



Annual Report

Year in Review

20
24



**bank
first**

For the Member

Yesterday, today and tomorrow



We are **respectful** of the past while we continue on our journey to take Bank First forward in an increasingly digital age.

We are **listening** to our Members and acting to make changes.

We are **excited** about the future and building a bank for the next generation.

We're **evolving** Bank First to be the bank of choice for today's and tomorrow's nurses, teachers and allied health professionals.

Thank you to the Cleary family for representing three generations of Bank First Members.

Robyn (*left*) has worked with us since 1990 and is well-known to our Moonee Ponds branch Members. Her son Michael (*right*) is a school teacher at Flemington Primary School and has had a membership with Bank First from when he was born. Michael's son, three-year-old Alfie, is one of our newest Members and represents the future of Bank First.

Contents

From the Chair and CEO	2
Members	4
People and Culture	8
Partnerships	10
Environmental Social Governance	12
Advocacy	13

 **Environmental**

 **Social**

 **Governance**

Bank First was founded 52 years ago to meet a social need - that focus continues today. As a regulated bank, we are held to the same high governance standards as any other bank in Australia. We can only operate for another 52 years if we continue to nurture and protect our environment.

Environmental, Social and Governance (ESG) is a framework that manages our responsibilities to our key stakeholders.

Chair Farewell

I pen this final farewell from the Board of Directors of Bank First with significant emotion. There's sadness, of course, but mainly it's gratitude and satisfaction.

When I resigned from Victoria's Department of Education 13 years ago, I felt my professional career had been really quite pleasing and anything I undertook from then on would involve a light touch. I had just been elected to our Board after a year as an Intern and considered this a temporary honour.

However, Bank First worked its magic on me and here I am all these years and experience later.

People often ask me how someone who was an English teacher became the Chair of a Bank. Obviously, I had leadership expertise as an executive school leader but the sectors seem so disparate. The simple answer is that it was relatively straightforward.

I taught in schools where values were clear, where everyone was expected and provided with opportunities to thrive, where staff, students and their families collaborated to enable young people to face their future with confidence.

Bank First is the same. We're enabling and supporting our Members to make financial decisions that enhance their futures. Our bedrock values are simple - we care, we learn and grow, we empower and we do it for our Members. All decisions lead back to this.

I had to learn much financial services content and acquaint myself with the eye-watering array of laws, standards, codes and protocols that keep Member money safe but the principles-based foundation suited me well.

Responsible stewardship is the backbone of a successful board - we are custodians protecting the legacy we have inherited as well as keeping our eyes firmly on the future to ensure sustainability.

I have been very well served by Directors over the years, especially my Deputy, Graeme Willis, and I thank them for this. Bank First has also been very well served by our staff and by executive teams led by William Wolke and now, Michelle Bagnall. I thank them all.

- Bernie Lloyd

Bernie Lloyd - A history

More than 30 years ago, Bernie was an English teacher in the Victorian town of Lake Bolac. Preparing to head to Minneapolis, Minnesota as an international teaching fellow, Bernie moved her banking to the Victoria Teachers Credit Union. Without realising it at the time, the switch to a 'bank for teachers' proved to be a relationship that would last beyond just banking. This bank would play a major role in Bernie's professional career.

Years later, while she was considering directorships in not-for-profit, social justice or education organisations, Bernie saw a notice inviting customers to apply for an internship position on the Victoria Teachers Credit Union Board. The internship program was created to engage 'young principals who have the capacity to become a director'. Bernie took her seat at the board table as its inaugural intern in 2010, was elected a director a year later, and Chair in 2015, a position she held until her retirement this year.



Commitment to community

Bernie's achievements and impact on our bank, and the community we serve go well beyond the numbers. Since 1983, the bank has invested more than \$1.5 million back into our community.

- More than \$870,000 in grants to support teachers in our Teaching Initiatives Program (TIP).
- More than \$300,000 in education and nursing scholarships in the last two years.
- More than \$300,000 for the State Schools' Relief iPad program for non-verbal students.

In Bernie's words: 'Banking needs banks like Bank First. They have their origins in collective will, co-operation and service. They serve communities that care by caring about them. It's compelling.'

As a former English teacher, principal and Chair of a bank board, Bernie has certainly broken through the glass ceiling and is a wonderful and passionate role model for all.

From the Chair and CEO

We both have a deep belief in the important role that mutuals play in serving those who are underserved by others. That belief and sense of purpose hasn't changed. It's at the heart of everything we do.

In today's world, a bank has to be either very big or different to have significant impacts on the market. We're never going to be big enough to compete with the big, listed banks, nor do we aspire to be just another big bank.

So, in designing what we want to be in the future, we went back to our origins and our purpose. We want to be meaningfully different and show that we care for those who are busy caring for others in our community and we will do that in a bold and courageous way.

Through our Voice of Customer and human-centred design work, we are listening even more closely to Members to understand the moments that matter in their lives and where we can demonstrate that we are truly different to them, and their families.

We must evolve in a way that is sustainable for all Members and that means building a digitally-led business while continuing to respect our history.



Financials

We have recorded a positive set of numbers for the reporting period.

- Net profit after tax above \$10 million, up 51% from last year.
- Monthly net interest margin improved by 45 basis points.
- Cost to income dropped by 7.3% (year on year).
- Return on equity improved.
- Capital is strong, remaining well above APRA's regulatory requirements.

We are performing strongly while we continue to support our Members through what is a tough economic environment.

We know that cost of living pressures are real for our Members. New applications for hardship consideration more than doubled during this reporting period, from 57 applications to 119. Our Hardship and Care team continues

to work with Members to guide them through this period.

We're also actively working with Members coming off historically-low (less than 3%) home loan interest rates to today's rates (6-7%). In this reporting period, 82.2% of refinanced home loans were retained with a value of more than \$494 million.

Our Members aren't just a number to us and this is the strength of mutuals.

We understand that life changes, and we genuinely care about working with each and every Member to get them through the difficult times and into a solid financial position.

Banking in a digital age

Our technology has served us well but it's not going to take us where we need to be for tomorrow's Members. It's imperative that we actively invest in technology that will ready us for future opportunities. Failing to do this will limit our ability to grow at the pace we need to and stand in the way of innovation.

That's why our FY25 focus is technology infrastructure and providing our Members with a greater range of online services. We're turbo charging our data capabilities to be:

Agile – to adapt to market changes.

Secure – a non-negotiable to protect Members from increasing threats and sophistication of cyber security and scams.

Scalable – to support future growth and enable new capabilities without disruption.

Cyber security

Scams and cyber security continue to impact society and our Members are not immune.

Nothing pleases us more than when our Members contact us to let us know that they have just hung up the phone to a scammer, so that we can warn others. We encourage all Members to connect with us via our socials, particularly Facebook, and bookmark www.bankfirst.com.au to stay up-to-date with the latest information.

We work closely with our sector peak body, the Customer Owned Banking Association (COBA), in advocating on behalf of Members. Early in the year, we were one of the first mutual banks in Australia to formally acknowledge financial abuse and amend our product terms and conditions to clearly state what will not be tolerated, in order to help protect our Members.

Bank First is Australia's 10th largest mutual bank and we thank our 90,000-plus Members for your ongoing support. We know that for some of you, times have been tough, and we are pleased to be able to stand by you to help you get through to the other side.

For others, the changing world we find ourselves in can be daunting, and we know changes like the end of cheques and phone banking are going to be difficult for some Members.

We want to assure you that we are here for every single one of our Members and will help you navigate these changes, just as we have always done.

As an organisation, our performance, reputation and outlook are positive. We take our responsibilities very seriously to ensure that we continue to build strength and meaning into what your bank offers you.

Thank you for your ongoing support of Bank First as we continue to transform our business for generations to come.

- Bernie and Michelle



Retail Deposits up by **1.9%**



Lending growth up by **2.66%**



Liquidity position of **15.80%**



Capital adequacy of **16.69%**



Asset quality with provision for B&DD of **0.13%** of total gross loans

Members



Staff like Paul from our Moonee Ponds branch genuinely enjoy helping our Members with their financial needs.

In the early 1970s, our founding Members created something special - a credit union established by teachers, for teachers.

Many, if not all of those founding Members and those who followed them in the 70s, 80s and 90s continue to be Bank First Members. You are important to us, not only because you are the reason we are here today, but because you continue to be our most loyal advocates, like Robyn from our Moonee Ponds branch.

Robyn became a Member in 1990 when she also became an employee.

When her son Michael was born, he became the next generation of the Cleary family to join Bank First! And in 2021 we welcomed the third generation of Robyn's family, with the birth of Michael's son, Alfie.

Bank customers have never had so many choices. Some Members use cards and digital channels, but many choose to use more traditional channels.

Not surprisingly, we are seeing an increase in Members asking for help to bank online. Our self-service online banking video guides have racked up thousands of views since they were rolled out in February 2024.

Our **Tech for Beginners** sessions have been sell-outs and assistance with online banking is a daily request in our branches.

As for little Alfie (*below*), banking for his generation will be different - and we want to be ready!



At Bank First, we are adapting to changes in how Members want to bank.

Call wait times

We know that Members who choose to call us on the phone have had to, at times, wait too long and we're truly sorry for the delays. It's been a recurring issue and one which peaked in early 2024 with call wait times ballooning out to unacceptable levels.

We're proud of our people on the phones and thankful for the patience and understanding shown to them by Members. A significant amount of work has gone into reviewing our call centre internally and with the assistance of an external specialist.

We are pleased to say that our wait times have reduced and our work to improve continues. Additional staff have been trained to answer calls, automation has been updated to direct calls to the right department the first time and self-service video guides are continuing to be developed for Members willing to go online which, in turn, frees up the phone lines for Members who need to call.

The world is becoming more digital, but there are times when Members have no other option but to speak to a consultant, and that's via a phone call. We understand that and continue to invest in our call centre to reduce the time you wait to speak to us.

Here to help

Hardship

Cost of living pressure is real and it's impacting our Members. We have seen a 108% increase in applications for hardship consideration from Members in the financial year.

New hardship applications	
FY23	FY24
57	119

We work with impacted Members, typically for three to six months but really, for however long it takes, with regular risk assessment and health checks to get them through difficult periods. We're proud of the people working in our Care and Hardship team for their professionalism in guiding and supporting Members at a vulnerable time.

Retention

In the past 12 months, one of the challenges for some Members has been coming off fixed home loan interest rates of less than 3% and facing new rates of around 6-7% per annum.

We continue to be proactive in contacting Members well before expiry dates to offer support with options for refinancing.

During the past 12 months our team sent 1990 emails, 1000 text messages and made 1195 phone calls to impacted Members.

The outcome was a retention rate of 82% but more importantly, we were confident that our Members felt prepared for such a big change.

For Members

These are some of the changes we have made or are improving and rolling out in response to Member feedback.

New

- Complimentary travel insurance age increased to 81 years in partnership with Allianz.
- Under 35 online saver account during O Week to help younger Members save.
- 'No frills' basic home loan with our lowest variable rate.
- Removal of overdraft facility as per responsible lending guidelines.

Improved

- Bank First App.
- Increased self service capability within the app with self-service video guides.
- Bank First website.
- Home loan product selector.
- Improved search functionality.
- Enhanced accessibility.
- Improved content curation and delivery.
- Upgraded Internet Banking system with additional self-service and payment options functionality.

Coming soon

- Improved Member onboarding process.
- One-time password roll out.
- Phasing out of phone banking.



90.2K+

Members
(0.03% ▲)



\$94M

Interest paid to
Members (77% ▲)



244

Members who accessed affordable housing through the Federal Government's Home Buyers Scheme. 75% of these employed in the **health sector**.



82.7K+

Internet Banking
registered
(2.47% ▲)



8.3M

Internet Banking
transactions
(2.54% ▲)



5.5M

Bank First App
transactions
(10% ▲)



80K+

Inbound Member
emails responded to

Voice of Customer

We don't make changes for the sake of it – we make them to benefit our Members and to ensure our banking services stay up-to-date and relevant in today's world. An investment in enhancing and streamlining the way our Members provide feedback has resulted in a 300% increase in Member engagement.

Our **LISTEN, LEARN, ACT** and **MEASURE** framework puts our Members at the heart of everything we do. With more ways to provide meaningful feedback, we can respond in real time to implement changes to benefit Members.

In FY24 you told us...

- The 0.25 cent fee to receive an SMS from us was unreasonable. ○ We heard you and removed that fee.
- There was no information on our website regarding deceased estates. ○ You were right, so we provided the information Members need on our website.
- You needed clearer guidance to self-serve with online banking. ○ A video tutorial series is now available to refer to when banking online.
- We needed to increase self-serve temporary daily limit. ○ Absolutely. Daily temporary limits have been increased.

...we'll continue to listen, learn and act.

Net Promoter Score (NPS)

Enhancements made to our Voice of Customer program mean we are learning more about the Member experience during interactions with Bank First, providing a more holistic view of our NPS.

Net Promoter Score (NPS)
55

126%
▲ increase in responses as a result of our new Voice of Customer engagement platform.

Member feedback

The saying 'all feedback is good feedback' is right on the money when it comes to banking. We value all Member feedback and an increase in the financial year can be attributed to our new and improved engagement platform.

Member complaints to the Australian Financial Complaints Authority (AFCA) were already low, but they dropped even further to 19 for the year, reflecting our renewed focused on resolving complaints as quickly as possible.

Cyber security

It's a digital age and with that comes a heightened sense of cyber awareness and security. As a mutual bank, we are not immune to scammers and we are constantly reviewing and upgrading our systems to deter, and importantly detect potential scam activity.

Bank First has a dedicated cyber team but in fact, our whole team, bank-wide is on high alert for activity which just doesn't seem right. In FY24, we processed more than 5100 fraud and charge-back requests, recovering \$550,000 for Members.

We're consistent with our messaging to Members.

If someone calls you and says they are from Bank First, never provide password or sms code or personal details.

Scammers rely on creating a sense of fear and urgency. Hang up on them and call us as soon as you can.

The stories

Too much trust

An elderly Member who trusted a person within her support community almost lost her life savings. Well and truly retired and enjoying life, our Member found herself caught in an elaborate scam, providing her card and online banking details to someone she trusted. Within hours her card was used to spend more than \$30,000 at stores across Melbourne.

Our team picked up on these unusually high transactions from stores we knew our Member wouldn't normally go to and put a stop on her card and Internet Banking.

Member me, Member you

Bank First is continuously reviewing payments in and out of Member accounts to detect and prevent scams. A \$40,000 transaction was unusual for this Member. It was flagged 'suspicious' and it turns out, it was. The transfer was blocked by our payments experts and once the Member was contacted, our suspicions were confirmed - a scam was in progress.

If you receive a call from someone saying they're from Bank First:

HANG UP the phone and call us on a number you know is ours.

DON'T engage.

DON'T give in to persistent questioning.

NEVER give out any passwords or codes.

Holiday island scam

Our Members are more than just a number. Over the years, we get to know you and love to hear about your life adventures. That's why, when this Member called to ask for a \$15,000 increase to his card limit for an overseas holiday, we asked questions.

In the background, our consultant could hear someone actually coaching our Member and telling him what to say.

We're here to protect our Members and their money and our consultant told him she couldn't increase his limit because something didn't seem right.

Our Member hung up and our consultant hoped that by following her gut instinct, she had done the right thing.

The Member called back the next day. Yes, he had been pressured and grateful we didn't let the limit increase go ahead.

Protecting our Members

We all have a role to play in protecting ourselves and our information. Our website has the latest information on scams doing the rounds and what to look out for.

We keep our social media up-to-date, particularly Facebook, with alerts and notifications and we provide Members with tools and support to keep them protected.

(left) **Tech for Beginners** workshop at Bank First



People and Culture

Be You!

Over the last 12 months, we've worked with our people to co-create our new People Strategy 'Be You!' It focuses on creating a bold culture, compelling experiences, and future-ready capabilities to enable all our people in an ever-changing world.

We want our people to bring their very best self to work. At the heart of this is empowering and supporting our people to **'Be Bold. Be Different. Be Sustainable. Be YOU!'**



So You Can

Our new performance framework is uniquely tailored to Bank First and recognises our culture, our future aspirations, our business today and our people.

The framework provides:

- Alignment to bank-wide measures and team roadmaps that are translated into simple goals to embed people's confidence in where we are going.
- Clarity about what high performance looks like, understanding how our people are travelling and how they will be recognised and rewarded.
- Empowerment through feedback, reflection and coaching to enable our people to thrive and grow their careers.
- Regular recognition as part of quarterly team celebrations.

It seeks to encourage future-ready capabilities, while respecting our diversity and hybrid work models.

Our BOLD benefits

Our people join for purpose and stay for the people and benefits. We recently launched our new BOLD benefits and we're proud to offer:

- Parental leave that supports shared care responsibility equally, as well as paid superannuation for the first 12 months of leave to support our people's future financial wellbeing.
- An additional five days (Be You Leave) to spend time doing the things that matter.
- An expanded Be Well Benefit, which goes beyond gym and pilates class memberships to incorporate other 'wellbeing' activities which range from arts and music lessons to yoga and floatation tank sessions.



Scan QR to hear from our people about being **BOLD**



Logging in from The Kimberley, WA

As the world becomes more global, not only are our Members based far and wide, so too is our team. While our main office and branches are based in Melbourne, our people have the option to work from anywhere from time to time. That's the case for Melissa (right), who has 18 years of loyal service to Bank First and is a valued member of our Technology team. With her partner relocating to WA for the 'dry season', we didn't want to lose Melissa's deep technology expertise.

Work from 60 kilometres north-east of Kununurra in WA? Not a problem.

We implemented our Work From Anywhere flexible work approach, Melissa and her partner headed off and we retained Melissa's experience and knowledge. Melissa does awesome work and we love seeing her in our virtual meetings.



Emerging leaders

Every year we select 'emerging leaders' to join our Chair and CEO to represent Bank First at the Customer Owned Banking Association (COBA) annual conference. This year Lin, Vanessa, Tim, and Shannon will fly the Bank First flag. They will meet other under-35 'emerging leaders' from throughout Australia - representing Australia's 56 mutual banks.



Lin Tan

Senior Finance Partner



Vanessa Ferraro

Member Site Lead



Tim Morris

Process Optimisation Partner



Shannon De Luca

Senior People Partner



228

Staff
(4% ▼)



66%

Employee
Engagement
(4% ▲)



3280

Training modules
completed
(78% ▲)



Partnerships



Building strong partnerships has always been one of the most meaningful aspects of our legacy. Our collaborations with health and education partners, as well as not-for-profit charities, are genuine and impactful – we touch the lives of nurses and teachers in ways that other banks can't. Of course it's banking, but it goes beyond banking. We focus on the needs, experiences and importantly the feedback of Members from these sectors to make a lasting impact. It's about ensuring that people working in these sectors feel valued and are supported every step of the way.



In partnership with not-for-profit Pinchapoo we visit hospitals to recognise those working on International Nurses Day



The faces behind the scholarships we support annually



Impact

Health

An often unseen issue weighs heavily on the minds of many Australians – the lack of access to essential hygiene products. Soap, toothpaste and shampoo should never be considered a luxury. That's why our partnership with Pinchapoo is so important.

Our support enables Pinchapoo to provide essential hygiene products to hospitals and schools. We also joined Pinchapoo on International Nurses Day to say thank you to hospital staff, with Pinchapoo pamper packs.

Education

This year, your banking gave a voice to non-verbal children through our contribution of \$50,000 towards State Schools' Relief to provide iPads with special software for children across Victoria, ensuring every child, regardless of their circumstances, can thrive.

Scholarships and awards

Alfred Health

Four nurse leaders will travel to the UK and Europe to study innovative treatments and programs relating to heart failure, headaches, intensive care operations and self-management.

St Vincent's Private Hospital

Scholarship funds will enable further learning in the areas of pre-surgery specialisation, lactation consultancy and the transition from enrolled to registered nursing.

Mercy Health

At Mercy, study interests include general nursing, dietetics and allied health and pastoral care.

ResourceSmart Sustainability

In partnership with the Victorian Government, awards that celebrate teachers who show outstanding leadership in sustainability.

Teaching Initiatives Program

Greater Shepparton Secondary College - TIP recipient 2024



Scan QR for full list of recipients

TIP provides grassroots funding for Victorian schools wanting to do that little bit extra for their school community. It's designed to support educators seeking funds for unique and innovative projects, initiatives that you don't necessarily find in a school, but which add tremendous value to the education of our children.

2024 recipients

- Sebastopol Primary School
- St Joseph's Catholic Primary School (Werribee)
- Nagle Pre-School
- Greater Shepparton Secondary College
- Chewton Primary School
- Echuca Twin Rivers Specialist School (People's Choice winner)
- Statewide Vision Resource Centre – Heatherwood School
- Wayi School
- Patterson River Secondary College
- John Fawcner College
- Rusworth P-12 College
- Northern Darebin Combined Kindergarten Association
- Paynesville Primary School
- Kalinda Primary School
- Bayside Special Developmental School
- St Mary's Parish School, Ararat
- Oscar Romero Catholic Primary School
- Essendon Primary School



Fresh spring onions
Echuca Twin Rivers
Specialist School



Compost and gardening fun
Northern Darebin Combined
Kindergarten Association



Will reads the shopping list
Bayside Special
Developmental School



People and partners

Many of our people volunteer their time to help with our three charity partners. **NEW** in 2024 is a work anniversary milestone donation made on behalf of Bank First for each of our people to a charity partner of their choice. We are genuinely grateful that our people choose to be here and this is another way to not only recognise their contribution but further support the work of our partners.

(left) The Bank First team love volunteer days



25

Health and education partners



156

Events reaching 92,499 people



65

Scholarships and awards valued at \$160,000



18

Schools received \$30,000 from our Teaching Initiatives Program (TIP)



\$12,975

Healthy food provided to families through The OneBox



16,880

Health and hygiene packs distributed in partnership with Pinchapoo



528

Workplace visits

Environmental Social Governance

Members join us for many different reasons.

For some, it's our products and rates. A percentage of any bank customer base is there solely because a bank offers a great interest rate and that's perfectly fine.

For others, it's the fact that shareholder dividends don't play a role in our bottom line. All profits are retained by the business to reinvest back into the bank (resulting in those leading rates), transforming our business and investing in our partnerships.

The fact that Bank First doesn't make political donations or invest in fossil fuels is reason enough for some Members to choose Bank First.

Whatever your reason, we're committed to continuing our legacy of doing the right thing. Here are some other initiatives we've introduced and embedded that we're currently working towards.

Environmental

What we are doing

Participated in a voluntary climate risk self-assessment survey conducted by governing body Australian Prudential Regulatory Authority (APRA).

Reduced our operational footprint at our head office building across 3 levels to 2 levels and refurbished 'end of trip' facilities to encourage active modes of transport to and from work for our people.

Installed energy efficient lighting, retained landfill, green and recycled rubbish stations and removed all plastics from tea rooms.

Moved from a 'buy and depreciate' finance model to a leasing model for Bank First vehicles and prioritised electric.

Looking at how we incorporate potential climate impacts and risks at strategic and operational levels.

Planning for a Climate Risk Policy setting out the principles for how Bank First identifies and manages climate risk internally and metrics for reporting on the management of climate risk and roles and responsibilities across the Bank.

Social

What we are doing

Our commitment to partners, specifically those in the education, nursing and allied health sectors, comes naturally to our organisation.

Our scholarship program, in partnership with major healthcare providers and tertiary institutions, is innovative and progressive. For many years, we have provided scholarship funding to support university students undertaking the unpaid placement component of their education or nursing degrees.

The Bank First Indigenous Leaders Scholarship for Indigenous leaders is one we are extremely proud of and we know 2024 recipient, Jacob, will go on to do great things in education.

We are one of the first mutual banks in Australia to include a financial abuse clause in our product terms and conditions.

We adhere to Modern Slavery guidelines and have a clear line of sight in our procurement process. Our total value of small business procurement at half year, ended December 2023 was 37.8%*.

Governance

What we are doing

We are subjected to the same strict governance requirements as the big banks – and we're more than ok with that.

We meet the APRA Standard 510 Governance requirements including renewal, succession planning and utilising a skills matrix to ensure a robust and effective board. We don't pay bonuses/incentives of any kind to our employees, including the CEO.

Risk mitigation and oversight is delivered through mandatory training in areas such as cyber security and data privacy and we are committed to strong relationships with our third line internal and external auditors, including direct escalation lines to the Chair and CEO.

Every Bank First representative, including the board of directors, has undertaken Workplace Conduct training and a Whistleblower reporting mechanism is embedded in our business.

* Source: Australian Government Payment Times Reports Register

Advocacy

As Australia's 10th largest mutual bank, we have a role to play in advocating not only for our Members but for causes our sector, partners and communities care about. Bank First is a member of the Community Owned Banking Association (COBA) and the Business Council of Co-operatives and Mutuals (BCCM).



Education

We are well represented at partner conferences every year. Our connections with associations in this sector are deep and meaningful. Meeting with organisations like the Victorian Principals' Association provides an insight into what's happening on the ground and how we support our educators.

Health

The health sector is critical to a well-functioning society, and yet the challenges our nurses and healthcare professionals face are immense. We attend numerous industry events and conferences each year to understand the issues important to them and then act on that knowledge to be a more meaningful bank for healthcare.

'Hike the Hill'

In August every year, our Chair and CEO 'Hike the Hill' in Canberra with COBA peers to meet with, educate and share the customer-owned banking story with Federal Parliamentarians.



Merindah-Gunya

In FY25, new to Bank First Members opening accounts in our branches or online will receive more than a Member number, access to banking and finance products and services and exceptional customer service. These Members will also be introduced to Merindah-Gunya's Indigenous artwork and a Bank First designed piece representing mutuality, financial wellbeing, making a difference and partnerships.

Merindah-Gunya is a proud descendent of Peek and Kirrae Whurrong clans of the Maar nation from south-west Victoria. Twelve months ago, Bank First discovered Merindah-Gunya's artwork and we use 'Fearless, Togetherness, Resilience' alongside our Acknowledgement of Country and as the background for online meetings.

We are proud to play our very small part in supporting Indigenous artists like Merindah-Gunya to continue the story of an ancient tradition and progress reconciliation.

(pictured) The Cleary family - representing 3 generations of Bank First Members.



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RECYCLED
CONTENT



FOREST
MANAGEMENT



RENEWABLE
ENERGY



ELEMENTAL
CHLORINE FREE



ENVIRONMENTAL
MANAGEMENT
SYSTEMS



ENVIRONMENTAL
MANAGEMENT
SYSTEMS