



eowa employer of choice for women 2003 organisational profile



Australian National Credit Union

EOWA asked Australian National Credit Union, to explain some of their initiatives and workplace programs instigated to achieve equal opportunity in the organisation, and why they are committed to being an 'EOWA Employer of Choice for Women' (EOCFW).

Organisation Information

INDUSTRY SECTOR	=	Financial Services
NUMBER OF EMPLOYEES	=	460
% OF FEMALE EMPLOYEES	=	60%
% OF FEMALE SENIOR MANAGEMENT	=	27%

Q Why are you committed to becoming an EOCFW?

Australian National Credit Union acknowledges the importance of the contribution made by all our employees in providing the best service to our members, and understands that to ensure we meet this objective, our staff (who are also members and therefore owners) should have the same opportunities based on demonstrated and/or future performance and not on gender or other issues.

Q What did you do?

As an organisation committed to work environment free of discrimination, we needed to ensure that our policies, processes and behaviours reflected the commitment. The human resources policies and industrial agreements covering all areas including recruitment, training & development, EEO, remuneration, work life balance and many others, created an environment which ensured all staff were given equal access to opportunities that reflected their contribution to the credit union's success.

Australian National Credit Union is committed to building an organisational culture based on 'Values' underpinning 'how we do things' in the organisation. These values include TRUST, RELATIONSHIPS, INNOVATION, PROACTIVE & SERVICE.

Q How did you make it happen?

As with any substantial initiative, it is important that all staff are involved in the process and that support starts at the highest level, with the CEO and the Management Committee's full endorsement. To ensure we have this involvement, it was important to promote, educate, monitor, enforce and most importantly lead by example by living the 'Values' agreed to by all staff.

Importantly, we also needed to ensure that the necessary resourcing was also available, supported by best practice policies that ensured the credit union continued to adopt changes which would enhance the existing arrangements in future.



eowa employer of choice for women 2003 organisational profile

Q *What were the challenges you had to overcome? How did you overcome them?*

The most significant challenge was ensuring that in an environment of ongoing mergers and the constantly changing priorities, that the focus on diversity and equity was not forgotten or ignored. Fortunately, Australian National Credit Union has always lived its commitment to diversity and equity and is regularly recognised for outstanding achievement in the areas of diversity and its commitment and support of females, mature aged workers, aboriginals and the disabled.

Q *What impact has it had on the business and on the women in the organisation?*

The long standing practices at Australian National Credit Union has ensured over the years that the business has benefited from having the right people in key roles and this is reflected in the placement of women in our most senior roles of General Manager Member Relationships, National Sales Manager, National Marketing Manager as well as many other management and specialised roles. In the competitive financial services industry, having the right people in key roles in critical for business success.

Women have also benefited from having an organisation which is supportive of work/life preferences, as well as flexibility around individual needs.