

Maxima Training Group

Not-For-Profit

290 Salary Packaging participants

8 Novated Leases

56 CPVs

102 Salary Packaging Cards

134 Meal entertainment Cards

Maxima Training Group is a South Australian-based not-for-profit organisation that supports people in their pursuit of meaningful work across seven states and more than 70 communities. Maxima provides Disability Employment Services, Temporary and Permanent Recruitment, Apprenticeships, Traineeships, and Indigenous Employment Services.

Before transitioning to Eziway for the 2020-21 FBT year, it had experienced constant 'noise' back to Payroll from disgruntled employees who highlighted a range of issues with how their salary packaging arrangements were being administered. Now with Eziway, the noise has subsided, the accuracy of data can be relied upon and stakeholders are seeing a lift in participation they didn't think previously possible.

"After every pay cycle, employees would contact Payroll to complain about their salary packaging arrangement."

Salary Packaging is a complex financial facility. If managed well, it remains the most effective way to increase the take-home pay of employees at no cost to employers. Owing to its complexity, Salary Packaging requires subject-matter experts in tax, finance and payroll, and a purpose-built administration system to run a compliant, accurate and liability-free program. Employers who outsource their salary packaging program to Eziway report the same immediate benefits:

- capacity to refocus key resources on core business
- improved service experience for employees
- increased program participation
- increased maximisation to the cap across the board
- de-risking of the facility in terms of tax and liabilities.

This is of course, if you have the right outsourced provider. Maxima's experience before moving to Eziway was less than ideal.

"After every pay cycle, employees would contact Payroll to complain about their salary packaging arrangement." said Heather Thompson, CFO and Deputy CEO of Maxima.

"Our stakeholders spent a lot of time dealing with these issues each pay. We outsource the facility so we don't have noise from staff back to the business." Heather said.

"Some staff couldn't even get through to the provider to discuss their issue. They would wait for hours only to be told that they would be called back. Often this was days later." she added.

When Maxima contacted Eziway, we were able to demonstrate how our dedicated service model would address all of their concerns. In particular, our:

- Dedicated Customer Relationship Manager would be the stakeholders' single point of contact for all matters relating to Maxima's program who would advocate their needs through the business
- Dedicated Client Service Officers who would answer calls within 7 seconds and process claims, new starters and amendments within 24hrs, and
- Our sophisticated, integrated administration system that would allow stakeholders to generate their own reports using live data and permit employees to self-serve using their mobile devices.

"We don't have any noise from staff now since moving to Eziway. This is always a great indication that the program is running well." Heather said.

"If I need anything, I just call Colleen (CRM) and she attends to it immediately. I had a woman return from maternity leave recently and I called Colleen to have her

set-up to package. Colleen contacted her immediately and the woman was set-up within an hour. Fantastic!" she added.

Performance during COVID-19

Heather commented on the service levels during COVID-19. "We were told that service levels would not deteriorate during the pandemic and that is what we experienced." During the 3-month period from 27 April to 27 July, Eziway achieved and communicated the following KPIs:

Phone Calls	24,411 incoming calls answered
	Answered <7 seconds 97.4%
New Starters	1,397 activations processed
	Processed <1 business day 100%
Claims	610 entertainment claims processed
	Processed <1 business day 99.3%
Amendments	8,421 amendments processed
	Processed <1 business day 99%
Substantiation	9,141 subs provided by clients
	Validated <1 business day 100%
Vehicle Claims	889 Novated Leases claims processed
	Processed <1 business day 99.1%
New Vehicles	116 Novated Leases established
	Processed <1 business day 97%
CPVs	74 company-provided vehicles added
	Processed <1 business day 96%
New Cards	1,327 new cards ordered
	Delivered <10 business days 96.2%

Transition

Eziway transitioned 257 participants including 7 novated leases and 31 company-provided vehicles. We attended every Maxima site around the country over a 4-week period to onboard employees live. After we met with employees, they returned to their desk to an email confirmation that their packaging arrangement had been set-up.

"The transition went very smoothly. We have a lot of confidence in Eziway and how they do things." Heather said.

Participation has been lifting across all benefits since transition inline with Maxima's objectives.

