CASE STUDY
NATIONAL AUSTRALIA BANK—MYFUTURE PROGRAM

National Australia Bank (NAB) developed a program for their mature age employees called MyFuture which offers innovative solutions to address their career, lifestyle and health needs. MyFuture was designed to help managers and their employees make informed decisions and plan for the future to help avoid early and unplanned retirement.

The program is broken into two workshops.

Create MyFuture gives mature age employees the tools to explore their preparedness for the future when it comes to career, flexibility, health, finances, relationships and retirement or redirection. It focuses on the skills, knowledge and confidence employees need to extend their career and plan for the future.

MyFuture: a pathway to 2020 is an interactive leadership forum that looks at the challenges and opportunities of an ageing workforce, and how people leaders can support mature age team members plan for their future and create a culture that values experience and maturity.

Over 100 employees and their people leaders participated in the MyFuture pilot in 2010

> 97 per cent of participants stated that they would recommend the program to others.
> 91 per cent would work longer, if they could work more flexibly.

From the pilot workshops:

> 73 per cent of participants set a financial goal
> 61 per cent of participants set a career/flexible goal
> 57 per cent of participants set a health and wellbeing goal
> 30 per cent of participants developed an action plan for the future, and another 39 per cent intend to
> 74 per cent of participants had a conversation with significant others around their future work/life plans
> 62 per cent of people leaders took steps towards reducing barriers that might exist within their team for mature age retention
> 41 per cent of participants spoke with their people leader about their plans for the future while another 18 per cent intend to, and
> 44 per cent of participants undertook a health check.
700 employees have participated in the program since the pilot was launched and early surveys and reviews have shown similar trends to the pilot.

NAB’s commitment is to develop and maintain a workforce at all levels, including senior management, which reflects the diversity of the customers it serves, and the communities in which it operates. NAB believes that to do otherwise would not make commercial sense.

NAB also improved workplace flexibility through options such as job sharing and working from home, implemented reConnect (a program designed to keep employees in touch while they are on leave, and help them successfully return to work), established a governance body to track its diversity progress and set out clear expectations of behaviours for employees which foster a supportive and inclusive work environment, and evaluate employee performance on these behaviours.

NAB has stated that “diversity must be simply a part of who we are—there is no full stop and no end to this pursuit”.

NAB believes that investing in its employees is crucial to building a sustainable business. It is committed to building diversity and inclusion into everything it does—how the organisation works together and how it does business.

NAB also believes that a diverse and inclusive workforce is not only good for their employees but that it is also good for its business. It helps NAB attract and retain talented people, create more innovative solutions, and be more flexible and responsive to its customers’ needs.