



# Financial Inclusion Action Plan

## A message from AGL

AGL is pleased to join the Financial Inclusion Action Plan (FIAP) program as a Trailblazer organisation.

Energy is fundamental to the everyday lives of Australians and as an essential service provider, we take seriously our role and responsibility to provide secure and affordable energy supplies to households and businesses.

AGL recognises that every household is different and that situations change. A range of responses are likely to be required to support customers through periods of financial hardship. We are focused on ensuring appropriate support is provided to vulnerable customers at the right time and improving the financial resilience of our customers.

We see financial resilience as much about the everyday tools available to our customers – like simple and accessible products, easy to understand bills, flexible payment options and digital resources for understanding consumption patterns and energy spend – as about more targeted support in difficult times. For those times, AGL's hardship program 'Staying Connected' offers more personalised assistance, including tailored payment plans, access to financial counselling, energy efficiency advice and information on concessions and other government support.

We are committed to continuously improving the services and support available. Through our \$6.5m Affordability Initiative we are pursuing a range of integrated delivery models for community outreach and improving access to affordable energy supplies, and our 'A Fairer Way' package involves the introduction of tailored products specifically for vulnerable consumers who are struggling to make ends meet.

The development of a Financial Inclusion Action Plan will allow us to build on the work we have already undertaken and focus our efforts in the promotion of financial inclusion and resilience amongst all our customers and the communities in which we operate. AGL recognises that socially and economically inclusive societies are happier, healthier and more productive.

We are proud to work with Good Shepherd Microfinance and the FIAP Partnership Group in this endeavour and be part of the FIAP Community of Practice.

**Andy Vesey**  
Managing Director and Chief Executive Officer



# Our commitment

## FIAP Action Areas

## Our commitment to address each FIAP Action Area

### Products and Services

We will continue to develop a diversity of products and services with features to suit the differing needs and preferences of our customers and communities, including those experiencing or at risk of financial hardship.

We will promote awareness and accessibility of products and services to support those at risk of financial exclusion, with an emphasis on early intervention.

### Capabilities, Attitudes and Behaviours

We will continue to work with our community partners to provide customers and community support organisations with resources and tools which enable them to engage more confidently in the energy market and achieve greater levels of financial resilience.

We will ensure our customer support staff are provided with appropriate training and resources to equip them to effectively and empathetically assist customers experiencing financial difficulties.

### Awareness and Understanding of Culture and Diversity

We will continue to promote policies and practices which seek to overcome barriers that may hinder the participation and financial inclusion of culturally and ethnically diverse communities.

Embracing and valuing diversity and inclusion leads to a better understanding of, and engagement with, the people we work with, the customers we serve and the communities in which we operate.

### Economic Participation and Status

We will seek to deepen our understanding of social and economic inclusion issues and their intersection with affordable energy supply, including through original research and data analysis.

We will continue to promote organisational awareness of the various circumstances and life events that can lead to financial vulnerability and exclusion, such as mental health or family and domestic violence, and ensure policies are in place to support employees and customers through these times.

We look forward to developing our FIAP in collaboration with Good Shepherd Microfinance, the Centre for Social Impact, EY and the Australian Government.



**Andy Vesey**  
Managing Director and Chief Executive Officer



**Adam Mooney**  
Chief Executive Officer, Good Shepherd Microfinance

