

2022

WESTPAC BANKING CORPORATION
ABN 33 007 457 141

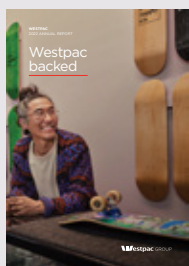
Sustainability Supplement

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Acknowledgement of Country

Westpac acknowledges the First Peoples of Australia and recognises their ongoing role as Traditional Owners of the land and waters of this country. We acknowledge Westpac's Aboriginal and Torres Strait Islander employees, partners and stakeholders, and pay our respects to their Elders, both past and present.



Annual Report

[2022 Sustainability Index and Datasheet](#)

[Net-Zero 2030 Targets and Financed Emissions – our methodology and approach](#)

[Climate Change Position Statement and Action Plan](#)

[Human Rights Position Statement and 2023 Action Plan](#)

[2022-2025 Reconciliation Action Plan](#)

[Child Safeguarding Position Statement](#)

[2021 Safer Children Safer Communities Progress Report](#)

[2021 Modern Slavery Statement](#)

Westpac's reporting suite

Our reporting suite brings together the Group's financial, non-financial, risk and sustainability performance for the year. It includes our Annual Report, Financial Results Announcement, Presentation and Investor Discussion Pack, Pillar 3 Report, Sustainability Supplement, and our Corporate Governance Statement. Access the full suite online at westpac.com.au/2022annualreport.

Navigating this report:

External links are indicated bold and underlined.

All data is for the 12 months ended 30 September 2022, and all dollar amounts are in Australian dollars unless otherwise indicated.

Supporting our communities and building a better future

Westpac's purpose is to help Australians and New Zealanders succeed. Our sustainability approach integrates our purpose and seeks to respond to sustainability priorities that matter most to our stakeholders, so we can support and create value for our customers, communities and the broader economy.

Sustainability at Westpac is framed around the three key impact areas of:

- **Helping when it matters most:** helping customers build strong financial futures and navigate times of change, providing extra support for those experiencing hardship
- **Backing a stronger Australia:** helping to support the social, economic and environmental wellbeing of our nation to build a stronger Australia and

- **Collaborating for impact:** recognising that finance has a central role to play in addressing the biggest challenges, and working with our partners regionally and globally to find solutions.

We continue to strengthen our economic, social and environmental foundations, which enables us to create impact in the areas that matter most to our customers, communities, employees and our business.

As one of Australia's oldest and largest companies and one of its major banks, we recognise the significant role we play in society – not only in supporting the economy, but also in the everyday lives of Australians who are part of the community we serve.

As a lender, our business is to help people buy their own homes and help businesses to grow and thrive.

As an employer of more than 35,000 people we aim to provide a safe, inclusive and rewarding workplace.

As a business, we can use our size and purchasing power to create opportunities for diverse suppliers, and to uphold human rights throughout our value chain.

As a corporate leader, we seek to use our voice to advocate for change and work with our customers and partners to build a better, more sustainable future.

And when people need a helping hand, we want to support them through tough times, and to create a stronger, more inclusive society.



Our approach to sustainability reporting

Our sustainability disclosures, including in our Annual Report and this Sustainability Supplement, are prepared based on global sustainability frameworks, standards and initiatives, such as the Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board (SASB), the Task Force on Climate-related Financial Disclosures (TCFD), the Principles for Responsible Banking (PRBs), the United Nations Guiding Principles on Business and Human Rights (UNGPs), the United Nations Global Compact (UNGC), and now the Net-Zero Banking Alliance (NZBA).

More information on our sustainability performance data, glossary, and our alignment with reporting standards, including the recent GRI Universal Standards 2021, is available in our [2022 Sustainability Index and Datasheet](#).

We receive a combination of reasonable assurance, including on our operational greenhouse gas emissions, and limited assurance over several of our sustainability performance data. For more information, refer to the [PwC assurance statement](#) available on our website.

Our material sustainability topics

Every year, we conduct an assessment where we engage with internal and external stakeholders to determine our most material sustainability topics to be included in our sustainability reporting.

Materiality in the context of our sustainability reporting is based on the definition from the updated Global Reporting Initiative (GRI) Material Topics Universal Standards 2021. Materiality according to GRI is defined by the significance of the

impacts of our business activities on the economy, environment, and people, including impacts on their human rights.

This year, in consideration of global sustainability reporting developments, we enhanced our approach to further consider the information needs of financial stakeholders.

Our 2022 material topics are reported in two areas:

- **Sustainability topics included in the Annual Report:** Important to the primary users of general-purpose financial reporting including investors (but not necessarily considered material in the context of dedicated financial statement reporting).
- **Sustainability topics included in the Sustainability Supplement:** These are other sustainability topics relevant to a broader group of stakeholders such as our customers, employees, or communities.

Identification of sustainability impacts and topics

We identified our sustainability-related impacts based on several sources, such as:

- interviews with employees, executives and external members of Westpac's Stakeholder Advisory Council¹
- Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis on topics relevant to Westpac
- review of strategy papers, company policies, and reporting disclosures
- media review, industry surveys, sustainability reporting standards, investor reports and analysis

- review of sustainability-related risks recorded within Westpac's integrated risk and compliance management system.

In total, **85 impacts were identified**, which were then assessed, consolidated and prioritised to identify our list of material topics for the purposes of our sustainability disclosures.

Assessment and prioritisation of sustainability topics

We assessed and prioritised the impacts of our activities on the economy, environment, and people by using Westpac's integrated risk management and compliance systems. We mapped negative impacts identified in our sustainability assessment to the risks currently within our integrated risk and compliance management system in order to extract relevant severity and likelihood information. Positive impacts were assessed independently using Westpac's Risk and Control Assessment Policy. All positive and negative impacts with an Inherent Risk Rating² of 'High' or 'Very High' were deemed material according to the GRI definition of sustainability reporting materiality, and consolidated into 16 material topics in the table below.

In assessing our sustainability topics relevant to our Annual Report and our investors, we considered the financial impact base amount associated with the list of actual or potential negative impacts identified and selected those above a certain monetary threshold. We added talent attraction and retention, inclusion and diversity and digital transformation as additional material topics useful to the primary users of general-purpose financial reporting, based on their potential opportunity for our business.

1. The Stakeholder Advisory Council is a forum for a range of external stakeholders to provide insights and feedback to our executives and sustainability leaders on Westpac's approach to sustainability.

2. We calculated the Inherent Risk rating based on the highest Inherent Impact and Likelihood rating, as per Westpac Risk Rating Matrix.

FY22 material sustainability topics

Topics that have significant positive or negative impacts on the economy, environment and people

Sustainability topics included in the Sustainability Supplement

Topics useful to a broader group of stakeholders



**Social licence and
Community**

p.8



**Marketing and
communications**

p.11



**Indigenous
reconciliation**

p.20



**Emerging ESG
opportunities**

p.15

Sustainability topics included in the Annual Report

Topics useful to the primary users of general-purpose financial reporting



**Financial risk
management**

Section 3
Note 22



**Inclusion and
diversity**

Section 1
Employees



Tax transparency

Section 3
Note 7



**Ethics and
business conduct**

Refer to 2022
Corporate
Governance
Statement



**Climate change
and the Net-Zero
transition**

Section 1
Climate Change
and Section 2
Sustainability



**AML/CTF risk
management¹**

Section 2
Risk factors



**Environmental
impact**

Section 1
Natural Capital



Human rights

Section 1
Human Rights



Work culture

Section 1
Employees



**Data privacy and
security**

Section 1
Customers



**Talent attraction
and retention**

Section 1
Employees



**Digital
transformation**

Section 1
Customers

1. Anti-Money Laundering/Counter-Terrorism Financing.

Sustainability at Westpac

Our 2021-2023 Sustainability Strategy outlines our sustainability priorities. They are centred around how we can best serve customers, communities and our nation, and contribute to solving global challenges. We have been a supporter of the UN Sustainable Development Goals (SDGs) since 2015, and across the Group we continue to work to embed sustainability performance measures through our Sustainability Strategy in alignment with the SDGs.

LOCAL

Helping when it matters most




Supporting customers and businesses through times of change and hardship

2021-2023 MEASURE	FY22 RESULT
Number of customers provided with natural disaster relief packages	1,600+ customers
Number of customers who received assistance through specialist customer care teams	42,000+ customers
Partnerships to support greater resilience for our customers and communities	Refer to page 11

Supporting financial wellbeing

Westpac customers who believe “Westpac helps people in the moments that matter”	50%¹
Improved banking accessibility for 20,000 Indigenous and remote Australians	10,000+ Indigenous and remote Australians (since 2019)
Products and resources tailored to support young Australians to save and prepare for the future	Refer to page 11

 End poverty in all its forms everywhere. **Targets 1.4 and 1.5**

 Reduced inequalities. **Targets 10.2 and 10.4**

NATIONAL

Backing a stronger Australia

Backing people, jobs and ideas shaping Australia’s future

2021-2023 MEASURE
\$54 million spend with diverse suppliers, of which \$13 million is with Indigenous-owned businesses
300 new scholarships awarded by Westpac Scholars Trust ²
5,000 jobs created through Westpac Foundation-supported social enterprises ³

Customers supported to move to more sustainable business models

Helping Australians respond to climate change

\$3.5 billion of new lending to climate change solutions ⁵ by 2023 and \$15 billion by 2030
Development of sustainability linked products and services
Partnerships and support for communities potentially impacted by climate change
Reduce our Scope 1 and Scope 2 direct operational emissions by 90% and Scope 3 Supply Chain (non-financed) emissions by 35% by 2030

 Decent work and economic growth. **Target 8.10**

1. Westpac Brand Tracking survey, FiftyFive5, 12 months to Sep-22, n=661. Respondents are asked to select from 3 statements or “none of the above”. 80% select one or more of the statements. 46% believe that “Westpac cares about the future of Australia” and 37% believe that “Westpac is empathetic and understands me”.
 2. Westpac Scholars Trust is not part of Westpac Group. Refer to footnote 1 in page 14 for more information.
 3. Westpac Foundation is not part of Westpac Group. Refer to footnote 1 in page 13 for more information.
 4. Jobs created is reported one quarter in arrears, from July to June.
 5. Lending and investment to climate change solutions is defined as the total direct and indirect financing of customers to the extent they are a) Involved in climate change solutions activities reported in total committed exposures as at 30 September; or b) Undertake activities that are over and above what is considered to be business as usual in the relevant industry, and which produce a material net benefit to the environment.



Please see our [Westpac New Zealand website and Sustainability Report](#) to learn about how we're helping our customers and communities in Aotearoa.



GLOBAL

Collaborating for impact



Respecting human rights and amplifying Indigenous voices

2021-2023 MEASURE	FY22 RESULT
Publish updates, sharing sustainability practices and insights	Refer to Annual Report Section 1 Human rights
Deliver the actions set out in our 2023 Human Rights Action Plan	
Invest up to \$30 million to raise awareness of child exploitation and support child protection, and establish a fund to accelerate the development of collaborative technologies	\$18.7 million (since 2021)
Elevate Indigenous voices and perspectives	Refer to page 20

Supporting the transition to a climate resilient future

Publish updates, sharing sustainability practices and insights	Refer to Annual Report Section 1 Sustainability
Deliver the actions set out in our 2023 Climate Change Action Plan	
Over the next three years, develop Paris-aligned financing strategies and portfolio targets for sectors representing the majority of our financed emissions	
Participation in industry-based initiatives	



Quality education.
Targets 4.4 and 4.5



Affordable and clean energy.
Target 7a



Peace, justice and strong institutions.
Targets 16.2 and 16.7



Partnerships for the goals.
Targets 17.16 and 17.17

FY22 RESULT

\$20.7m - Diverse
\$8.8m - Indigenous

100 new scholarships awarded

1,300+ jobs⁴ created in FY22

Refer to Annual Report Section 1 Sustainability

Over \$1.9 billion of new lending to climate change solutions in FY22

Refer to Annual Report Section 1 Sustainability

Refer to Climate Change Position Statement and Action Plan

Since 2016
-70% Scope 1 and 2 GHG emissions
-29% Scope 3 GHG emissions



Climate action
Targets 13.1 and 13.3



Protecting and supporting customers

We're here to assist when people call on us for help, whether they're facing a natural disaster or a personal crisis.

Supporting customers when it matters most is one of our core commitments and strengths. We also seek to keep our customers and communities safe by improving our own processes, policies and systems, and responding to external threats.

Emergency relief

Following two tumultuous years of COVID-19 lockdowns and disruption, devastating bushfires and economic challenges, our people once again stepped up to support customers through some of the worst floods ever recorded in Australia.

Westpac's flood response:

- established a \$2 million fund to help small businesses impacted by the floods in Queensland and New South Wales, offering \$3,000 grants to eligible customers
- deployed our mobile 'Bank in a box' to Lismore, NSW to support customers with urgent banking needs
- offered impacted customers home and business loan deferrals for up to three months
- provided emergency credit card relief
- donated \$200,000 to the Salvation Army's Flood Appeal
- raised approximately \$56,000 for the Salvos Appeal from our employees, which was matched by the Bank

- through Westpac's banking app, we raised approximately \$67,000 from the public for the Salvos Appeal.

Protecting vulnerable customers

We seek to provide a level of extra care and sensitivity in the way we serve and support customers experiencing vulnerability, including domestic and family violence (DFV). Where a customer experiences DFV they may need help in protecting or strengthening their financial independence and managing their finances safely, including when they leave an unsafe or abusive situation, and also when rebuilding for a more secure long-term future.

“We were all out there doing whatever we could because we want to help our community.”

St.George Lismore branch manager, Emma Chamberlain



CASE STUDY

Coming together to support Lismore

The flooding in Lismore this year was the worst the town has ever seen.

“It was overwhelming to see the damage to our families, friends and the community,” says Westpac Lismore branch manager Christopher Hartley. “Seeing customers lose their businesses, and realising they were going home to a house that was also damaged beyond repair, was confronting.”

St.George Lismore branch manager Emma Chamberlain was shocked to see their two-storey building under 4.3 metres of water. “It was hard to face it, even when the water had receded,” she says.

With both branches out of action, we deployed our 'Bank in a Box' - a portable bank equipped with ATMs, a meeting room with videoconferencing capability, and satellite functionality. Both Westpac and St.George staff were on hand to assist customers with their immediate banking needs, as well as connect them with our emergency relief teams to organise cash grants, loan and credit card deferrals.

“Both Chris and I are so proud of how the team supported one another and supported customers,” says Chamberlain. “We were all out there doing whatever we could because we want to help our community.”

A new co-located Westpac and St.George branch has just opened in October, and our teams have been thrilled to welcome locals back as the whole town continues its recovery.

To help provide appropriate support, we have dedicated specialist vulnerability escalation teams that offer guidance and banking assistance to customers experiencing DFV, as well as other vulnerabilities including problem gambling, financial hardship and financial abuse.

In the last 12 months more than 42,000 customers have been supported through these teams.

Blocking abusive messages

A bank account is no place for abuse. In February last year, Westpac announced new measures to make digital banking safer for customers, including giving customers the ability to self-report abusive messages via online and mobile banking, and blocking inappropriate language from outgoing payments.

To date over 2,300 warning letters have been sent to Westpac customers and more than 48,000 transactions have been blocked in real time that contained abusive messages.

A ‘safety by design’ approach will also be applied to our product development process so that we can help prevent financial abuse, leveraging the e-Safety Commissioner’s framework.

Preventing scams and fraud

Australians lost more than \$2 billion to scams in 2021 – a record high¹. Westpac continues to heavily invest in scam protection measures, including introducing new technologies to support customers.

We are continuing to invest in our processes, technology and people to help protect customers from scammers. This, along with collaborating with other industries, is critical as scammers become more sophisticated and scam activity continues to increase.

As an example, our fraud team recently worked to become the first private Australian business to block calls from scammers impersonating the bank using our phone numbers. We’re also increasing scam specialists by 50% and launching new digital chat capabilities to help our branch staff connect directly with the scam team.

Over the past year, we’ve seen the impact of added security measures such as dynamic CVC – a temporary Card Verification Code which changes every 24 hours for security purposes. In the event the digital card details are stolen, the changing CVC makes it difficult for criminals to make payments on the card on an ongoing basis. Since

1,600+

customers supported with disaster relief packages

42,000+

customers assisted by specialist customer care teams

61,000+

gambling blocks applied to customer credit and debit cards

introducing this feature in 2020, the incidence of credit card fraud for the average customer using a digital card has been reduced by 80%.²

Since November last year, we’ve also been working with Australia’s National Identity and Cyber Support Service, IDCARE, to provide greater support for regional and rural Australians who are impacted by scams. Through the partnership we’re helping to bring 50 new hubs to regional and rural communities that are at high risk of being targeted by scammers.

1. Australian Competition & Consumer Commission, 2022, Scams robbed Australians of more than \$2 billion last year. For more information click [here](#).
 2. This data (80%) is as at 24 June 2022. For more information click [here](#).

Westpac’s digital security measures for customers



Scam blocks – we’ve started automatically blocking suspect online transactions from certain overseas retailers deemed high-risk of being a scam.

Gambling block – digital capability in online and mobile banking allowing customers to restrict their spend with gambling merchants.

Stopping abusive messages in payments – giving customers the ability to report abusive messages via online and mobile banking and blocking inappropriate language from outgoing payments.

Real-time security prompts – new technology in the Westpac banking app will detect if a customer is connected to an

untrusted Wi-Fi network, and prompt customers to switch to a trusted network or mobile data.

Fraud teams – Westpac’s dedicated fraud teams work around the clock to help keep customers safe.

“Westpac has invested considerably in scam detection and prevention, but it’s equally important to focus on building awareness and arming Australians with the knowledge they need to become more resilient against scammers.”

Jason Hair, Westpac Chief Digital Officer

Making banking safer for children and young people

We recognise the role we can play as a financial service provider in promoting the financial safety of children and young people who access our products and services.

Over the past year, we:

- published a **Child Safeguarding Position Statement** – a first for an Australian bank – which sets out the principles that guide our approach as we work to embed a child safe culture across our operations
- incorporated the eSafety Commissioner’s ‘safety by design’ principles as part of our product design process to help capture and consider risks to children and young people
- engaged with several community sector organisations to seek their perspectives on the financial needs of children and young people in vulnerable circumstances
- designed a new escalation pathway for child abuse and exploitation, so frontline staff have the support to escalate high-risk cases
- strengthened our assessment of child labour risks by seeking more detail from suppliers in industries which are high risk for employing workers under the age of 18
- implemented controls ensuring children under the age of 14 have a parent/guardian signatory to help them securely reach financial independence.

* Pseudonym used to protect the identity of this survivor

Helping young people save

We continue to provide tools to help young Australians to save and build financial capability. We have credited over \$94 million in Spend&Save bonus interest to over 360,000 18 to 29-year-olds since July 2020, helping them to reach their savings goals. More than 77,000 of them put these savings toward their first home or property.

We are also working in partnership with the Year 13 financial literacy program to help empower school leavers with the knowledge to make better informed financial decisions for their future.

Increasing accountability and transparency

We recognise that customers are increasingly conscious of the sustainability impacts of their purchasing decisions, including who they bank with and the types of products and services they use.

We also recognise there is a growing need for greater transparency, accountability and governance with respect to sustainability reporting, following enhanced scrutiny from government, regulators, media and the broader community. Managing this helps to mitigate the risk of brand damage, reputational loss and financial loss.

We continually aim to enhance our reporting to be more transparent about our approach to sustainability, and the material sustainability topics that inform our approach. We report annually on our strategy and performance, and publish Westpac’s **results of external indices and surveys** on our website.

CASE STUDY

Protecting children in the Asia Pacific region

Westpac’s Safer Children, Safer Communities program is a series of actions and investments in Australia and across the Asia Pacific region to improve child safety and protection. This includes working with partners like International Justice Mission (IJM) to help combat child sexual exploitation in the Philippines.

Sadly, we know that thousands of children all over the world, like Cassie*, have been trafficked and exploited.

Cassie was a victim of cybersex trafficking: sexual abuse viewed live over the internet. When she was 12, a family friend took her to Manila promising to make her dreams come true. Instead, along with five other victims, she was sexually abused in front of a webcam, with customers all over the world paying to watch her.

With funding provided through Safer Children, Safer Communities, IJM has been working to combat online child sexual exploitation in the Philippines. Cassie was rescued by IJM and is now working to support other survivors. In FY22, funding through the program helped International Justice Mission support 174 victim rescues, train 400 law enforcement officials and 120 prosecutors, and assist in the conviction of 40 perpetrators.



Backing the people and businesses shaping the future

We want to help build a stronger, more inclusive society by backing people and businesses with the ideas and drive to make positive change.

Westpac supports a number of philanthropic foundations, trusts and charitable organisations. With our support, they can invest in the leaders, businesses, and innovations needed to shape a better future.

Supercharging social enterprise

A social enterprise is a business, for good. They trade like any other business, but exist specifically to make the world a better place. While there are many ways social enterprises can make an impact, **Westpac Foundation¹** has a particular focus on enterprises that create jobs and employment pathways for those most under-represented in the workforce. This year it awarded more than \$1.4 million to support these businesses through its grant programs which, since 2015, have helped to create approximately 6,000 jobs.

Having supported social enterprises for more than 15 years, Westpac Foundation was proud to support the **Social Enterprise World Forum (SEWF)** in Brisbane this year as a Major Partner.

Since the first SEWF in Scotland in 2008, it has become a flagship event on the global social enterprise calendar, and this year's event saw over 2,700 local and international changemakers come together to build community, capacity and capability within the social enterprise sector.

In response to the significant impact of COVID-19, climate

change, and the changing nature of work, the Foundation has also evolved its long-standing Community Grants program to deliver a new jobs-focused grants program more closely aligned with its 2030 strategy, relaunched this year as the Inclusive Employment Grants program.

In 2022, Westpac Foundation awarded \$2 million in funding over two years through this program, to support community organisations and social enterprises building greater social and economic inclusion communities across Australia through job creation.

“Social enterprise is now a serious sector employing 300,000 people – it’s not a dream, a vision, or a crazy idea. So to have a global conversation about the rise of this sector at such a critical time in our world is really important.”

Audette Exel AO, social entrepreneur and Westpac Group Board Member, speaking about the Social Enterprise World Forum

CASE STUDY

Plating it forward for Afghan refugees

“When Afghans come in, they say it’s like a taste of home,” says Roya Rasuly.

Having fled Afghanistan when the Taliban seized power last year, Rasuly now oversees human resources at Kabul Social, a newly-opened Afghan restaurant in Sydney’s CBD.

But it’s not just the authentic food they serve that fills her with pride. It’s also the impact it’s having behind the scenes.

Kabul Social is the second venue of Plate It Forward, a social enterprise that has recently been awarded an Inclusive Employment Grant of \$50,000 over two years by Westpac Foundation. It employs people who have sought asylum in Australia – and for every meal sold, Plate It Forward donates a meal to someone in need. In its first two years, that’s added up to around 300,000 meals.

Rasuly says this mission gives the whole Plate It Forward team extra motivation to work hard.

“We’re very happy to be working here,” she says. “We’re working together, hand to hand, and by working hard we know we’re making good opportunities for our family and also the many people around us.”



1. Westpac Foundation is administered by Westpac Community Limited (ABN 34 086 862 795) as trustee for Westpac Community Trust (ABN 53 265 036 982). The Westpac Community Trust is a Public Ancillary Fund, endorsed by the ATO as a Deductible Gift Recipient. None of Westpac Foundation, Westpac Community Trust Limited nor the Westpac Community Trust are part of Westpac Group. Westpac provides administrative support, skilled volunteering, donations and funding for operational costs of Westpac Foundation.

Backing Australia's future leaders

While Westpac Foundation supports social enterprises through its grant programs, **Westpac Scholars Trust¹** also supports the sector by investing in its leaders.

The Trust awards 100 scholarships a year across four focus areas to individuals who have the drive and potential to shape a better future, and it's no coincidence that many scholars are leading social enterprises.

While funding the operations of social enterprises directly is essential, the Trust also sees the long-term benefit of investing in individual changemakers and supporting their personal growth and development. They can then be more effective leaders, influence others, and create a greater impact for years to come.

This year another 100 scholarships were awarded, continuing the Trust's commitment to provide 100 scholarships a year, forever. Together with leading Australian universities, since 2015 it has awarded over \$35 million in scholarships to more than 640 scholars.

This year the Trust expanded its funding priorities to include a new focus on scholars addressing the impact of climate change. The program backs research and social initiatives in four key areas; technology and innovation, strengthening Australia-Asia ties, creating positive social change, and now, ensuring a sustainable future.

Connecting Westpac scholars

The annual Westpac Scholars Summit brings together each new cohort of 100 scholars to connect, engage and be inspired.

COVID-19 prevented the 2020 and 2021 summits from going ahead, so to reinvigorate the network and facilitate strong connections among the scholars, the Scholars Trust held a mega Summit on 11 and 12 July 2022 for 2020, 2021 and 2022 scholars. More than 190 scholars attended the two-day event in Sydney and many more were involved across the program of events.

1,300+

jobs created² through Westpac Foundation-supported social enterprises

Approx

6,000

jobs created since 2015², working towards a goal of 10,000 jobs by 2030

100

new scholarships awarded in 2022 by Westpac Scholars Trust

640+

active scholars³ supported since 2015



1. Westpac Scholars Trust (ABN 35 600 251 071) is administered by Westpac Scholars Limited (ABN 72 168 847 041) as trustee for the Westpac Scholars Trust. Westpac Scholars Trust is a private charitable trust and neither the Trust nor the Trustee are part of Westpac Group. Westpac provides administrative support, skilled volunteering and funding for operational costs of Westpac Scholars Trust.
 2. Jobs created is reported one quarter in arrears, July 2021 to June 2022.
 3. Active scholars refers to the total number of individuals who have been awarded a scholarship and have completed or are in the process of completing their degree or fellowship.

Financing the circular economy

As more and more businesses seek to improve the sustainability of their products and operations, Westpac is looking to play a role in supporting and financing the circular economy – that is, business models that employ reuse, repair, remanufacture and recycling to create a closed-loop system, minimising the use of resources and the creation of waste, pollution and carbon emissions.

We recognise that the circular economy can contribute to both climate and natural capital outcomes. We seek to identify opportunities to support and encourage businesses to pursue circularity.

For example, this year we were proud to partner with Pact Group on the first sustainability-linked loan in the Australian manufacturing sector, incentivising them to increase the recycled content they provide, as well as reduce their greenhouse gas emissions, and reduce their gender pay gap.

In addition to the opportunities they present, we also recognise the emerging risks associated with these sector-wide shifts relating to natural capital and the growth of the circular economy. We seek to proactively manage these risks through participating in national and international forums, and by working closely with our customers as they transition to more sustainable business models.

For more information refer to the section on 'Natural Capital' in our Annual Report.



CASE STUDY

Time for social enterprise to shine

“Social enterprises play such an important role in our economy,” says Luke Terry, a 20-year veteran of the sector.

In 2017, he was granted a Westpac Social Change Fellowship by Westpac Scholars Trust, which he describes as a huge part of his personal growth story. It enabled him to fund a global tour of social enterprises, where common themes kept appearing: enterprises were lacking finance, property, leadership, and wrap-around support.

A desire to tackle these types of barriers led Terry in 2019 to set up **White Box Enterprises**, a unique organisation that builds large-scale job-focused social enterprises and seeks to strengthen and grow the sector. It was also one of the co-hosts of this year’s Social Enterprise World Forum, sponsored by Westpac Foundation.

One of the greatest challenges for jobs-focused enterprises in particular, Terry says, is the need to fund the ‘wrap-around supports’ for the people they employ.

“We’re talking about social workers, psychology support and general social supports in the workplace – and that costs money,” he says.

The holy grail for social enterprises is to be paid for these support costs; White Box is partnering with the Department of Social Services to undertake Australia’s first social enterprise Payment by Outcomes (PBO) pilot, which will enable them to be paid for the job support they provide, in the same way employment services providers are paid for job placements and long-term employment outcomes.

“People are saying this is our moment to really shine, and to change the fabric of Australia,” says Terry.

A woman with long dark hair, wearing glasses and a pink cable-knit sweater, is seated at a wooden table in a cafe. She is looking down at a card she is holding in her right hand, while her left hand is on the keyboard of a laptop. The table also holds a coffee cup, a notebook, and a pen. The background shows other wooden chairs and tables, suggesting a cafe or office environment.

Supporting financial inclusion

We want to help people have a better relationship with money, build their financial resilience, and support them to participate in the economy.

As a major bank, one of the most important ways we can help Australians and New Zealanders succeed is to help improve financial inclusion and wellbeing in the community.

We want to make it easier for people to do business with us, offering a range of tailored banking options for those who have traditionally been excluded, while also working to make our standard products and services more accessible.

Financial education and wellbeing

The Davidson Institute, Westpac's financial education arm, offers a range of practical financial literacy and education content, covering topics from foundational personal financial skills such as opening and using a bank account, budgeting and borrowing, through to financial governance for Board Directors.

Resources include workshops, articles, videos, podcasts, webinars and downloadable tools for individuals and businesses, with tailored content for women, young people, Aboriginal and Torres Strait Islander people and non-profits. More than 210,000 people accessed this content throughout the year.

We conducted six 'Financial First Steps' workshops and four business financial education workshops this year for Aboriginal and Torres Strait Islander customers and communities, which helped 96 attendees to build core skills and financial confidence, while a further 2,252 people accessed our specialist First Nations online content.

In September, Davidson Institute facilitator Lisa Gissing also presented a 'Strengthening My Money Smarts' session to 14 women at the East Kimberley Enhancer Circle Camp hosted by Kimberley Jiyigas in Kununurra,

Western Australia. Westpac is a proud partner of the program which aims to build the business capability of emerging and aspiring Indigenous female leaders across the region.

Westpac Youth Impact Challenge

Thousands of 7 to 21-year-olds from across Australia took part in the Westpac Youth Impact Challenge this year, run by the Davidson Institute in partnership with The Australian School of Entrepreneurship, a social enterprise that delivers entrepreneurship training and life skills education programs. The young people identified a UN Sustainable Development Goal and pitched their innovative business or social change ideas to help solve it.

More than 86,000 participants engaged with the Challenge's educational content, and more than 6,000 ideas were submitted.



CASE STUDY

The great Australian dream becomes a reality

For a handful of locals in the very remote townships in Queensland's Burke Shire Council, the idea of owning a home is no longer an impossible dream, thanks to a unique home ownership scheme.

The council, in partnership with not-for-profit Head Start Homes and Westpac, this year devised a plan that will see an initial nine of the region's 21 council-owned homes sold at a 40% discount to the council staff who rent them, deposit-free and without the need for mortgage insurance. The council will put the proceeds towards building more homes.

Sisters Madison and Jordan Marshall were the first to successfully apply through the initiative to buy the Burketown homes they rented.

"We never thought this would happen," says 27-year-old Madison. "We didn't grow up seeing our people owning their own homes and it just goes to show that anything is possible if you work for it."

Richard Burton, Westpac's Managing Director of Mortgages, applauds the innovative partnership.

"Home ownership is one of the most common paths to wealth accumulation in Australia, but many remote communities across our country face some of the biggest barriers to entry," he says.

"This is a brilliant example of what's possible when we can line up corporate, social and government players to find a solution. The flow-on effects for the families and their community are huge."

10,000+

customers supported through our Indigenous Connections call centre since 2019

47

visits to remote and very remote Aboriginal communities

10

education sessions delivered to Aboriginal and Torres Strait Islander communities

Helping more Australians achieve home ownership

In a move to help more Australians into their own homes, Westpac has extended its support for Head Start Homes, a non-profit organisation working to provide secure and stable homes for those living in social housing.

Head Start Homes works by acting as a guarantor for people living in community housing who can afford a home loan but might not be able to secure the deposit or pay for Lender's Mortgage Insurance. It also provides practical support to prepare people for home ownership by providing access to free budgeting tools, dedicated experts and a tailored savings plan to help set them up for success.

Westpac became the founding partner of Head Start Homes in 2018. Since then more than 100 Westpac employees have volunteered their time to support the organisation, providing additional resources for Head Start Homes as it continues to grow.

Dedicated Indigenous banking services

We know Aboriginal and Torres Strait Islander people continue to experience greater financial exclusion than other Australians, particularly those in remote and very remote communities.

In response, Westpac has developed a range of services and programs to help overcome geographical, language and cultural barriers for Indigenous Australians and better serve our customers.

Indigenous Connections call centre

Westpac's Indigenous Connections team, known as *Yuri Ingkarninhi*, which means 'deep listening' in the Kurna language, is a dedicated call centre based in South Australia, passionate about providing great customer experiences for our Indigenous communities. The team supports a variety of remote banking needs including access to cards or cash, establishing telephone and internet banking and assisting customers with issues relating to scams and fraud.

It has since expanded to support customers across all brands within the Westpac Group, and to date has supported more than 10,000 individual customers. There are currently more than 20 different Aboriginal and Torres Strait Islander languages available through the service.

Serving remote communities

In the most remote communities in Australia, customers might have to drive for up to 14 hours to reach the nearest bank branch. The sheer distance can make even basic banking tasks a challenge.

Westpac Remote Services was established following a pilot in 2018 and, as well as assisting customers with their banking needs, the team runs one-on-one demonstrations and workshops to help people access mobile and online banking. They completed 47 remote visits this year across Australia, in spite of ongoing COVID travel restrictions and the need for additional safety measures to protect vulnerable Indigenous communities.

In addition, they have created a 'financial hub' in some communities – a dedicated space with computers set up with access to online banking and essential government services, and a phone line direct to the Indigenous Connections call centre. The hubs also have a range of accessible educational materials and step-by-step instructions in non-complex language supplied by The Davidson Institute.

Improving accessibility

Around 1 in 6 Australians live with disability¹, and our goal is for all our customers to have access to our products and services, and to be included in how we do business.

Our specialist Access and Inclusion team continues to drive our strategy and vision of making accessibility and inclusion part of Westpac Group's corporate DNA, whether that be in our systems or apps, services or products, places or communications.

1. Australian Institute of Health and Welfare, 2022, People with disability in Australia. For more information click [here](#).

Our customer access and inclusion initiatives include:

- the roll-out of more than 105,000 EFTPOS Now terminals with industry-leading accessibility features, designed to support customers with low vision and blindness to enter their PIN securely and independently
- the launch of Easy English Guides, making information more accessible for customers with a diverse range of communication needs. These guides cover topics including financial hardship, getting help from an interpreter, and how to provide feedback or make a complaint
- the Westpac banking app, which has been designed to provide equal access to customers with disability. The new app is compatible with screen reader software, has adaptable colour contrast and uses plain English so it is easy to understand
- running Disability Confidence Training and a range of Inclusive Design workshops to build awareness, skills and knowledge in accessibility, enabling employees to better assist colleagues and customers who have accessibility requirements
- creating a more inclusive customer complaint process for customers needing to raise a complaint via Auslan, the language of the Australian Deaf community
- tactile braille debit and credit cards available to all Bank of Melbourne and BankSA customers. They feature a braille D on debit cards and a braille C on credit cards, with a notch to help all customers orient them, including those who live with vision and mobility impairments.

It's these kinds of initiatives that helped Westpac to top this year's Australian Network on Disability's Access and Inclusion Index, recognising the progress the bank has made. We were also recognised as best in class in Communications and Marketing, Products and Services, Information Communication Technology (ICT), Suppliers and Partners and Innovation.



CASE STUDY

Accessibility is good for everyone

Majella Knobel wants to change the way we think about accessibility.

"People assume accessibility is only about the 18% of people with disability," she says. "But everyone, to some extent, will experience what it's like to live with disability. It could be an injured ankle or a recovery from surgery. Or perhaps when you take your new baby out in a pram, and suddenly realise how unfriendly the world is for someone using a wheelchair.

"So I'm not only here for the 18%, I'm here for the 82% as well."

Majella, Westpac's Director of Access and Inclusion, says the technical and physical accessibility improvements that have been made since she first joined the bank 15 years ago are enormous. But it's the cultural change that is most important.

Where once ideas for greater inclusivity were commonly dismissed as too challenging or niche, the response now is far more likely to be, "It's a challenge, but we want to do it, so how do we fix it?"

Majella says the key is to keep asking people what they need. The changes that flow from it can benefit everyone, today or tomorrow.

"As technology transforms our business, so must our approach to accessibility, with innovation at the forefront."

Christine Parker, Westpac Group Executive Human Resources

A woman with her hair in a bun, wearing a green jacket over a colorful patterned shirt, is watering a plant in a garden. A young child with curly hair, wearing a white shirt with colorful patterns, is sitting next to her, looking at the plant. They are in a garden with a wooden raised bed and various green plants. The background is filled with lush green foliage.

Advancing reconciliation

Our new Reconciliation Action Plan (RAP) outlines our vision for reconciliation and the actions we seek to take over the next three years to achieve that vision.

We were pleased to launch our new Elevate RAP in June this year, to coincide with National Reconciliation Week. Our vision for reconciliation is “an Australia where Aboriginal and Torres Strait Islander peoples have equitable economic participation and financial wellbeing.”

There are four key focus areas in the RAP:

- **Valuing culture:** building relationships based on trust and respect; valuing cultures and histories, and recognising the importance of self-determination
- **Meaningful careers:** investing in Indigenous careers through dedicated programs to recruit, retain and develop Aboriginal and Torres Strait Islander people
- **Better banking experiences:** making it easier for Indigenous customers to do business with us, and improving financial inclusion and economic participation
- **Backing Indigenous enterprise:** helping more Aboriginal and Torres Strait Islander Australians to grow their businesses as our customers, suppliers and partners.

Reconciliation at work

We want to create a workplace in which all Aboriginal and Torres Strait Islander Australians feel safe and supported, and that embraces and celebrates their cultures. We're proud of our 'Join our mob' recruitment campaign which launched this year, celebrating our existing Indigenous employees as we seek to attract new Indigenous employees to the bank.

In our new RAP our focus has shifted to increasing our overall Indigenous employee population, rather than only measuring new hires. We have set a target to increase the proportion of employees that self-identify as Aboriginal and Torres Strait Islander to 1.5% by September 2025.

We're also working to improve retention, training and development opportunities, and cultural learning across the organisation.

We will also seek to share resources which help employees understand the importance of the Uluru Statement from the Heart and the proposed Voice to Parliament in the lead-up to the planned referendum.

43

Indigenous tertiary student internships provided

72

Indigenous school-based and full-time traineeships provided



CASE STUDY

Backing Indigenous enterprise

Thriving Indigenous-owned businesses can help strengthen communities by driving economic independence. One of the key ways we seek to back Indigenous enterprise and help the sector to grow is through our supply chain.

Our spending with Indigenous suppliers was \$8.8 million this year, which included significant contracts with Indigenous suppliers in completing the fit out of our new Western Sydney Hub at Parramatta Square.

One of our biggest Indigenous contractors on the project was Schiavello Ganbu, a 50% Indigenous owned joint venture of furniture and construction business Schiavello Group.

Schiavello Ganbu is led by Kyle Vander Kuyp, a former Olympian and descendent of the Yuin and Worimi clans. He is also Schiavello's Indigenous Engagement Manager – a role that sees him mentoring young Indigenous apprentices coming through the business.

“There's so many more opportunities now for Indigenous businesses,” he says. “It means we can secure projects, and that work is going to help support more apprenticeships and allow us to keep building our Indigenous participation program.”

Building community capacity with Jawun

Jawun, which means ‘friend’ in the Kuku Yalanji language of Cape York in Queensland, is a non-profit organisation that places skilled people from Australia’s leading companies and government agencies into Indigenous community organisations. These secondees share their expertise and support Indigenous leaders to achieve their development goals. They also build community capacity and foster meaningful connections between Indigenous and non-Indigenous Australians.

This year, Westpac provided 30 secondees to the program while we also supported the Jawun Emerging Leaders program with online learning opportunities, a visit to collaborative spaces in our Kent Street office, and sessions with our executives and senior leaders focused on how collaborative leadership can drive change.

Having been a founding partner of Jawun in 2001, Westpac is proud to continue supporting its growth and success more than 20 years later. We look forward to celebrating our 1,000th secondment in 2023.

Elevating Indigenous voices and supporting self-determination

We recognise the important role we play as a bank and a lender in supporting self-determination. Free, Prior and Informed Consent (FPIC) has been recognised as an important principle for supporting self-determination for Aboriginal and Torres Strait Islander peoples. Through our RAP leadership project we will work with a broad range of stakeholders to further develop our understanding of FPIC and seek to share our learning as widely as we can. Our aim is to improve our capability in this area, and among our peers, and to use our voice to raise awareness.

“We’re immensely proud that Westpac has partnered with Jawun for over two decades, sending its best and brightest to the frontlines to support Indigenous agency and opportunity.”

Shane Webster, CEO, Jawun



CASE STUDY

Supporting the Uluru Statement from the Heart

The Uluru Statement from the Heart, shared at the 2017 First Nations National Constitutional Convention held at the base of Uluru, is a roadmap for Australia to achieve constitutional recognition of First Nations Australians and advance reconciliation. It invites all Australians to walk together with Aboriginal and Torres Strait Islander peoples in a movement for a better future.

As Australia’s oldest company and first bank we recognise our position of responsibility and are committed to standing alongside Australia’s First Peoples. Having formally and publicly given our support to the Uluru Statement in 2019, we have recently updated our response, which can be found in [our new Reconciliation Action Plan](#) on our website.

We welcome the Prime Minister’s commitment to hold a referendum on a Voice to Parliament in this term of government. We also acknowledge there are differing views on this issue, and will seek to listen and learn from our partners, customers, employees and Indigenous advisors throughout the process.

Contact us



Westpac Group Sustainability

For further information on Westpac Group's sustainability approach, policies and performance, or to subscribe to our newsletter, please visit westpac.com.au/sustainability

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