 	<ul style="list-style-type: none"> • Time efficiencies : Streamline process for each service delivery by recording only once, straight into MYOB. BIM will generate a NDIA Portal Load file directly from MYOB invoices. These can be loaded directly into the NDIA Portal • Information & quality: The BIM software is able to generate reports showing budgeted and actual results across a selection of services and clients. This will highlight gaps or duplicates in service provision making identifying errors quick and easy • Benefits – transparency: <ul style="list-style-type: none"> - Accuracy, data will only be entered once instead of multiple times. - Completeness, time saved on data entry can be used ensuring all service activity is recorded. - Cash flow – quicker and easier to load into NDIA Portal so quicker to get paid - Interactive Reporting (BIM) uses pre-formatted reports that are available to all users via a web browser so able to be accessed directly by non Finance people (who you may not want to have direct access to the actual MYOB software). • Comparison to before implementation: By using MYOB Jobs and Billing functions in conjunction with BIM there is an increase in accuracy, timeliness and minimise errors and re-key duplication.