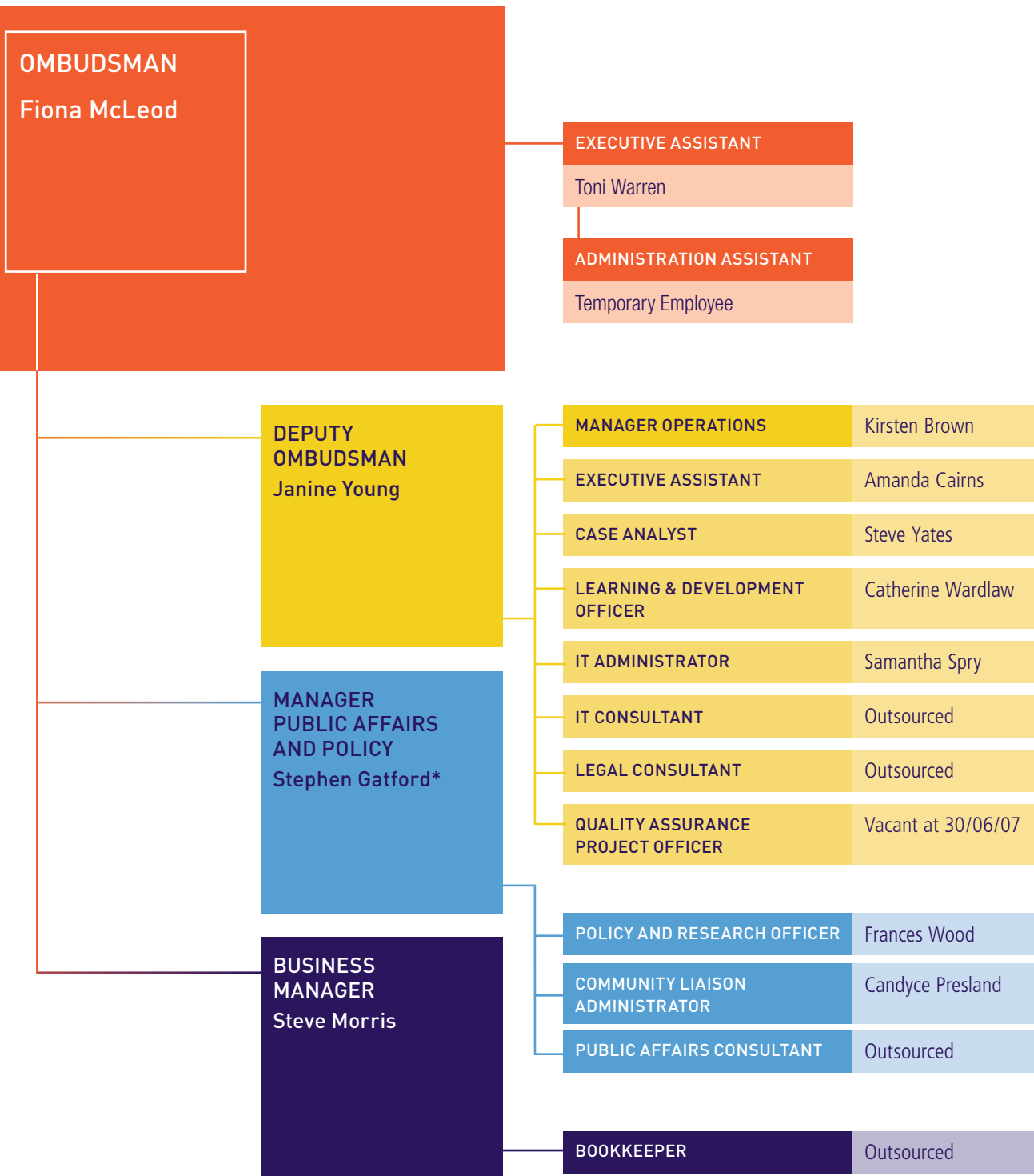


THE EWOV TEAM AT 30 JUNE 2007

Figure 1:



* On leave at 30 June 2007

CONCILIATION TEAM CO-ORDINATOR	Jane Edwards
CONCILIATORS	Lynette Liberti Clare O'Shaughnessy Kate Redman Justin Stokes Clare Tucker
ENQUIRY OFFICER	Brooke Capelli
CONCILIATION TEAM CO-ORDINATOR	Vanessa Vega
CONCILIATORS	Matthew Chable Jane Davey Irene Kazantzidis Vicki Krokos Jeff Smith
ENQUIRY OFFICER	Tamara Abraham
CONCILIATION TEAM CO-ORDINATOR	Cynthia Gebert
CONCILIATORS	Meredith Camov* Kylie Fitzpatrick Richard Foster Nesrine Mojaled Melissa Officer* Lucy Weston Elicia Withers
CONCILIATION TEAM CO-ORDINATOR	Marcela Mandarinio
CONCILIATORS	Christina DiPierdomenico Yuki Ham Hayden Quinn Mark Raso Andrew Scarlett
ENQUIRY OFFICER	Amee Walker
COMPLEX CASE MANAGERS	Ralph Haller-Trost Marika Peirce
ADMINISTRATION OFFICER CONCILIATION TEAM	Sue Nabili

14 THE EWOV TEAM CONTINUED



STAFF ROLES (AT 30 JUNE 2007)

The Ombudsman, Deputy Ombudsman, Manager Public Affairs and Policy, and Business Manager make up EWOV's Management Team.

OMBUDSMAN

The Ombudsman, appointed by the Board, is responsible for the scheme's day-to-day operation. The Ombudsman's role complements that of the Board, with the Ombudsman participating in Board meetings.

PUBLIC AFFAIRS AND POLICY

The Manager Public Affairs and Policy manages the public affairs, policy and research, and community liaison functions.

The Policy and Research Officer is responsible for research and policy development, internally and externally.

The Community Liaison Administrator plans and implements our programme of community activities.

ADMINISTRATION

The Business Manager is responsible for administration, finance and human resource systems.

The Executive Assistant to the Ombudsman, Executive Assistant to the Deputy Ombudsman and Administration Assistant provide executive and project support.

The Conciliation Team Assistant provides administrative support to the Conciliation/Enquiry Officer Teams.

OPERATIONS

The Deputy Ombudsman supports the Ombudsman in setting our strategic direction. The role is also responsible for the overall success and effectiveness of the Conciliation area, quality assurance, legal advice, information technology and learning and development.

The Manager Operations manages the day-to-day case handling function of the Conciliation area, including the Conciliation Team Co-ordinators and the Complex Case Managers.

Conciliation Team Co-ordinators are responsible for the day-to-day management of a team of Conciliators and Enquiry Officers. They also directly manage a small case load.

Complex Case Managers focus on any particularly protracted or difficult matters requiring high level case management. They also deal with wrongful disconnection, systemic issues and aged cases.

Conciliators investigate and resolve individual cases, with an emphasis on facilitating agreed outcomes. Most complaints are handled by the same Conciliator from start to finish.

Enquiry Officers receive and process enquiries and referred complaints, mostly by phone. They provide information and referrals for customers, including referral to Conciliators of complaints for investigation.

The Case Analyst analyses cases for systemic and trend issues, undertakes case audits to ensure quality assurance processes are maintained, provides case data for reports, and co-ordinates the scheme participant extranet.

The Learning and Development Officer develops and supports our learning and development activities, ensuring a strategic approach to this area.

The Information Technology (IT) Administrator is responsible for the day-to-day running of our IT systems, as well as assisting with ongoing review, design and implementation of IT solutions.