

# Access and inclusion plan 2025 to 2028

Easy Read version



 GROUP

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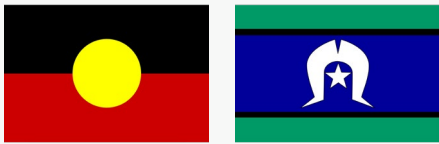
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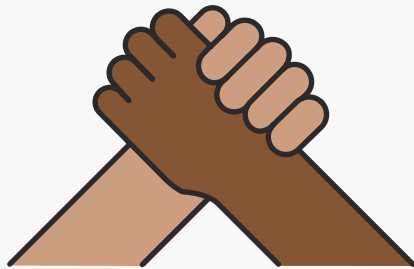
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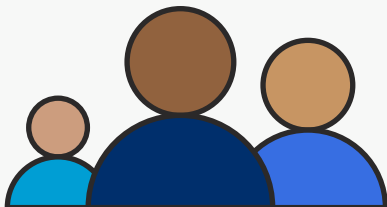
# Acknowledgment of Country



We pay our respects to the First Peoples of Australia. The First Peoples are Aboriginal and Torres Strait Islander people.



We respect them as the owners of the land and water of this Country, and respect their Elders, past and present.



Elders are leaders in the community.

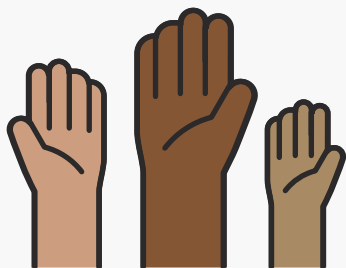
# About this plan



This document is from Westpac Group.



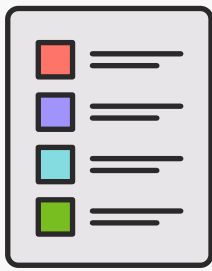
We wrote this document to tell you about our Access and Inclusion plan.



Access means everyone can use our services and products.



Inclusion means everyone feels welcome and comfortable.



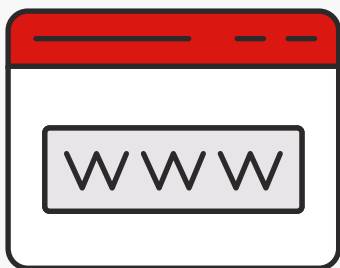
This is an Easy Read summary of our Access and Inclusion plan.



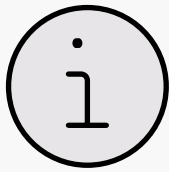
Summary means we only include our most important ideas.



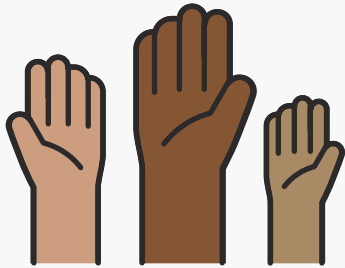
When we write plan, we mean our Access and Inclusion plan.



You can read the full version of our plan on our website.



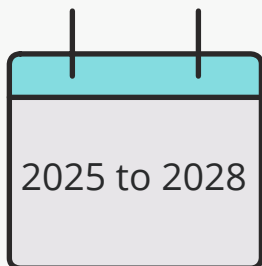
You can find our contact information on page 21 at the end of this guide.



Our plan says what we will do to make our services and products more accessible and inclusive.



Our plan says how we will support people with disability in our workplace, and in the community.



Our plan goes from 2025 to 2028.

# Why we made our plan



We made our plan because we want everyone to know about the accessible parts of:

- our products and services
- our workplace.



Products can be things like credit cards and bank accounts.



Services are things like online banking and help managing your money.



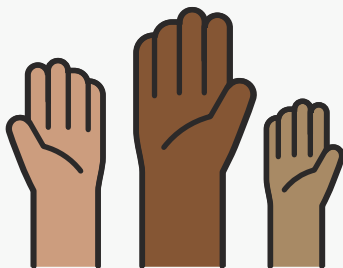
Our workplace is any space that we work in, for example, banks.



We want people with disability to feel included and be confident to use our products and services independently.



Independently means you can do things by yourself.



We also want the places where we work to be inclusive and accessible for everyone.





We want to make sure all our customers and the community:

- can get access to our services and products
- feel included when they use our products and services.



We want our staff:

- to learn more about people with disability
- to be included and valued
- be able to support people with disability.



We looked at the plans we have made before to help us know what changes to make for this new plan.

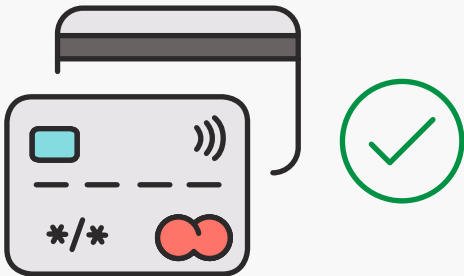
# What is in our plan



We will advocate and make things better for people with disability in our workplace and in the community.



Advocate means we support people with disability and will share information that can help people with disability be included.



We want to make our services, products and information to be more accessible to everyone, including people with disability.

# What we will do in our workplace



We want to make the spaces where we work more inclusive and accessible.



It is important that our staff understand the needs of people with disability so we can support customers and the people we work with better.

We will do this by:

- training our staff about accessibility, including our staff who employ new people
- working with groups to make sure people with disability are included in our plans
- having events where people with disability talk about their experiences.





To make our workplace more accessible and inclusive, we will:

- employ people who come from different backgrounds and who have different skills
- share information about accessibility and inclusion in our reports.

## What we will do in the community



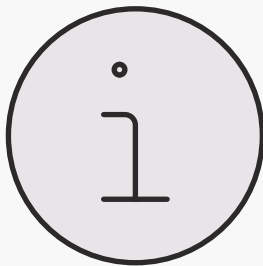
We will keep advocating for people with disability in the community.



We will work with groups in the community to make changes that help meet the needs of people with disability.



For example, we can give customers resources to help them manage their money.

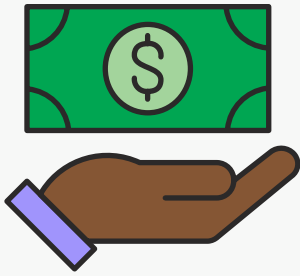


Resources might be information about:

- how to get support if you have been scammed
- how to protect yourself from being scammed.



A scam is when someone tricks you. For example, they try to get your money or personal information.

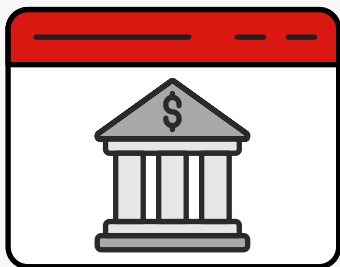


We will give financial help to businesses and groups that support people with disability. Financial means money and other resources that people can use.

## **Our products and services will be more accessible**



We will make it easier for people to access our banking services. For example, we will have braille on our bank cards and money machines.



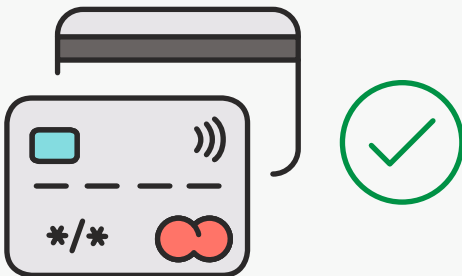
We will design our online services to be easier to use for everyone, including people with disability. For example, our website and online banking services.



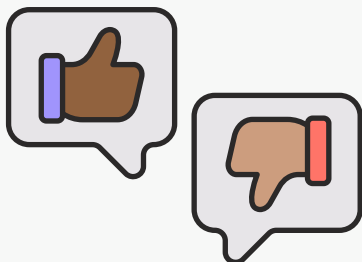
We will make sure our products and services are always accessible and meet the right standards.



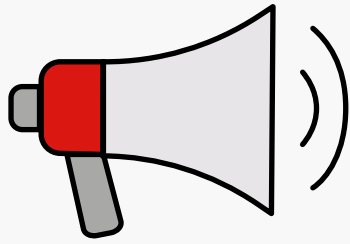
Standards are rules that we follow to make sure we know our products and services are accessible enough.



We will have products that are accessible, so people with disability can be independent when they use them. For example, money machines that talk to you.

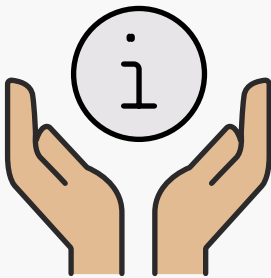


We will use feedback from customers with disability to make sure our services and products are fair and easy to use for everyone.



We will promote our products and services in a way that people with disability are included and know they can use them.

## How we will make our information easier to access



We will make the information we share more accessible and inclusive.

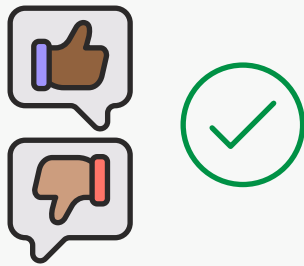


For example, we will make Easy Read guides like this one, and have interpreter services.



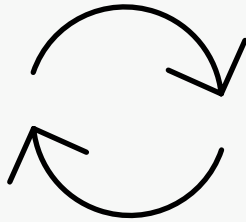
This will mean everyone can get the information they need.





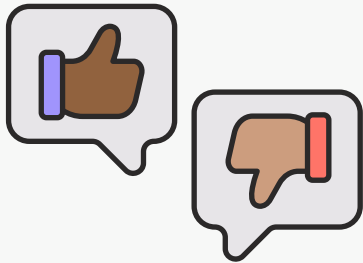
We will make it easier for people  
to give us feedback about:

- our plan
- how accessible and inclusive they think  
our company is
- our products and services.

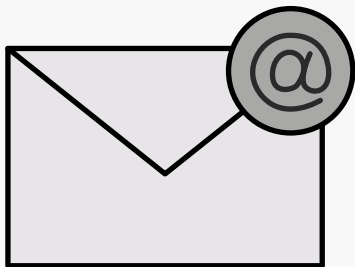


This will help us know if we  
need to improve things.

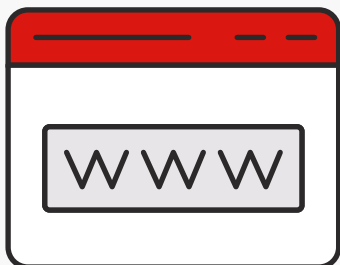
# How to give us feedback



You can give us feedback about our services or make a complaint about something that you think we can do better.



You can send us an email to give us feedback.



If you want to know more about accessibility, you can go to [our website](#).

# How we made our plan



We used feedback from customers to help us make this plan.



Feedback is when you tell us what you think about:

- our services and products
- the way we do things
- how accessible we are.



To find out about the experiences of people with disability, we worked with groups who support people with disability.



The groups were:

- disability service providers in the community
- disability advocate groups in our workplace.

# Contact information

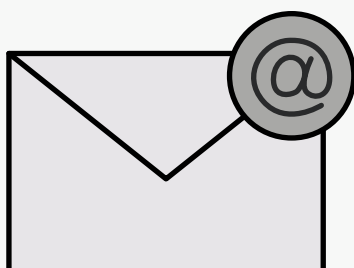


There are many ways to contact us.



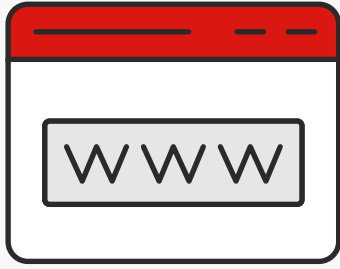
## Call us

13 22 66



## Email us

[AccessInclusion@westpac.com.au](mailto:AccessInclusion@westpac.com.au)



## Visit our website

[bankofmelbourne.com.au](http://bankofmelbourne.com.au)



## Use the National Relay Service (NRS)

Visit the [National Relay Service](http://NationalRelayService.gov.au) website.

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