

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (FIFTH REPORT)

Westpac Banking Corporation

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Mr KEOGH: To what extent are you providing information to community legal centres or women's refuges, for example, to make sure that they are aware that this is a service that is offered by your bank so that they can direct their clients to you to be able to access that assistance?

Mr Hartzler: My understanding is that the development of our policy was very much in coordination with some of these groups who would understand what the requirements and needs were. But I don't know, off the top of my head, exactly what the communication back to those groups has been about what we're doing. I'm happy to take that on notice.

Answer: We have been distributing information regarding our Hardship policy on supporting domestic and family violence for several years now, via the Financial Counselling conferences in each state, which we sponsor and participate in on an annual basis. This has been both in the form of collateral as well as verbally through the conference sessions. We have also provided information to various Domestic and Family Violence support services who have approached us directly for information on what we offer. Additionally, we have on each of our brand websites specific pages relating to our overarching Domestic and Family Violence policy with details of the Priority Assist team contact details.

We continue to investigate ways we can promote our offering to support services and people who may be affected by Domestic and Family Violence.