

# Video transcript – Bankwest Careers – Made by us

[UPBEAT, WHIMSICAL MUSIC]

**[Jovy]** Hello

**[Sajin]** Can you hear me?

**[Gen]** Getting the full treatment!

**[Description]** Rebecca: Customer consultant and people person

**[Rebecca]** Oh, I love Bankwest [CHUCKLES], that sounded fake, but that's real. Like, that is actually how I feel [LAUGHS]

**[Description]** Jovy: Business banker and mum of three

**[Jovy]** It's been a really good career choice, to be honest, especially the culture in Bankwest. I would say that's the best I've ever had.

**[Description]** Vladimir: Tech leader and diversity champ

**[Vladimir]** All the people who helped me during the first days, they made me feel that I'm valued as the person, and everyone is excited to have me on board. I felt really welcomed.

**[Description]** Gen: Digital chat master and baking extraordinaire

**[Gen]** I'm pretty well-known around Bankwest or on level 10 for bringing the occasional cheesecake, brownies, cookies, carrot cake, biscuits, ginger bread. It's a great way to network and make friends, because people come from all over the contact centre. Do I have to share the donuts? [LAUGHS]

**[Rebecca]** People and culture is so important to me, and I feel like it's really important to Bankwest as well. It's not like you get treated like you're a number.

**[Gen]** I feel heard, which is not something I've had at every workplace in my life.

**[Rebecca]** All Bankwest leaders that I've met have always supported development. It feels like wherever I wanna go with Bankwest, I know that they will help me get there.

**[Description]** Brid: Full-time Bankwester and part-time celebrant

**[Brid]** I'm Brid Hutchinson. I'm duly authorised by law to solemnise marriages according to the laws in Australia. So I work nine days a fortnight for Bankwest, and I'm a celebrant at the weekend. I think we're really lucky when it's coming from the top down and you feel you can actually tell somebody you're a celebrant. You know, you can be proud that you've got a side hustle, that you've got another job, but you also do your own job 100%.

[FATHER AND CHILDREN LAUGHING]

**[Sajin]** Being a parent in Bankwest is fun and stress-free.

**[Jovy]** I am able to drop off my kids in the morning because I can work at home twice a week.

**[Description]** Sajin: Small business analyst and super dad

**[Sajin]** Having this flexibility to actually look after things at work and things at home, yeah, it's great. Am I the favourite?

**[Sajin's daughter]** Um, I don't know.

**[Sajin]** [GASPS] You're supposed to say yes.

**[Vladimir]** To deliver a new feature to the customers, it feels really satisfying and rewarding.

**[Gen]** We wanna go above and beyond and just provide that surprise and delight, that people remember their interaction with Bankwest. It just is a really great feeling to know that you've made a difference.

**[Rebecca]** It's helping not only the first need but also reviewing their whole banking. It's about wanting to help them.

**[Jovy]** Every morning when I wake up, I'm happy to come to work.

**[Brid]** I enjoy what I do, and I enjoy the people. They're your family.

**[Sajin]** That culture of being there for everyone, each other, you know, that's what I love.

**[Rebecca]** I have so much more confidence since I've worked in Bankwest because I've always found it's okay to be yourself.

**[Gen]** You don't come to Bankwest to stop. You come to grow.

[UPBEAT, WHIMSICAL MUSIC CONTINUES]