



EWOV STAFF BENEFITS

Working in complaints handling is demanding work. We want to recruit the best staff possible, and so we offer a package of benefits to attract, and retain, good staff. This is good for all stakeholders.

Great Culture

- ✓ Clear cultural values statements
- ✓ Diversity in recruitment
- ✓ Positive culture, articulated in EWOV Cultural Values
- ✓ Clear rules
- ✓ Regular meetings with your manager
- ✓ Clear position descriptions with clear duties, responsibilities and key selection criteria
- ✓ Performance appraisal programme
- ✓ Open communication
- ✓ Information provided to staff about all important matters
- ✓ Pride in EWOV's success, and as a moral and ethical workplace, contributing funds raised by smart casual dress on Fridays to charity
- ✓ Fair disciplinary processes
- ✓ Performance management
- ✓ Debriefing time after difficult customer call, or upsetting incident
- ✓ Positive feedback shared with the whole office
- ✓ Great people to work with, often ongoing friendships

Good Working Conditions

- ✓ Long service leave at the rate of 13 weeks after 10 years
- ✓ 12 weeks paid maternity leave, one week paid paternity leave, as well as up to 40 weeks (maternal) and 51 (paternal) unpaid parental leave (total 52 weeks paid and unpaid)
- ✓ Competitive salary packaging
- ✓ Rostered Days Off
- ✓ FBT rebateable employer
- ✓ Group Life Cover, life and disability insurance
- ✓ Salary sacrifice into superannuation
- ✓ Choice of complying superannuation fund
- ✓ Reward and recognition programme
- ✓ Increase in eligibility for performance bonus after two years for non-management staff
- ✓ Two extra days leave over Christmas in recognition of good service
- ✓ Half day leave on the anniversary of start date at EWOV
- ✓ Full day of leave for your birthday
- ✓ Scheduled overtime paid at time and a half
- ✓ Flexible working arrangements: part-time work, change in working hours and staff personal day time appointments catered for, subject to operational requirements

Other Benefits for Employees

- ✓ Massage monthly, first fifteen minute massage compliments of EWOV, subsequent sessions paid for by employee
- ✓ Fruit twice a week
- ✓ Employee Support Service
- ✓ Work life and Wellbeing Programme - fortnightly sessions in work time
- ✓ Annual flu injections
- ✓ Regular networking with EWOV staff and with staff from other Ombudsman schemes
- ✓ Social Committee and activities
- ✓ Annual staff dinner
- ✓ Annual staff Christmas lunch
- ✓ Book and DVD Clubs
- ✓ Monthly birthday snacks
- ✓ Team drinks
- ✓ Smart casual dress on Fridays
- ✓ Christmas gifts and Easter chocolates
- ✓ Opportunities to participate in community outreach, presentations and projects work, including metropolitan and regional visits
- ✓ Paid study leave
- ✓ Annual independent review of remuneration to ensure currency

Input into Decision Making

- ✓ Staff input into decision making, through consultation and working groups
- ✓ Whole staff meetings quarterly with a Bulletin providing a monthly update
- ✓ Team meetings monthly

Opportunities for Career Development

- ✓ Variety of skill and personal development
- ✓ Comprehensive learning and development programme, including induction and buddying
- ✓ EWOV study bursaries for work related course fees
- ✓ Career paths
- ✓ Variety/multi-skilling within teams
- ✓ Promotional opportunities

Good Working Environment

- ✓ Great work environment
- ✓ Good equipment and resources, including an intranet
- ✓ Quick IT helpdesk response time
- ✓ Large, bright staff lunch room with great views
- ✓ Two kitchens, one with a great coffee making machine
- ✓ Tea, coffee and milk provided
- ✓ Environment Committee with environmental strategies for workplace e.g.: recycling, double-sided printing