

20 December 2021

Mr Julian Leaser MP
Chair
House of Representatives Standing Committee on Indigenous Affairs
Parliament House
Canberra ACT 2600

By email: IndigenousAffairs.reps@aph.gov.au

Dear Mr Leaser

Thank you for the opportunity to make a submission to the Committee's inquiry into corporate sector best practice for engaging with Aboriginal and Torres Strait Islander consumers.

ANZ welcomes the work of the Committee in bringing into focus the needs of and challenges faced by Aboriginal and Torres Strait Islander people when dealing with the corporate sector. We recognise that there continue to be social and economic gaps between Aboriginal and Torres Strait Islander people and other Australians including in relation to employment and financial inclusion, and that corporates can play a role in addressing these gaps alongside government and the community.

To assist the Committee, we have set out below some of the measures ANZ has in place to engage with, and provide support to, Aboriginal and Torres Strait Islander people, including those set out in our Reconciliation Action Plan (**RAP**).

Customer assistance and access

- Our Aboriginal and Torres Strait Islander phone line is available for Aboriginal and Torres Strait Islander customers who need assistance with their banking, in particular those in remote communities. Customers who contact ANZ on this phone line, or through our Contact Centre, can access independent interpreters in many Aboriginal and Torres Strait Islander languages.

We apologise for the difficulties in locating the number for our phone line raised in Mob Strong Debt Help's submission to this inquiry. We have published a new page dedicated to the phone line on our website. The page can be found at <https://www.anz.com.au/support/contact-us/customer-support-line/>.

The number is **1800 037 366**.

- We have flexible identification procedures in place for Aboriginal and Torres Strait Islander customers in accordance with AUSTRAC's guidance. We accept community identity cards (that contain a photograph) and, on a case by case basis, statements from certain types of referees, including community leaders and Elders.
- We have processes in place for customers who live more than 150 kilometres from a branch to open an account or verify their identity without needing to attend a branch.



- We provide low or no fee bank accounts for low-income customers, including Aboriginal and Torres Strait Islanders.
- We are actively engaged in cross-industry initiatives coordinated by the Australian Banking Association (**ABA**) relating to Aboriginal and Torres Strait Islander customers, including the provision of fee-free ATMs in very remote Aboriginal and Torres Strait Islander communities and the development of 'Easy English' guides which explain everyday bank products and processes such as opening a bank account, minimising fees, appointing a representative, digital banking, security and avoiding scams.

Financial education

- Our financial education and wellbeing programs, MoneyMinded and MoneyBusiness, support our customers to build their money management skills and confidence. 17.2 per cent of the 42,139 MoneyMinded participants in 2020-2021 were of Aboriginal or Torres Strait Islander heritage. MoneyBusiness is targeted at providing assistance to Aboriginal and Torres Strait Islander people living in remote and regional communities. In 2020-2021, MoneyBusiness had over 2000 participants. More than 47,000 Aboriginal and Torres Strait Islander people have participated in our financial literacy programs in total.

Our RAP

- ANZ was the first major Australian company to develop a RAP in 2007. Since then, our RAPs have enabled us to take action towards improving the social and economic participation of Aboriginal and Torres Strait Islander people. Over the past three years, we have provided 305 employment opportunities to Aboriginal and Torres Strait Islander staff members, spent more than \$4 million with Aboriginal and Torres Strait Islander suppliers, undertaken cultural awareness training and provided financial education.
- We recognise that there is room for us to improve how we support Aboriginal and Torres Strait Islander communities and customers.
- Our 2021-2024 RAP¹ sets out a series of actions we will take to:
 - improve the financial wellbeing of individuals to develop financial resilience;
 - provide employment and career progression opportunities to enable economic participation;
 - support the growth of Aboriginal and Torres Strait Islander businesses and organisations to enable economic participation; and
 - improve our understanding of Aboriginal and Torres Strait Islander cultures to create culturally safe and supportive spaces, show respect and combat racism.

¹ ANZ's 2021-2024 RAP is available here: <https://www.anz.com.au/content/dam/anzcomau/documents/pdf/aboutus/esg/workplace-participation-diversity/anz-rap-2021-2024.pdf>



Staff training

- More than 500 ANZ staff members have completed face-to-face cultural capability training delivered by BlackCard, and more than 10,000 ANZ staff members have completed online training. Cultural awareness training will become mandatory for Australia-based employees by 2024.
- Branch employees working in communities with a high Aboriginal and Torres Strait Islander population attend the first day of MoneyBusiness coach training along with community workers and financial counsellors. This enables frontline staff to better understand and respond to financial issues faced by Aboriginal and Torres Strait Islander customers.

Banking Code

- We have obligations under the Banking Code of Practice to:
 - provide banking services that are inclusive of Aboriginal and Torres Strait Islander Australians, including in remote locations;
 - tell Aboriginal and Torres Strait Islander customers about accounts that are relevant to them;
 - help Aboriginal and Torres Strait Islander customers meet identification requirements; and
 - provide cultural awareness training to staff who regularly assist customers in remote Aboriginal and Torres Strait Islander communities.
- We have processes in place to ensure and monitor our compliance with these obligations.

Please let me know if we can assist the Committee with anything further.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Martin Joy', with a long, sweeping underline.

Dr Martin Joy
Head of Public Policy