



A CAREER
WITH A VIEW

Graduate Program

The Specsavers Graduate Program 2019/2020

Specsavers®

Transforming eye health

OUR VISION

To be the fastest growing, most innovative, trusted and dynamic consumer healthcare business.

OUR PURPOSE

Together with our partners, to passionately provide best value optometry, audiology and other healthcare services to everybody, simply, clearly and consistently, exceeding customer expectations every time.

OUR VALUES

Treat people as we would like to be treated ourselves. We are passionate about:

- Our Customers
- Our People
- Partnership
- Communities
- Results

Welcome to Specsavers
The G





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Shape your future with Specsavers



We'd like to play our
part in helping you
shape your very best
professional future ”

The purpose of this booklet, is to outline exactly what our Graduate Program is, what it offers to graduating optometrists who want to make a mark in the optical profession, and what steps you can take to join the program.

Like you, my wife Mary and I have a passion for optometry that burns as brightly now as it did when we first qualified as optometrists back in 1967. We shared a vision to ensure that all members of society should have the easiest possible access to the highest quality eyecare at an affordable price - and we started to realise that vision when we opened the very first Specsavers practice in 1984. More than 34 years on, we have seen the practice network grow to almost 1700 locations in 10 countries.

At Specsavers we are known as being optometry led and, as such, optometrists form the cornerstone of our shared business. We believe in enabling each and every optometrist to successfully realise their potential - as career optometrists, as practice owners or with roles in the Specsavers support teams.

Whether locally or internationally, I am personally excited for you as you consider your first step into professional life - and invite you to talk to our Graduate Recruitment team about all the possibilities that a career with Specsavers offers. In short, we'd like to play our part in helping you shape your very best professional future.

Doug Perkins
Founder & Optometrist



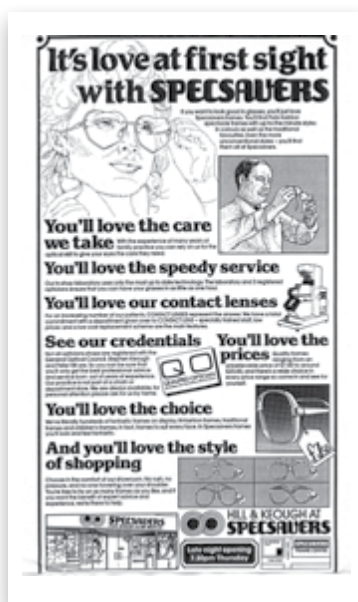


The Specsavers Story

Specsavers is the largest Optometry led, privately owned optical group in the world – and we're also the fastest growing.

The 80s

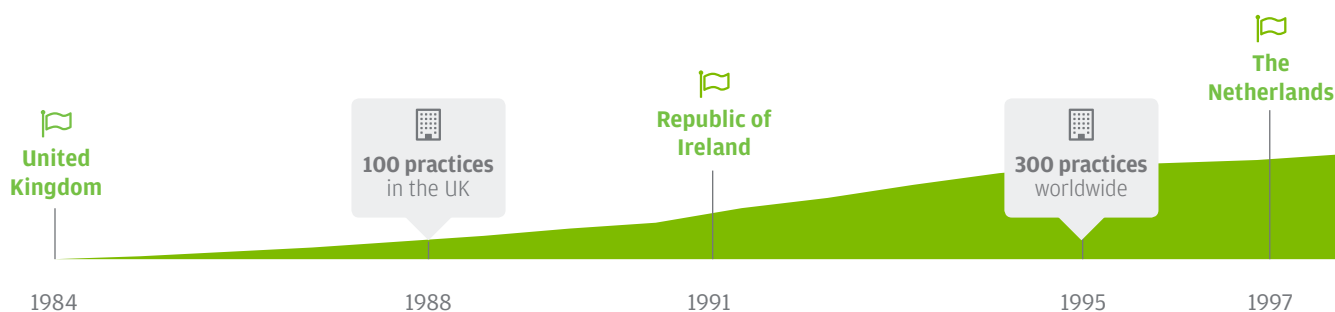
In the early 1980s the UK Government allowed professional service providers to advertise their products and services for the first time. Doug and Mary took this as an opportunity to transform the UK optical market and in 1984 opened the first Specsavers 'partnership' franchise practices. By July 1988, Specsavers was supporting 100 practices.



The 90s

By 1995, 300 practices were open for business. In 1997 our first Netherlands practice opened and in 2003 the 500th Specsavers practice opened its doors. Our first Swedish practice opened in 2004, we entered the Danish and Norwegian markets in 2005, and Spain in 2006. In 2007, Finland joined the list of Specsavers countries. By the time we opened in Australia and New Zealand in 2008, we were approaching 1000 practices in total. We were the market leader in the UK and Ireland, with approximately 35% market share.

To give some idea of the impact Specsavers has on a market, within one year of opening our first Specsavers store in Norway in 2005, the average price for a complete set of glasses had been reduced by 43% ensuring access to high quality, affordable eyecare and eyewear for those who had previously been excluded.



For more information visit:

www.specsavers.com.au/about/specsavers-story



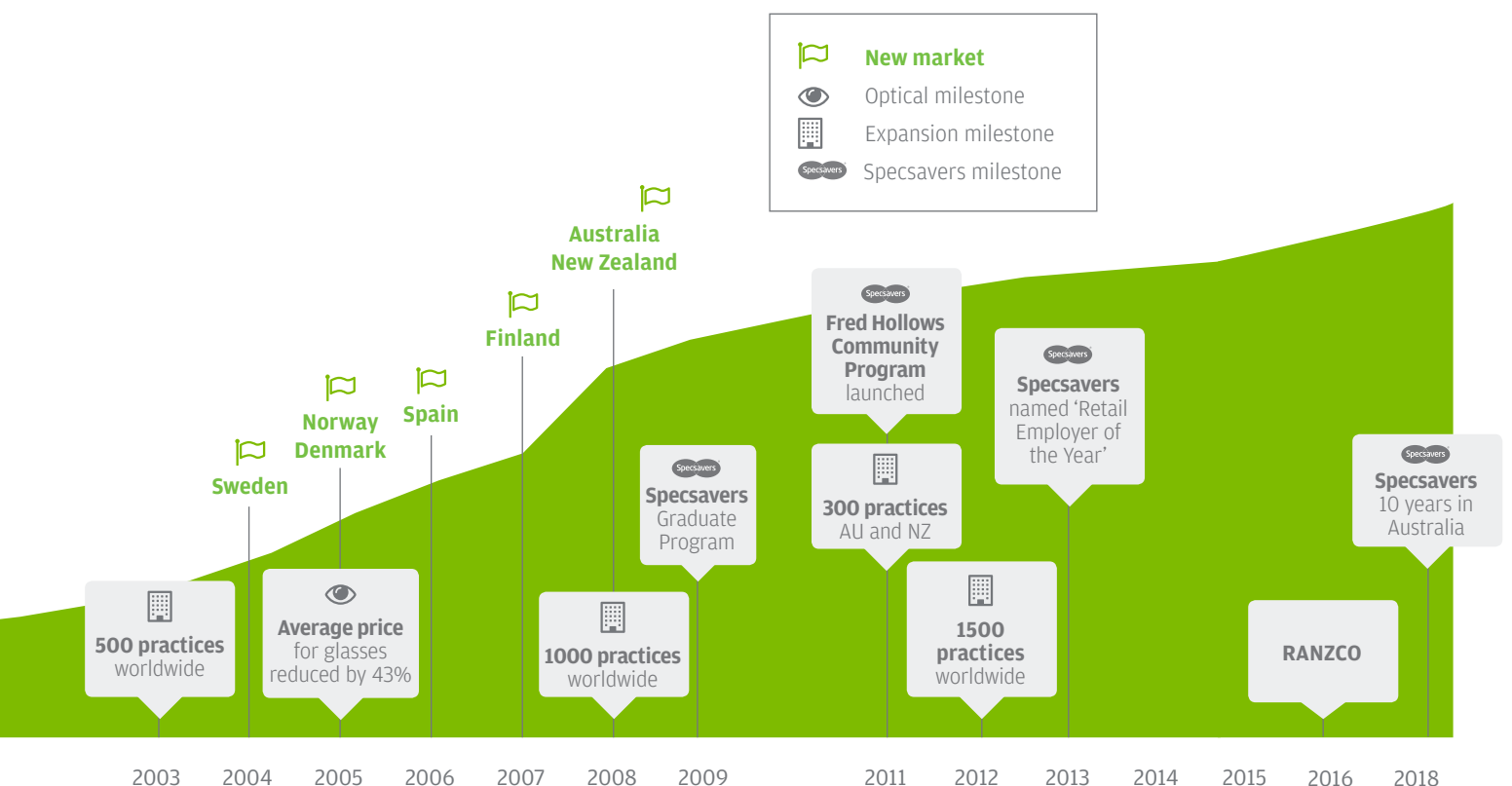
Beyond 2000

Some 25 years since we commenced trading, worldwide turnover reached £1.36 billion in 2009. In combination with our store network, we now employ 30,000 people and support approaching 1700 retail locations across 10 countries – including Australia and New Zealand. Professionalism is integral to the overall Specsavers offer and, for twelve years we have been voted the UK and Ireland's 'most-trusted' brand of optometrist. In 2007, Mary Perkins was created a Dame Commander by the Queen in recognition of her services to the optometry profession and her work in the community. In addition, she was named the UK's Business Woman of the Year.

The 10s and the Future

Now that Specsavers has over 370 stores in Australia and New Zealand a large focus for the business is maintaining our place in the optometry market while still delivering on excellent patient care. In 2014, Specsavers was recognised for several awards including the 'Multichannel Retailer of the Year' and 'Australian Retail Innovator of the Year.'

Specsavers is passionate in our commitment to continue to exceed customer expectations while delivering best value eyecare, ensuring we maintain our position as No. 1 for eyecare with our current and future customers.



Together we can make a difference

Specsavers has a strong commitment to supporting and giving back to the community both locally and internationally.

Specsavers is passionate about giving back to and working with our local communities, which is why our in-store giving Specsavers Community Program was launched.

In addition to supporting hundreds of local charities and not-for-profit organisations across Australia and New Zealand and giving back to the communities within which we operate, the initiative also aims to raise funds for our major charitable partner, The Fred Hollows Foundation.

Specsavers has been in partnership with The Fred Hollows Foundation in Australia and New Zealand for seven years. The reason why is simple; both Specsavers and the Foundation have the same goals, to passionately provide the best eyecare to everyone, and that's why to date, Specsavers store partners, staff and customers have raised more than \$1M for the Foundation.

Specsavers store partners and graduate optometrists are also given the opportunity to work locally and internationally with the Foundation on outreach programs. We have seen our optometrists make a real difference in developing areas where people are most in need of optometry services, including outback Australia, Cambodia, Vietnam and Fiji. The greatest satisfaction for our optometrists working in these areas comes from not only helping those in need, but from training optometrists locally so they are able to up-skill and help their own people.



For more information visit:

www.specsavers.com.au/Specsavers-Community-Program



Photography by Stephen Ellison



Gabby Hollows commending Specsavers involvement with Fred Hollows

Graduate Testimonial



I've wanted to attend a Specsavers Community Program Fiji outreach with the Fred Hollows Foundation since my final year of study. Coming from a Fiji-Indian background, the opportunity to give back to the Fijian people and share my knowledge with students at the Pacific Eye Institute seemed like a farfetched dream - So when I received the call confirming my successful application I was lost for words.

The outreach trip to Fiji was a dream come true and a real highlight of the Specsavers Graduate Program. The partnership between Specsavers and the Fred Hollows Foundation is one I am extremely proud to be a part of. Both parties share the same values of providing equal access to eye care to everyone and supporting all communities.

Ravi Singh
Optometrist
Miranda, NSW

Commitment to Professional Excellence

As an optometry and dispensing led business, we are proud of our relentless pursuit of professional and clinical excellence.

Indeed, when combined with world-class retail standards, award-winning marketing and fully established supply chain and business support services, our emphasis on clinical and professional service completes the optometry jigsaw.

Specsavers Optometrists are able to deliver the promise of 'best value eyecare for everyone' by combining the highest level of optometric care and service with the broadest and newest range of frames and lenses available at best-value prices. In turn our stores thrive, affording store owners the ability to invest in the very best ophthalmic equipment and optical technology on an ongoing basis, maximising the opportunity to deliver world's best practice. This augments our reputation for professional excellence, and completes the virtuous circle.

Helping us to be the best - the latest optometric and ophthalmic equipment.

Standards of care in optometry are rapidly changing – as is the technology to support this change.

Indeed, with the aid of an experienced procurement team, our Australian and New Zealand practices will always have access the latest equipment. Put simply, we understand that good equipment is an investment, not an expense.





Graduate Testimonial



I have been around optometrists and ophthalmologists all my life which has undoubtedly inspired me to give back to the community by becoming an eye care professional myself. Being a graduate optometrist working at Specsavers has been a very positive experience. The learning curve has been steep as I have been treating eye conditions that previously only existed in textbooks. I have seen a vast variety of pathology in a short period of time which is giving me the confidence to treat and manage conditions such as glaucoma, anterior uveitis, macula degeneration, binocular dysfunctions and retinal pathology just to name a few.

I have enjoyed working at Specsavers because of the immense support I have received. The whole team made me feel very comfortable and most importantly they listened to my needs and helped me tackle issues or solve any particular concerns I have as a new graduate. They have helped me develop my skills to further my career while listening to my own preferences and views on how I practice optometry. They have made me feel important and part of their very efficient and friendly team.

The three-day graduate induction days and the mentor-mentee workshop organised by the professional development team has been incredibly useful as the information provided was relevant and current to practice. Overall it has been a very positive and exciting experience!



Noni Rupasinghe
Specsavers Sale

Transforming Eye Health

At Specsavers, our optometrists are at the forefront of improving detection, referral and diagnosis rates for eye diseases and a range of eye conditions in Australia and New Zealand.

For the past year we have been focused on consolidating our eye care strategies into a single-minded mission: transforming eye health.

Our ultimate aim? To reduce the incidence of avoidable vision loss and blindness.

With this mission in mind, we have been focused on outcome-led optometry, including:

- The development of consistent approaches to disease assessment and management
- Measuring any improvement of clinical interventions
- Benchmarking this against peers and published data
- The introduction and systematic use of Optical Coherence Tomography (OCT) technology across our stores to screen all patients for eye diseases

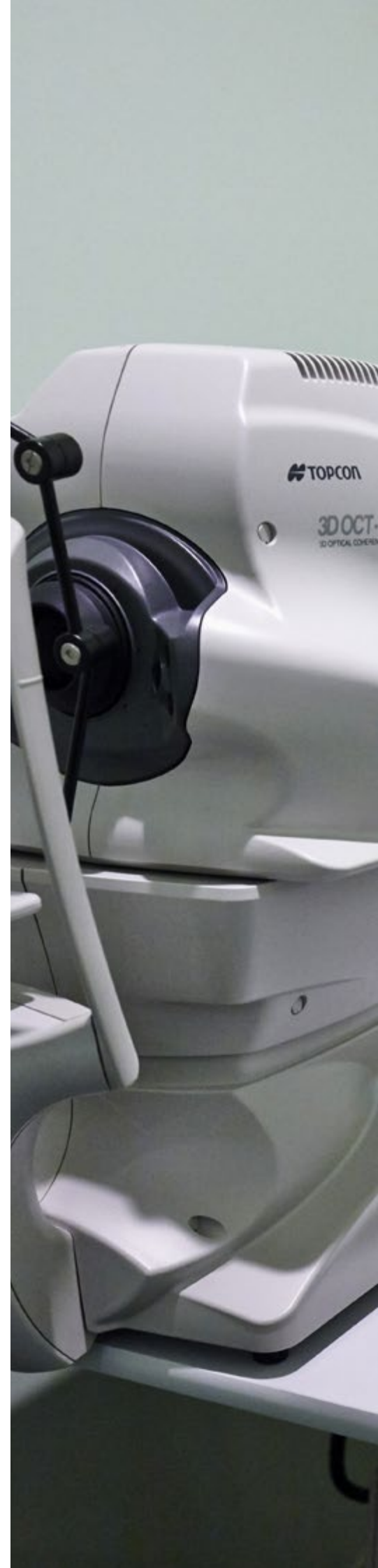
An analysis of clinical data from our patient database (more than six million Australians and New Zealanders) has shown the overwhelmingly positive impact of the systematic use of OCT technology on every patient as part of a standard comprehensive eye examination.

When combined with clinical benchmark reporting and collaboration with medicine through the RANZCO referral guidelines and Oculo electronic referral platform, our optometrists are starting to make a marked difference to eye health outcomes.

Since 2017, we have invested more than \$40 million into the OCT rollout, including technology integration, the latest equipment, related training and professional development. This is alongside the continued professional relationships with ophthalmology and eye disease stakeholders, enabling a holistic approach to improving patient outcomes and preventing avoidable vision loss and blindness in Australia and New Zealand.

Furthermore, we have devoted all our energy, alongside our investment of more than \$10 million, into pushing eye health messages to the public via our various marketing channels to drive behaviour changes and prevent vision loss from eye diseases through early detection.

This multi-faceted approach, incorporating diagnostic technology, capturing, analysing and benchmarking data, collaborating with eye health professionals and driving consumer awareness is the culmination of five years of work to develop a model for optometry and dispensing excellence.





“

We cannot treat systemic eye diseases by ourselves. By engaging with others through improved communication and management of patient outcomes alongside measuring and benchmarking those outcomes we can reduce vision loss and its associated economic impacts.”

Peter Larsen
Director of Optometry
Australia & New Zealand

The road to success

At Specsavers, we are passionate about your continued professional development. Our objective is to advance professionalism through continued learning, setting you up to be the best you can be.

Graduate Program

A structured, 2 year development program that provides you with clinical and commercial knowledge to grow in your field, tools and training to help excel in-store and nurture business acumen.

Development reviews are held regularly between graduates and primary mentors, which will drive you to progress consistently on your professional learning journey. Peer group forums will provide additional training and support.

Further support is provided by Peer Mentors, the regional field team, who and the Professional Development and Optometry team located in the Central Support Office.

Pathway

Pathway is designed for ambitious Store Managers, Senior Optometrists and Dispensers who live and breathe the Specsavers' vision and values and who also want to secure their financial future by becoming Joint Venture Partners in one of our stores. The program will develop your skill set in preparation for the management and growth of your own business.

Pathway consists of a series of four training modules over a seven-month period. The classroom training is also supported by an in-store project and a final assessment day with four key components that will test your learnings and determine your readiness for Partnership. All training modules take place at the G- the Specsavers Support Office - in Melbourne with Specsavers covering your travel and accommodation expenses, as well as the cost of the program itself.



Graduate Testimonial



My experience as a grad optom has been really awesome! The team that I work with is fantastic and my mentor as well as my optometry peers are always very supportive and encouraging.

There's been lots of support from different hubs of the Specsavers network so far. Firstly, having a mentor optometrist and more experienced peers working alongside me made me feel a lot more comfortable as I was able to knock on their door for their opinion when I needed help on diagnosis or management.

I also receive support from my retail director and store manager on consult times and patient feedback. The staff are also great, and I often follow up with them about frames and lens designs to help fill gaps in my knowledge on the retail floor. On top of this, the Specsavers Graduate Program events including graduate induction and the mentor-mentee workshop have helped me engage with like-minded peers as well as strengthening the relationship between my mentor and I.

The program also helps with comparison to my fellow peers to allow for self-reflection and assessment of my performance. This ensures that I'm seeing an appropriate number of patients with certain conditions such as glaucoma, diabetic retinopathy and age-related macula degeneration.

Clinically, I've seen and had to deal with such a variety of ocular conditions. Personally, I've developed a lot more life skills and grown as an independent and self-sufficient individual.



Tyson Xu
Specsavers Nowra Stockland

Specsavers CPD

Continuing Professional Development (CPD) is an interactive process to maintain, enhance and extend the practitioner's knowledge, expertise and competence throughout their career.

CPD is an important component in the continued provision of safe, effective and high quality Optometric services.

Specsavers CPD events occur throughout the year, such events focus on first-hand recommendations from our suppliers regarding ways to enhance customer satisfaction, ophthalmologist presentations and the RANZCO collaborative care pathways. Specsavers offers approximately 17,000 CPD points per year between online and event based activities.

Specsavers Clinical Conference

Specsavers Clinical Conference (SCC) has become the highlight of the ANZ optometry professional development calendar. In 2018, more than 700 delegates attended this annual two day event.

A fantastic professional networking event as well as a key opportunity for optometrists to gain Australian CPD and New Zealand CD points, SCC has talks from several renowned experts in the field of ophthalmology.

Specsavers Graduate Program

The Specsavers Graduate Program offers a fast-track to work satisfaction and success. It could even lead to you becoming a Partner within one of our stores under the Specsavers store ownership program- Pathway.

As a graduate optometrist, fresh out of University, you will start work as a practicing optometrist in an owner-operated Specsavers practice.

You will automatically qualify for and join our Graduate Program – an unrivalled initiative of continuing professional development and career support from Specsavers.

The Graduate Program is a two-year development program for graduates or recently qualified optometrists that offers a combination of professional events, courses and experiences designed specifically to enrich professional life.

The Specsavers Graduate Program capitalises on the collective knowledge and experience of both in-store optometry partners and the Professional Development team.





What is the Specsavers Graduate Program?

- ✓ A two year-long development program along with employment contract for graduates or recently qualified optometrists who are new to Specsavers,
- ✓ A combination of professional events, courses and experiences designed to enrich your professional life.
- ✓ A program that capitalises on the collective wealth of knowledge and experience of the Optometry partner in the practice you join and within the Specsavers group generally through active mentorship.
- ✓ A means of adding value to your career and giving you the tools and skills necessary to one day co-own and operate a Specsavers practice of your own.

The Three Pillars

The Specsavers Graduate Program provides new and recent optometry graduates with a framework for development in the profession.

The Specsavers Graduate program comprises 3 pillars standing on the foundation of mentorship:

- Continuing Education and Professional Development
- Commercial and inter-professional perspective
- Formal feedback

These elements are delivered through:

- Specsavers Graduate Induction Seminar and Workshop
- Specsavers Mentorship Program

- Continuing Education and Professional Development's online program.
- External Visitation Program
- Case Presentation Support
- Quarterly Development Meetings
- Professional development of graduates in commercial, retail and clinical skills (via seminars, workshops and other training formats)
- Regional 'grand rounds' providing graduates with an opportunity to discuss and share their experiences in practice



The First Year Hit the Ground Running

The first year of the graduate program is structured to support your clinical growth and development. Tailored workshops and regular feedback sessions are held to support your clinical growth and continued development.

As newly qualified optometrists, mentorship is a key part of your learning and development. We understand the pressures you feel in the first few months

of starting your new career and have developed processes to ensure you get the support you need.

The optometrist director in your store is your primary mentor. They have vast knowledge and experience and are keen to assist in your development, both personally and professionally. It is important to know you can ask for assistance of advice whenever you need it. While you may have multiple catch ups during the day, it

is important to have scheduled one on one time with you, your primary mentor and your retail mentor.

Your primary mentor has been trained to be a mentor through our Primary Mentor Workshops and they will have continued support in order to make your experience with Specsavers the best it can be.

Primary
Mentor
Workshops

Graduate
Induction

Mentor
Mentee
Workshops

Professional
Development
Day

Graduate
Forums, Grand
Rounds &
Masterclasses

Introduction
to year 2
projects

Year 2
project
presentations

Beyond the
Graduate
Program



Continuing
Education
and Professional
Development

+ Commercial and
Inter-professional
Perspective

+ Formal Feedback

= **Tomorrow's
Leaders**

The Second Year Practice, Practice, Practice!

During the second year of the Graduate Program, you will also be focused on continuing to increase your personal effectiveness as an optometric professional. As an optometrist, no matter what your future career goals are, being one of the most knowledgeable people in the

store team, you will naturally take on a leadership role within your practice. In acknowledgment of this, your second year on the Graduate Program is all about developing your leadership skills in the practice environment.

Graduate Program Elements

	Month	1	2	3	4	5	6	7	8	9	10	11	12
In-Store development activities	Protected time	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Quarterly Development Review		✓			✓			✓			✓	
	Shared learning & In-Room Observation	✓			✓			✓			✓		
Specsavers-run activities	Graduate Forums		✓						✓				
	Professional Development Workshops	✓			✓			✓			✓		
	Specsavers Clinical Conference									✓			
	Opportunity to Present and lead case discussion of a PD Workshop			✓							✓		
External activities	External visitation		✓			✓			✓			✓	

Specsavers Graduate Program

Advancing professionalism
through continuing development.

Contacts

For all enquiries, please email
anz.professionaldevelopment@specsavers.com



Specsavers Graduate Program