

## Financial Ombudsman Service DOCKLANDS, VIC

The Financial Ombudsman Service was created from a consolidation of five separate entities which included the Banking and Financial Services Ombudsman, Financial Industry Complaints Service, Insurance Ombudsman Service, Credit Union Dispute Resolution Centre and Insurance Brokers Disputes Ltd.

METIER3 was involved with creating a new fitout for the Financial Ombudsman Service and its staff in the Seven17 Bourke Street building in Docklands.

The design process involved taking the brand and culture of the business into a new open plan environment which allowed for more collaboration and flexibility.

Consequently, the planning was set up to allow for a mix of work points, meeting rooms, quiet rooms and staff breakouts. The overall design promoted a uniform language to connect all the business units in a coherent and seamless manner.

**Value**

\$3 million

**Location**

Docklands, VIC

**Client**

FOS

**Referee**

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