BRAINBOX Offshoring

A Case Study

How Kira Maintains Quality Without Impacting Front-Line Service Delivery

About Kira

Established in 1991, Kira Incorporated was created by a group of parents who had children with disabilities. Now a multi-million-dollar enterprise, Kira services clients from multiple sites across a broad geographical base in the northern suburbs of Western Australia.

Business Need

With increased pressure on costs arising from the National Disability Insurance Scheme (NDIS), Kira seeks to maintain quality of corporate without impacting front line service delivery. Additional processing imposts for NDIS funding and complex financial circumstances mean that the Board required more detailed and timely information to make informed decisions, and management need to be able to focus on managing rather than back-office administrivia.

Brainbox Support

Brainbox provided a CPA with decades of experience to:

- Prepare board financial reports
- Build detailed time series analysis of revenue and cost trends
- Undertake internal payroll and other financial audits
- Prepare and lodge PAYG, superannuation, FBT and BAS
- Support accounts payable and accounts receivable
- Resolve day to day finance queries from senior staff

Brainbox provided a marketing officer to:

- Manage Kira's brand and market presence
- Maintain the Kira event calendar
- Seek key influencer recognition of Kira's work
- Arrange events to showcase Kira member products
- Post regular updates to Kira's social media profiles
- Liaise with other staff to build brand-aligned marketing materials

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Outcomes

With the support of Brainbox personnel, Kira grew member numbers and matured the organisation during a period of intense change. In particular, the finance department was able to move beyond simple transactional processing and into delivering executive dashboards and other more mature functions.

> *Brainbox helped Kira through a difficult period with a transition of finance managers and some other changes in the business. Nica integrated well with the executive, helping with finance/tax matters, building executive dashboards and resolving other finance-related queries. Her work was always delivered on time, and her knowledge of the Australian tax and superannuation environment helped us to avoid risks and their associated costs.*

Leanne Van Meygaarden
Finance and Operational Support Officer