Embed Multicultural Policies and Procedures

Opportunity – With clients becoming more diverse in Australia, Westpac wanted to promote ideas of inclusion and diversity by having a workforce that not only represents the clients they served, but are culturally competent in their service delivery.

Action Westpac took a number of approaches at several organisational levels to imbed a culture of inclusion and diversity in their workforce. Their approach thus far has included:
- The Inclusive Leadership Programme to promote diversity and attract talent in leadership roles;
- An Inclusion and Diversity Executive Council, Business Council and Working Group with the role of designing and championing Inclusion and Diversity initiatives to their businesses and challenge and influence others to be bold when coming up with ideas and setting goals.
- Establishing Employee Action Groups to identify passionate staff to implement and inform Inclusion and Diversity strategies and policies;
- Mentoring programmes for culturally diverse staff; and
- Created an Inclusion and Diversity Executive Council, chaired by the CEO and made up of members of the executive team to insure diversity and inclusion goals are integrated in all organisational practices.

Achievement Currently Westpac has a diverse workforce with speakers of over 35 different languages and even more cultural backgrounds. They have taken steps closer towards attracting and developing diverse leadership and leaders in promoting awareness and understanding of diversity and inclusion in the Australian corporate sector.

Summary In recognition of the diversity of its clients, Westpac have implemented a number of internal policies and programmes to not only have a more diverse workforce, but also improve efficiency in cross-cultural interactions amongst staff and clients.

“WE BELIEVE IN THE VALUE CREATED BY FOSTERING A WORKFORCE THAT EMBRACES A WIDE DIVERSITY OF PEOPLE - THOSE FROM DIFFERENT CULTURAL BACKGROUNDS, WITH DIFFERENT LIFE EXPERIENCES, AGES, ABILITIES, GENDERS, SEXUAL ORIENTATION, THOUGHTS AND PERSPECTIVES.”