

# Organisation Culture and its impact on Wellbeing

17/07/24

Presented by Katy Seel, Head of People

**myob**





# Introduction



Helping more Australian  
and New Zealand  
businesses **start,**  
**survive and succeed**





# Financial pressures weighing on mental wellbeing of local SMEs

01 July 2024

Anxiety and depression are on the rise amongst New Zealand's SME owners, according to new mental wellbeing insights from MYOB's 2024 Business Monitor.

Source: <https://www.myob.com/nz/press-releases/financial-pressures-weighing-on-mental-wellbeing-of-local-smes>

## Australian Mental Wellbeing Index Score (Q3, 2023)



Source: <https://www.smilingmind.com.au/mental-wellbeing-index>

## New Zealand

SME owners and operators in New Zealand see mental health as a significant issue for the whole country. In MYOB's pre-Budget survey, almost two-thirds (62%) of SME operators thought the Government should be spending more on mental health.

Source: <https://info.myob.com/hubfs/Media%20Centre/MYOB%20SME%20Mental%20Health%20Report%20New%20Zealand.pdf>

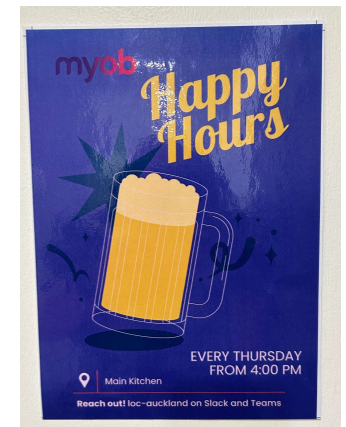
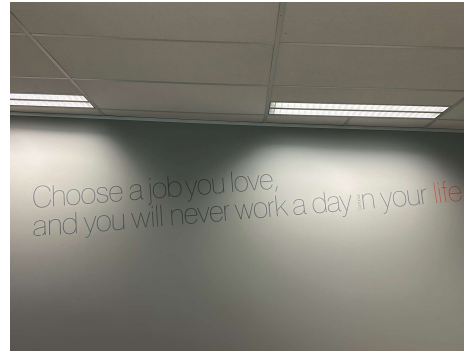


# Culture & Wellbeing



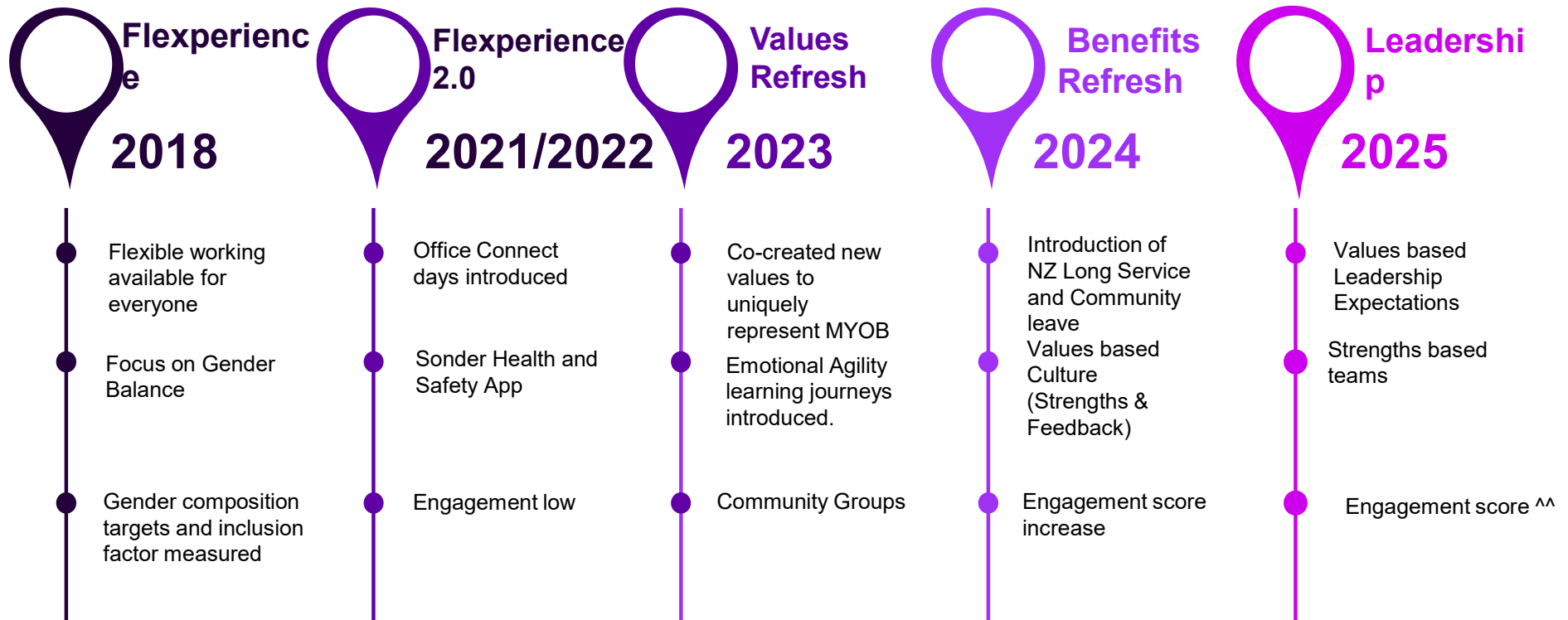
# Culture impacts Wellbeing impacts Culture

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# The History of Inclusion at MYOB





# How we do Flexperience



## Flexperience: The Way We Work Matters

Camilla Holmes  
Organisational Development Partner

### Flexperience Overview



#### What is Flexperience?

Working flexibly is not new to MYOB – we've been successfully working this way for years! When it comes to Flexperience we look to across 3 key areas, the organisation, the team, and the individual, in service of our customers.

At MYOB we recognise the value of balancing in-person collaboration and flexibility to work from home. As a business we believe that optimising our work environment is crucial to our success because we want to support you to perform at your best. Flexperience is our approach to partnering with you to deliver flexibility in how you work.



#### Why Flexperience?

This approach meets the needs of the organisation, the team, and the individual, in service of our customers.

The detail on how Hybrid Working range of tools are

#### Flex Deal - Flex Mi

Flex Deal	Flex Mi
Flex Deal	Flex Mi
Flex Deal	Flex Mi
Flex Deal	Flex Mi

## 4 C's – Moments that Matter

Collaboration

Concentration

Communication

Connection

Flexperience Posts Files HelpMe Flexperience...

Reply



We are giving away 2 team lunches!

General your team can win one of **two team meals on MYOB at a local restaurant\*** 🍔 🍕 🍔 🍕 This will be to the value of \$500! Winners will be chosen based on the detail taken in the deal that demonstrate great ways to Connect, Collaborate, Concentrate and Communicate (the 4 C's!).

#### What is the Flex Deal?

A team working agreement that supports you to deliver great work! Check out the [Flex Deal Guide](#), and the [Flex Deal Miro Template](#).

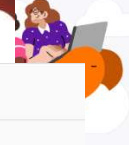
- The Flex Deal is a tool to support teams to "make a deal" on how you will successfully flex as a team to support our MYOB purpose, through agreement in 4 key moments that matter, known as the 4 C's.

see more

Flex-Deal-Guide.pdf  
MYOBHome > SitePages

Check out the guides and tools below to help you flex!

## Flexperience Resources, Guides, and Tools



#### Flex Deal

Flex Deal Guide

Flex Deal Miro Template

#### Team Compass - Flex Deal

##### Team Compass - Flex Deal

This session is designed as a foundational tool of your team's agreement to work flexibly.

**Session 1: Team Compass**  
This session is designed as a foundational tool of your team's agreement to work flexibly.



##### Team Compass - Flex Deal

**Session Overview**

- Warm up (optional)
- Office Connect Days
- Flex Mindsets
- Flex Boundaries (optional)
- Moments that Matter Agreement



##### Warm up!

Put a warm up setting for your session





# Values Refresh – Case Study



# Co-creation Approach



- 468 attendees across 8 locations
- 81 virtual attendees
- 16 Culture Champions appointed





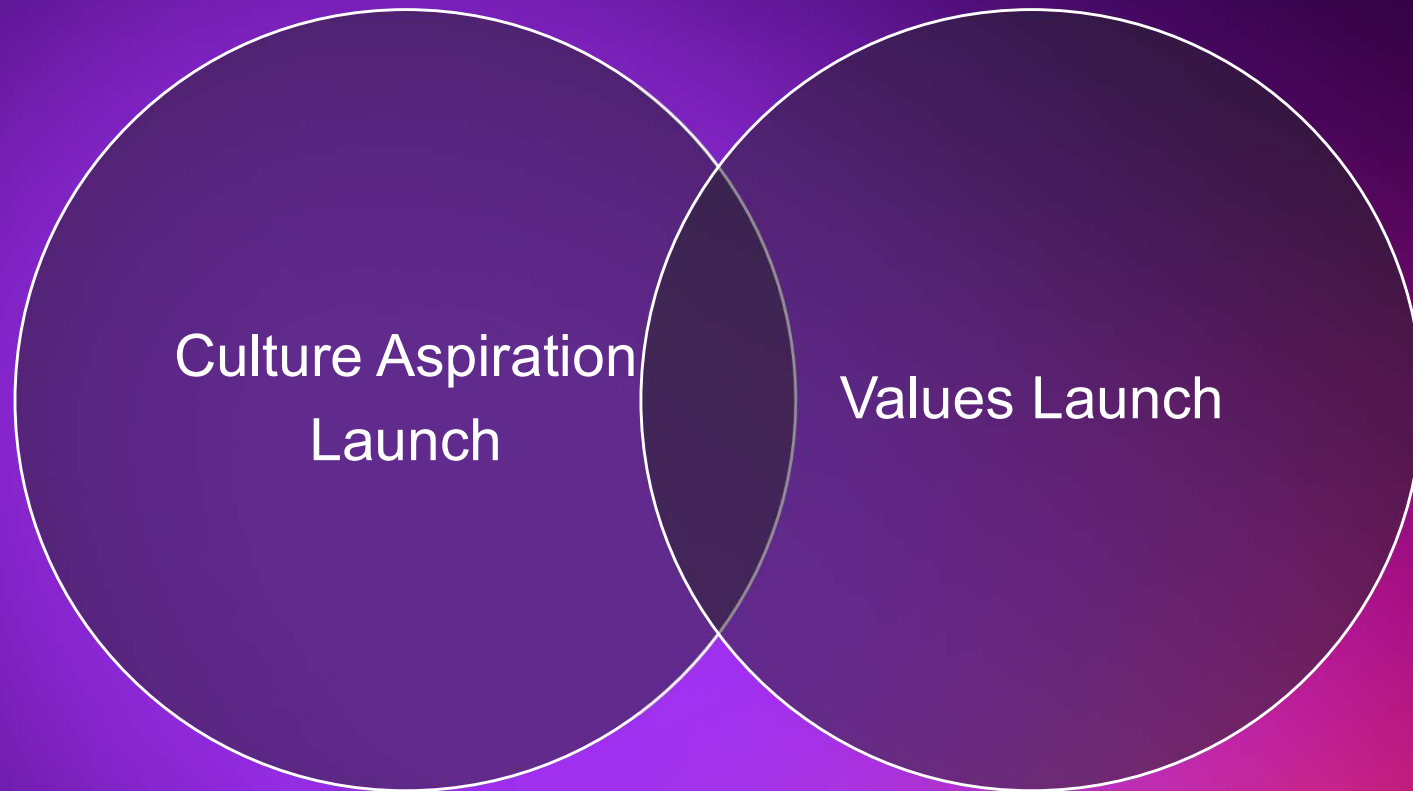
# Cultural Aspiration Statement

**We**

**We're** all in on business technology, and we're all in on a better future. It's why we exist in the first place - to make future success easier to achieve. After more than 30 years in the game, we're proud of the culture we've built. We've had fun pushing the boundaries of what's possible, and believe that when our people excel, we excel. Like everything great, our culture's always evolving. As new faces fill our workplaces with new ideas and fresh perspectives, our values act as a simple way to keep our wonderful people connected.



# Delivery





# Our Values

## HELLO TOMORROW



We're pioneers of the software game, with our focus firmly pointed forward since day one. And guess what? That's where it's staying. We embrace new challenges and are proud of what we've learned. We stay curious and constantly hunt for a better solution. As we forge ahead, we pay it forward to our organisation, doing the right thing by our customers and our community.

## THE REAL DEAL



We believe being honest is being courageous. It takes guts. Originality and authenticity are our ultimate superpowers. We use them liberally and with respect. That's why we're undeniably us. Above all, we hold ourselves, and each other accountable, by owning our mistakes and celebrating our wins.

## TOGETHER WE WIN



We want everyone who joins our mission to experience how powerful teamwork can be. We achieve more when we do it together. Every person plays a unique role in shaping our growth, and in return we help shape theirs. We succeed because we care about each other, and we champion anyone willing to give it a crack.



# Values Swag









# Values Hub

## MYOB Values



### Our Values in Action

Dive into each value below to understand how you can bring them to life in your everyday world!



### Hello Tomorrow

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We want everyone who joins our mission to experience how powerful teamwork can be. We achieve more when we do it together. Every person plays a unique role in shaping our growth, and in return we help shape theirs. We succeed because we care about each other, and we champion anyone willing to give it a crack.

Hello Tomorrow, The Real Deal and Together We Win are our guiding compass, when we live and breathe these values, MYOB will become an unstoppable force serving our customer. Dive into each value in the Values in Action section a little further down!

### Values Info & Resources



### Values Deal

From Agreement through the Values into Action

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### Session Overview

1. Context Setting
2. Values Training
3. Team Value Commitments
4. Recognition & Accountability

This is a 7 hour session

### Context setting

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### Activity 1: Our Team Value Commitments

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### Activity 2: As a team how well are we living our values?

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### Activity 3: How can we improve?

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### Activity 3: Recognition & Accountability

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# Our Strategic Pyramid





# Embedding our **new Values**



We are measuring our success

- Engagement survey – added in values questions
- MYOB Values Hub views
- Team Values Deals submitted to competition
- Added values metric to the Leader First Goal
- Recognition nominations



# Building a Values-Led Culture





# Further Wellbeing Support



# Additional Support

We know the importance of providing a bit extra support when and where it's needed.

That's why we are proud to go above and beyond with our EVP.

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## Sonder

Mental Health and Wellbeing support 24/7, including personal safety tool

## Smiling Mind Partnership

Non-profit meditation program, bringing mindfulness into home & work

## Community Groups

Employee-led, company supported communities – Planet, Pride, Wellness, Neurodiversity, Māori & Pasifika, Belonging, Women in Tech

## NZ Service Leave

1 week additional paid leave every 10 years

## Family Friendly Policies

Enhanced Parental & Caregiving Leave  
Circle In access

## NZ Health Insurance

Full Southern Cross Health Insurance for all permanent team members in NZ

## Mental Health First Aiders

Accredited officers who can offer assistance to anyone who may be struggling

## Community Leave

2 days paid leave for volunteering, participating in local events, and celebrating culturally recognised days with community.

## NZ Retirement Savings

MYOB contributes additional retirement savings up to an additional 5%.

## Work from Overseas

Subject to approval, ability to work from overseas for up to 90 days / year



# 2024 Impact



## Engagement

- Measured 3 x every year
- NZ Engagement steadily increasing since March 2023
- Values questions over 90% favourable (I have a good understanding of what our company values mean / My People Leader is a great role model of our new values)

## Wellbeing

*“MYOB genuinely cares about my wellbeing” improved 13%*

*“I would recommend MYOB as a great place to work” improved 23%*

## Retention

- NZ attrition has halved compared with same period prior year



# Questions?