

The HESTA commitment



On behalf of our Fund, I am delighted to accept this invitation to commit HESTA to building our inaugural Financial Inclusion Action Plan (FIAP). As the only national superannuation fund dedicated to health and community services, HESTA is proud to work with Good Shepherd Microfinance and the FIAP partnership group to build avenues for financial inclusiveness across society.

It is a privilege to work with those in health and community services who make such a significant contribution to our community and to be able to play a role in their financial security. Our story began in 1987, as the industry super fund for health and community services. We have grown to become the only national super fund solely dedicated to the sector, with more than 820,000 members across Australia, over 80% of whom are women. We have over \$36 billion in assets invested around the world. Our mission is to **make a real difference in the retirement outcome of every member**. Achieving the best possible retirement for each of our members is at the core of all that we do.

We do this because we know that our members can all too often face a shortfall in funding their retirements. We also strive to overcome barriers of complexity, inertia and fear that can stop people engaging with their superannuation and planning for the future.

The amazing work our members do each day has an invaluable impact on the lives of others. While they know their chosen careers are about so much more than money, their calling to support, empower and serve is still vastly undervalued. And disappointingly, in 2016 an Australian woman's story is still one plagued with imbalances and inequalities.

So, our FIAP isn't just about all our members having the opportunity to forge a good life today. It will also help extend greater opportunity to all HESTA members to create a more secure financial future.

By partnering with others in health and community services, we can progress towards our shared goal of a more financially inclusive and just society.

At HESTA we're passionate about changing futures, about ensuring all our members have the chance to create a better life now and a tomorrow they can look forward to.



Debby Blakley, CEO

Focus area	Our commitment to address each FIAP focus area
Relationships	<p>The HESTA values of ownership, passion, leadership, respect and partnerships will form the foundation of our FIAP.</p> <p>We commit to engaging with employers, peak bodies and unions across the health and community services, and the financial services sector to share ideas and build a collaborative approach to promoting financial inclusion.</p>
Impact	<p>As one of Australia’s leading superannuation funds, HESTA is uniquely positioned to map a typical member’s financial journey towards retirement. This activity will allow us to better target initiatives for maximum impact.</p> <p>We are committed to improving access to education and advice to help build the financial resilience of our members. Additionally, we are committed to improving the compassionate facilitation of hardship enquiries to understand this area for our members and responsibly influence the outcome.</p>
Learning	<p>HESTA is excited to explore alternative ways of reducing the barriers to financial inclusion. HESTA will actively engage with the FIAP partnership group as well as the FIAP trailblazer community operating across financial services and across the community services sector.</p> <p>Our members have a lot to teach us, we commit to listening to their stories and learning from their lives.</p>
Reporting	<p>HESTA commits to an evidence-based approach to our undertakings. We commit to sharing this evidence and outcomes broadly.</p> <p>Through open and transparent reporting and by regularly evaluating our practices, we will ensure the best chance of making a difference to the lives of our members.</p> <p>To celebrate our success we commit to reporting our progress through our HESTA publications.</p>

In presenting our FIAP, we strive to build financial inclusiveness across our staff and our membership. We will engage with employers, associations, peak bodies and unions operating within the health and community services sector right across Australia.

We will engage with our stakeholders because we know that they also fight to promote fairness and justice for their employees, members and their families and because we know that by fostering collaboration we have a greater chance to make a real and lasting difference to the lives of many.

We look forward to working with the Australian Government, Good Shepherd Microfinance, Ernst & Young and the Centre for Social Impact as well as our peer companies to develop our FIAP by November 2016.



Adam Mooney, CEO
Good Shepherd Microfinance



Debby Blakey, CEO
HESTA