

MYOB Greentree

CLIENT	Somerville Community Services
PRODUCT	MYOB Greentree
PARTNER	Star Business Solutions
LOCATION	Location Darwin, NT, Australia
INDUSTRY	Not For Profit

Somerville Community Services delivering on their Mission

For over 50 years, Somerville Community Services has helped people in Australia's Northern Territory deal with everything from loneliness to financial distress.

The organisation is named in honour of Margaret Somerville MBE who helped evacuate 95 children from Croker Island to Sydney in 1942, leading them on an on-foot trek across 500km. That bravery and commitment to supporting others is the core of Somerville's mission. Today Somerville delivers disability services, financial counselling and housing and homelessness services. These services are designed to improve quality of life through advocacy, advice, choice and community inclusion.

Somerville is the largest provider of services under the National Disability Insurance Scheme (NDIS) in the Northern Territory, employing over 200 people and making a positive impact on the lives of many more.

The NDIS allows people with disability to access the services that best suit their situation and meets their individual wants and needs – Somerville needed a system that provided the administrative and reporting tools necessary to administer the Scheme. With a more efficient system, time spent on processes reduced and staff are now able to focus on providing a person-centred service.

Ticking the NDIS boxes

Meeting requirements, making life better for staff

When NDIS came in, it brought with it a laundry list of requirements that Somerville simply couldn't meet with its existing system.

That started with a strong general ledger and finance system that could provide detailed finances, customised reporting and automated workflow management. They also needed to report by departments and cost centres.

"Being able to manage our finances under the NDIS required change, and our existing system did not provide the functionality or automation we needed. We needed an across-the-board, clean-slate change to everything," explains Annette Blunt, Somerville's CFO.

Added to the list of must-haves are project accounting, payroll, rostering and timesheets, a fixed assets register and activity-based costings.

Ms Blunt hoped the new clean slate would also tidy up a few of their other pressing issues. The existing system left staff wading through admin, and with no clear understanding of where they fit into the overarching organisation – job satisfaction was suffering.

Getting what they need now – and later

After shopping around, it became clear to Somerville that MYOB Greentree could deliver everything they needed out of the box – and would set them up for the long haul.

It was hosted in the cloud and could be easily integrated with other software, including Somerville's new customer management system.

The flexibility of the system was also a winner – it could be used across any device and delivered in a relatively short timeframe.

Full ROI in less than a year

Happier staff, improved reporting,
more people helped

What started as a push to meet NDIS requirements has created a stronger, more efficient organisation overall.

Ms Blunt advises that the change has been remarkable – particularly around how easy it is to access information. It's now real-time, so projects can be properly tracked, and the team can drill down to look at things like costs versus grant income. That level of detail was "something that wasn't previously available," says Annette Blunt.

She believes the organisation will see a full return on its investment within the first nine months.

And how are staff feeling now? They've embraced the new way of working, producing at higher levels, gaining skills and feeling good about doing their part. Re-work has virtually disappeared, which means they have more time to spend on tasks that add value.

And most importantly, they now understand how important they are to Somerville and their role in achieving the organisation's mission and vision.

Meet Somerville Community Services

- + For 50 years Somerville has been at the heart of community services.
- + Largest provider of services under the NDIS in the Northern Territory.
- + A 200-strong team is in the community delivering everything from home care to financial counselling.

Greentree has supported a focus on Mission

- + Staff are happier and more engaged.
- + The organisation is more efficient so it can serve more of the community.
- + Reports are easily accessed and real time.
- + Projects can be properly tracked.
- + Full ROI expected within the first year.