

# **CASE STUDY:**

# **SILVER CHAIN**

# **AMBER KEMP**

# **GENERAL COUNSEL**





Silver Chain is a trusted network of skilled health care specialists and home support staff who provide care to enable community members to continue to live at home and in the community. Silver Chain has been caring for patients for 110 years, and continues to shape national strategies for in-home and community care through personal, quality service delivery. Silver Chain provides more than 2 million hours of care to more than 100,000 clients annually.


Amber Kemp is the first permanently appointed General Counsel for the Group. She established and now leads a legal team providing support to Silver Chain's national operations. In the last several years, Ms Kemp steered Silver Chain through the most significant regulatory changes the aged care industry has seen in decades, as well as a Royal Commission.

When Silver Chain began looking for legal operations technology, it was to ensure the team could confidently manage their workload and report on the activities of the legal function.

As Amber Kemp, General Counsel explained, it was important their new platform would enable their legal team to set up matters, file important information and pull key data quickly and efficiently.

“The ability to save emails directly from Outlook was a huge push in the right direction for us, as was the restructuring of our project folder structure. Previously we'd moved back to saving emails in a dedicated Outlook mailbox aligned to a folder structure. It had gotten very complex. With some thinking upfront we have simplified the way we think about matters and therefore how we categorise, set up and file them in Dazychain.”





While Ms. Kemp didn't start with Dazychain, they quickly found their way to it when the competitor platform they started with didn't meet their requirements.

“Since we have implemented [Dazychain], we have been able to confidently know where all our information is. The other change is the simplification of how we do things. We still have a way to go – but have certainly improved immensely.”

While working through the Silver Chain's legal operations processes, Ms. Kemp and her team quickly discovered that some data that the team have been collecting wasn't contributing to the nature of their work.

“We refined the data points in Dazychain when we realised there was information we were inputting that wasn't that useful and was only taking up time.”

Once refined, the team structured the platform to reflect their operational processes.

“In particular, the flexibility to mould it to meet your particular team, organisation and/or industry needs is its greatest strength. It can be as basic or as complex as you need it to be.”

Ms. Kemp was then able to increase efficiency and better report on the legal team's activities.

“[Dazychain] gives you some rich data to provide to the business on where your value as a support function lies, and demonstrates your ability to align your activities to the organisation's strategy, principles and mission.”

