

NAB RECONCILIATION ACTION PLAN

FY 2016 Scorecard



The below table reflects our independently assured results against our public commitments for Financial Year 2016 as found in our 2015-2017 Reconciliation Action Plan.

Financial inclusion

Commitment	Performance target	FY16 Performance Outcome
Continue to be the leading provider of microfinance products and services to Indigenous Australians	5,000 NILS loans	→ 4898 NILS loans accessed by Indigenous customers
	180 StepUP loans	→ 168 StepUP loans accessed by Indigenous customers
	50 AddsUP matched savings accounts	→ 40 AddsUP accounts opened by Indigenous customers
	Develop microfinance digital access innovation project and understand Indigenous clients' needs	✓ Development continues on digital access innovation project
Support more Indigenous Australians to become home owners	50 split home loans provided in partnership with Indigenous Business Australia	→ No split home loans recorded
	Contribute thought leadership on barriers to Indigenous wealth creation, including COAG Investigation of Indigenous land administration and use	✓ Contributed to thought leadership discussions and COAG investigation
Play an active role in industry and government led initiatives	Business insights contributed to Australian Bankers' Association, Business Council of Australia, Employment parity initiative and Indigenous finance forums	✓ Participated in ABA, BCA Indigenous Network and finance forums
Better understand utilisation and access of superannuation	Contribute thought leadership to industry forums, including the inaugural Indigenous Superannuation Summit	✓ Continued to contribute thought leadership to superannuation forums with research commenced
Promote the expansion of the Indigenous Money Mentor (IMM) program with community and government partners	Partner with GoodShepherd Microfinance to coordinate the delivery of a national IMM program 'Partnership expanded'	✓ National coordination commenced
	Promote IMM program and continue to seek expansion funding	✓ Funding secured for partner organisations
	Expand to 10 IMMs with additional program funding	→ 4 partners identified with contracts into 2017
Continue to measure Indigenous financial exclusion and resilience to support building financial capability	Financial resilience measurement framework including Indigenous Australians developed	✓ Financial Resilience measurement framework released
	Identify practical applications of framework to build client financial capability	✓ Practical applications of framework being investigated

Employment

Commitment	Performance target	FY16 Performance Outcome
Provide support and networking opportunities for Indigenous employees at all stages of their career	Quarterly networking and support teleconference hosted by Indigenous employees	✓ Quarterly networking teleconference held by Indigenous employees
	Social media (Yammer) group created and driven by Indigenous employees	✓ Social media group created and run by Indigenous employees
	Develop and implement a network of colleagues to support new trainees, interns and expand to new employees	→ Informal Network for new staff to be formalised in Financial Year 2017
Continue to employ trainees across the business	40 school based trainees recruited	✓✓ 51 SBTs recruited
	20 adult trainees recruited	→ 19 adult trainees recruited
	70% trainees completed the program	✓✓ 86% of trainees completed the program
Continue to transition trainees into ongoing employment at NAB	70% of graduating trainees accept roles at NAB	→ 61% of graduating trainees accepted roles at NAB
Increase the general recruitment of Indigenous Australians	20 Indigenous employees recruited	→ 3 Indigenous employees recruited
Offer internships for university students with potential for graduate employment	10 year partnership with Career Trackers established	✓ 10 Year partnership with CareerTrackers commenced
	20 internships offered	→ 20 internships offered with 18 interns placed
Improve and support career progression of Indigenous employees to take on more senior roles	10 Indigenous employees in senior roles	→ 3 Indigenous employees moved into senior roles
	10 Indigenous staff participate in tailored career development	✓ 10 Indigenous employees participated in emerging leaders program

Business Partnerships

Commitment	Performance target	FY16 Performance Outcome
Engage Indigenous customers to receive feedback and deepen relationships	75 customers in customer calling day	→ 46 Indigenous customers contacted in customer calling day
Increase Indigenous business access to our supply chain	10 Indigenous business introductions to NAB's Tier 1 suppliers	✓ 10 Indigenous businesses introduced to NAB procurement and Tier 1 suppliers
	\$400,000 spend with Indigenous businesses	✓✓ Over \$650,000 provided in direct and indirect spend with Indigenous businesses
Improve Indigenous business access to NAB's banking products and services	10 microenterprise loans provided	→ 1 Indigenous Microenterprise customer supported
	25 Indigenous business leads generated for bankers	✓✓ Over 25 Indigenous business leads generated for bankers
Invest in banker capability to support economic development for traditional owner groups	2 tailored native title training session to bankers	→ Native title training not delivered in 2016, with tailored cultural banker education to occur in FY17
	Research on economic development opportunities to support Indigenous business and traditional owner groups	✓ Research completed
Invest in improving capability of Indigenous customers and suppliers	Two education sessions held for Supply Nation certified Indigenous businesses	✓ Two risk management sessions held
	3 Indigenous customer employees seconded to NAB	→ No Indigenous customer employees seconded to NAB
Invest in Indigenous organisations and communities	30 NAB secondees complete projects in the Kimberley WA	→ 26 employees seconded to Indigenous organisations in partnership with Jawun
	20 volunteers supporting Indigenous organisations and initiatives	→ 6 volunteers supported Indigenous organisations and initiatives

Cultural understanding & leadership

Commitment	Performance target	FY16 Performance Outcome
Engage employees to celebrate National Reconciliation Week 27 May – 3 June and NAIDOC Week held in the first week of July	Employee champions identified and five groups established	→ Champion groups formed within Victoria and Queensland
	40 events held and registered on RA's NRW site	✓ 43 events held during National Reconciliation Week (not registered)
	Employees encouraged to participate in local activities during National Reconciliation Week and NAIDOC Week annually	✓ Employees encouraged to participate in local activities
	Continue to enable Aboriginal and Torres Strait Islander employees to participate in NAIDOC Week events annually	✓ Aboriginal and Torres Strait Islander employees encouraged to participate in NAIDOC Week
Continue to guide employees in appropriate Acknowledgements and Welcome to Country ceremonies	Protocol adopted at key events including Annual General Meeting of Shareholders and official functions annually	✓ Acknowledgements and Welcomes continued as standard practice
	Update and Distribute protocol for each NAB capital city location	✓ Discussions of appropriate recognition held internally
	New opportunities identified for appropriate recognition of Traditional Owners, in addition to verbal acknowledgements	✓ New opportunities Identified for acknowledgment in branches
Improve access to Indigenous cultural awareness training	2000 staff completed online learning	→ 478 employees completed online learning
	70 staff involved in Indigenous employment program completed in depth face-to-face cultural awareness training	✓✓ 87 employees completed in depth face-to-face cultural awareness training across WA, SA, QLD, VIC and NSW
Offer senior leaders a tailored immersion experience with a focus on driving change	33 senior leaders visited remote Indigenous communities	→ 14 executives participated in visits to the Kimberley region and Northern Territory
Partner with Reconciliation Australia, corporate and community partners to create collective impact and advocate for key Indigenous issues	Support the principles of raising awareness of recognising Aboriginal and Torres Strait Islander people in the constitution and removing racial discrimination by holding events, calling for employee volunteers each year and supporting the Recognise campaign	✓ Ongoing support for raising awareness and support of recognise campaign
	Conduct two joint thought leadership forums, including annual NAB Legal seminar	→ No seminars held in Financial Year 2016 with seminars scheduled for early 2017

Tracking progress and reporting

Commitment	Performance target	FY16 Performance Outcome	
Partner with Reconciliation Australia to monitor attitudes of employees and impact of RAP programs	Reconciliation Barometer survey completed biennially	✓	Reconciliation Barometer survey completed
	RAP Impact Measurement questionnaire completed in September annually	✓	RAP Impact Measurement questionnaire completed
Maintain transparency and accountability through RAP governance and quality assurance	Conduct biannual Indigenous Advisory Group meetings	→	One IAG meeting held during governance review
	Maintain third party assurance framework with annual reporting and release annual report cards publically	✓	Third Party Assurance completed by Ernst and Young
	Report progress in NAB's Annual Reporting suite, including Annual Review and Dig Deeper paper	✓	Progress reported in Annual review and Dig Deeper