



# implementation strategy



# agenda

- Introduction
- Training procedure
  - Functional vs process training
- Modules
- Questions
- Next steps



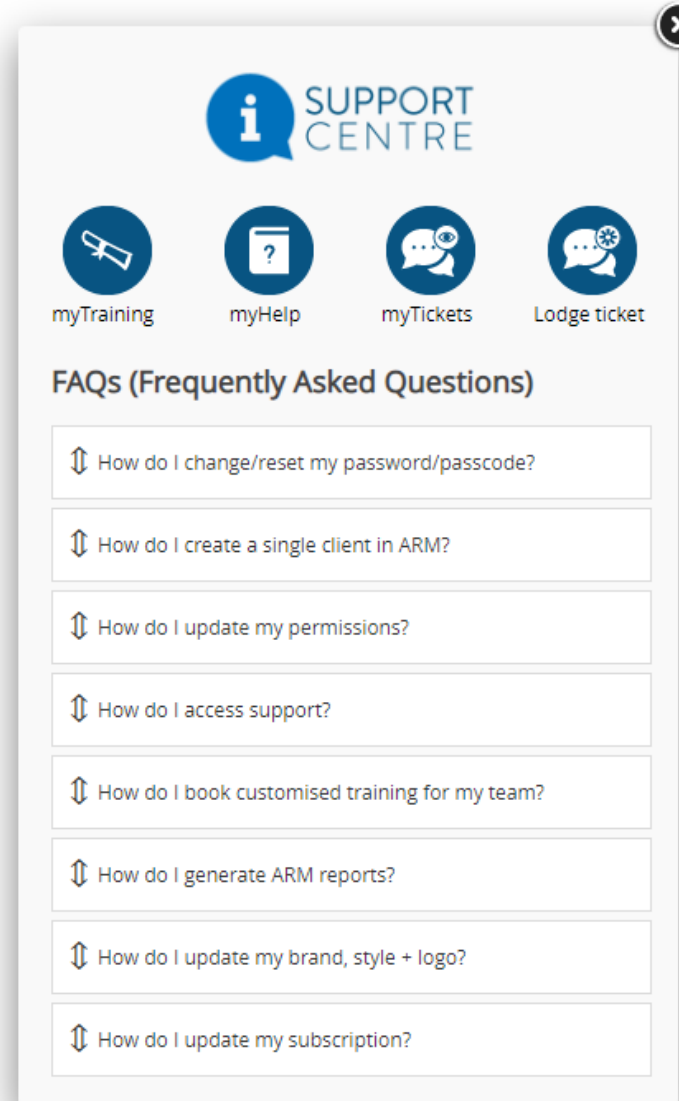
# project team

- MYP Champion
- Subject matter experts
- Trainers



# support centre

- Access myTraining + myHelp
- Lodge, view + update support tickets
- View frequently asked questions



The screenshot displays the 'SUPPORT CENTRE' interface. At the top, there is a logo with an 'i' in a blue circle and the text 'SUPPORT CENTRE'. Below the logo are four circular icons: a magnifying glass for 'myTraining', a question mark for 'myHelp', two speech bubbles for 'myTickets', and a speech bubble with a gear for 'Lodge ticket'. Underneath these icons is a section titled 'FAQs (Frequently Asked Questions)' containing a list of eight questions, each preceded by a double-headed vertical arrow icon.

**SUPPORT CENTRE**

myTraining myHelp myTickets Lodge ticket

**FAQs (Frequently Asked Questions)**

- ⇅ How do I change/reset my password/passcode?
- ⇅ How do I create a single client in ARM?
- ⇅ How do I update my permissions?
- ⇅ How do I access support?
- ⇅ How do I book customised training for my team?
- ⇅ How do I generate ARM reports?
- ⇅ How do I update my brand, style + logo?
- ⇅ How do I update my subscription?

## community services + NDIS software to free up time to do more of what matters

The demands of the community sector mean that there is significant administrative overhead. Too often compliance requirements detract from the resources and energy that could be better directed to clients and important causes. MYP's platform is uniquely placed to address these challenges.

In short, MYP is a game changer for the community sector bringing together all the key data, information and processes into one environment. MYP helps organisations improve efficiency, control costs and streamline processes in a sector that is changing rapidly and is more demanding than ever.



ENHANCE  
STAKEHOLDER RELATIONSHIPS

Manage clients, cases, stakeholder relationships, opportunities, projects + client history. Integrate with accounting software, access NDIS price lists + more



THE ULTIMATE  
COMMUNITY SERVICES PLATFORM

Finally, the complete platform for your NDIS management. Paperless, efficient, integrated + comprehensive.



SIMPLIFY  
STAFF ROSTERING

Create individual + team rosters, keep track of your assets, resources + timesheets - integrate with your cloud accounting software



IMPROVE  
PEOPLE MANAGEMENT

Manage your staff + volunteers proactively, foster accountability + encourage professional development



TRACK  
CLIENT GOALS

Develop goals, accurately match them to individuals + track progress to deliver person-centric outcomes while meeting reporting requirements



BUILD  
EFFECTIVE ONLINE FORMS

Capture, track + access in real time all of the client data you need in one place now with digital signatures



COMMUNICATE  
WITH YOUR VAST WORLD

Keep stakeholders engaged through newsletters, promotions + events



ACCESS + MANAGE  
DOCUMENTS EFFICIENTLY

Retrieve + edit documents where + when you need them



MANAGE  
DONATION CAMPAIGNS

Plan + track all campaigns from one place while maximising 'giving' income + minimising administration



INTEGRATED WEBSITES  
FOR COMMUNITY SECTOR

Connect your website + contacts with your systems, eliminate data entry + maximise opportunity



GOT AN IDEA?  
BRING IT TO LIFE

Customise an existing MYP module or work with us to create your own software

# vertical vs platform

different software + apps	same software for different functions
function rich	less function rich
over engineered (too many functions)	core functions + workflow focused
different user interfaces	single user interface
integration problems	integrated workflows across the platform
division centric (my want v team need)	team centric
expensive (vendors profit on each vertical)	less expensive (vendor profits across platform)
amplified training + admin overheads	lower training + admin overhead
'best of breed' software constantly changing	consistent environment but with regular enhancements

# the power of an online platform

MYP is a game changer for the community sector bringing together all the key data, information and processes into one environment. MYP helps organisations improve efficiency, control costs and streamline processes in a sector that is changing rapidly and is more demanding than ever.



save time



reduce  
data errors



secure  
backups



access  
anywhere



# spend time doing what is important!

- Why does your organisation exist?
- What is its purpose?
- A champion team will always outperform a team of champions
- A platform moves time and resources to your purpose







strategy



# ARM Pro

all the power of ARM plus  
customisation to maximise efficiency



Manage new opportunities with high value reports



Establish links + relationships



Track sales from prospect to results



Co-ordinate projects from inception to delivery by allocating tasks + managing timelines



Compile + analyse data + maintain security of client records



Maintain a history of client/prospect activity + communication



Accessible from anywhere, anytime

# key points

- Client structure
- Customised fields
- Projects + opportunities
- Invoicing + price books





strategy



# GENIUS

automate + streamline your NDIS management processes



Streamline your client engagement process with automation of agreements



Fast track invoices + claims with other GENIUS users



Keep clients, families + stakeholders informed on budgets, spending + other key information via the client dashboard/portal



Easy invoice/claim management with integrated NDIS price lists



Staff can use GENIUS anywhere, anytime via computer, table or phone



Seamlessly integrate your NDIS client engagement with the MYP CRM + rostering modules as well as cloud accounting software (Xero + MYOB)

# current clients – plan managers

- How do you manage service agreements?
- How is schedule of support information kept?
- How do you receive your invoices?



# current clients – service providers

- How do you manage service agreements?
- How is schedule of support information kept?
- How do you create your invoices?





# key points

- Suppliers + clients
- Accounting software
- Service agreements





PÖCKETWATCH

strategy



# PocketWatch certified training guide

get more from your MYP investment by attending a PocketWatch Certified Training course  
complete all four sessions to access Level 2 support



## administration training

for key HR administrators, assistants,  
roster managers + payroll

2 hours

- Administer staff + permissions
- Navigation + overview of PocketWatch
- Administer settings
- Create + administer roster templates
- Create + administer rosters
- Administer myShifts
- Review award rule processes



## rostering training

for key HR administrators, assistants  
+ roster managers

1.5 hours

- Review homework + update templates
- Administer availability + calendar
- Administer award rules
- Administer rosters
- Administer assets
- myTraining - managers/staff



## review training

for key HR administrators, assistants,  
roster managers + payroll

1.5 hours

- Scenario check + review
- Q + A for live rosters
- Review settings
- Review invoices (GENIUS subscribers)
- Review APIs
- Q + A for other rosters/roster templates

## what needs to be prepared?

samples of each style of roster including a complex roster example for the first session  
access to roles, attributes, allowances, asset lists + pay type details

# PocketWatch

## rostering simplified + revolutionised



Graphical shifts + timesheets



Unique award rules engine



Appointments, assets + resources



Geolocation tracking



Powerful integrations



Email + SMS notifications



Easy case management



Mobile friendly

# current rosters

- How are your rosters currently created?
- Do your clients have access to rosters?
- What type of rosters do you have?
- What are the main issues for you with rostering?





# key points

- Client centric
- Staff
- Clients
- Number of rosters
- Rollout process
- Allocating correct time





*form* **SPACE**  
PRO

strategy





# formSPACE Pro

build, share, connect + track powerful online forms



Create beautifully designed forms with ease using the drag-n-drop builder



Build custom online reports using the drag-n-drop builder



Share forms via email by instantly sending a direct link or connecting via an eMarketing email campaign



Embed unlimited, styled forms seamlessly into your website or landing pages



Seamlessly integrate your forms + data with the MYP CRM system



Digital + electronic signatures can be added to a form (paid + unpaid options available)

# current forms

- What forms do you use on a regular basis?
- How do staff access them?
- Where are they saved?
- How are they processed?



# key points

- Submission of forms for creation
- Forms + processes
- Internal + external



# GOMS

Goal + Objective Management System

strategy



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# GOMS

## map individual objectives + improve outcomes



Capture the unique goals + objectives of individuals



View trend graphs to monitor + adjust performance



Ensure staff are accountable to an individual's goals + objectives



Drive accountability + success measurements



Measure outcomes + provide shift instructions in real time



Access a library of goals + objectives for increased efficiency



Improve organisational marketing with real stories + evidence



Allow families to access results + achievements in their own time

# current goals + objectives

How are your current client's Goals+ objectives kept?

How are they measured?

When are they captured?

How are they used?



# key points

- Goals + objectives
- Template
- Data cleaning







strategy



# myDocs

## secure document + file management system



Organise documents by customised category + file type



Easily update document versions or archive files



Add unlimited notes to files to track changes + updates



Three levels of document back-up + disaster recovery



Eliminate confusion over document versions



Integrate documents with MYP's CRM hub



Access your documents anywhere, anytime



Set staff permissions for viewing documents

# current documents

- What is the current state of documents?
- What type of documents do you have?
- Who has access?
- Do you have any documents that you need to have restricted access for?



# Key points

- Categories +1 level of sub-categories
- Determine what is necessary + what can be archived





# eMarketing

strategy

# eMarketing

## targeted marketing + event management



Engage with clients + prospects via targeted, interactive email broadcasts + events



Customise email templates to suit your brand, products + services



Manage event registrations + payments completely online



Schedule email broadcasts to send at a specific time



Unlimited distribution lists – can be dynamic or custom-built



Generate detailed distribution reports to analyse open rates + click-throughs



Manage the unsubscribe + opt-out process



Ensure privacy + spam obligations are met



Create, manage + promote organisation + client events

# current communication

- What communication do you send to your clients, suppliers, providers + staff ?
- What events do you run for clients + staff ?





# key points

- Current email campaigns
- Standard emails
- Standard events
- Client groups





94six  
smart HR

strategy



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# 94six

## power your people, from recruitment to exit



Streamline recruitment processes + store candidate information



Systemise tasks, functions + roles



Set + manage KPIs + standardise performance reviews



Identify individual + team training requirements



Generate real-time leave reports + identify behavioural patterns



Automate emails + notifications



Gauge employee engagement + satisfaction



Accessible from anywhere, anytime

# key points

- Position descriptions
- Permissions + team structure
- Leave + PocketWatch
- Stepped approach
  - Leave
  - Recruitment
  - Performance reviews



# current staff files + processes

- Where are staff files kept now?
- How are performance reviews managed?
- How are certifications tracked?



# 94six certified training guide

get more from your MYP investment by attending a 94six Certified Training course  
complete all three sessions to access Level 2 support



## administrator training

for key HR administrators + assistants

1.5 hours

- Administer staff + permissions
- Navigation + overview of 94six
- Administer whole organisation details
- Administer position descriptions
- Administer person details



## system training

for key HR administrators, team leaders,  
managers + general staff

1.5 hours

- Review of position descriptions  
+ functions
- Administer performance reviews
- Performance review reports
- Administer leave
- Leave reports



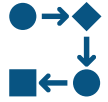
## manager training

for key HR administrators, assistants,  
team leaders + managers

1.5 hours

- Organisation reports
- People reports
- Position reports
- Careers
- Manage training
- Messaging
- Q + A for HR processes

# where to from here?



Implementation Plan



Client Success Manager



Support Centre



Training Options



# service level agreement

All support requests will be responded to by a support team member within the following timeframes:

## During business hours

Non-urgent - 2 hours

Urgent - 30 minutes

Critical - 15 minutes

## Outside standard business hours

Critical - mobile support by rostered MYP support team member

# learn to use your systems, your way

delivery styles to suit your needs

## MYP Training

free online group training

MYP Training sessions are run on a regular basis. These online sessions are free to attend as many times as you like and are a great way to refresh your skills.

### Want to attend?

Check out all the details of upcoming MYP Training sessions and book your place via the calendar on your MYP home page.

## MYP Tailored Training

custom onsite or online sessions

MYP Tailored Training sessions are available if you require a session specifically for your organisation. These sessions are custom-designed by our trainers and can be run onsite or online for a fee.

### Want to know more?

Simply login to MYP and submit a booking enquiry via the 'Subscription + Training Management' area.

## covering everything you need to know

MYP Training, 24/7 myTraining and Tailored Training sessions cover two types of content to ensure you are getting the most from MYP.



'Certified' sessions cover specific modules and, upon completion, attendees gain access to Level 2 Support.



'Professional Development' sessions are designed to further develop skills in specialist areas.



# project management

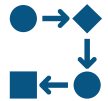
# impact on timelines



process – whole organisation approach



staff – changes + motivation + skillset



customisations – scope + development



communication – MYP + stakeholders



questions?

# next contact with MYP team



Strategy, training or review session



Phone call from Client Services Administrator

# thank you for attending today's training session

Now that you have completed training AND confirmed your attendance by submitting your Training Attendance form, you will be provided with access to Level 2 support for the modules in which you received training.

'User support' requests related to these modules can be lodged via the MYP Support Centre and will receive a personalised response from the MYP Support Team.





thank you



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*perform*