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ANZ invests in Queensland and NSW branches, fast-tracks Chinchilla branch reopening

ANZ has today announced it will invest \$30 million into its branch network across parts of Queensland and New South Wales over the next 18 months.

In Queensland, a \$20 million investment will initially fund major refurbishments and an expanded presence on the Gold and Sunshine Coasts, with works due to begin from June.

In New South Wales, a number of branches will be fully refurbished to feature open plan designs as part of a \$10 million uplift.

Customers will continue to have access to a full range of banking services including teller deposit and withdrawal services, and support from experts like home loan specialists, with Pacific Fair in Queensland and Hurstville in New South Wales among the first sites to be uplifted.

ANZ Managing Director, Queensland, and Suncorp Bank CEO Bruce Rush said the decision reinforces ANZ's ongoing commitment to customers and communities.

"ANZ is raising the standard of every digital and personal interaction for our customers, and investing in our branches is a critical part of that commitment.

"These major refurbishments will deliver modern, welcoming spaces where customers can access high-quality support – whether that's saving for something special, owning a home, starting and growing a business or getting the support for their everyday banking needs, and where our staff have the tools they need to do their best work.

"Just as importantly, this signals to local communities across Queensland and New South Wales that ANZ is meeting them where they are and investing in the banking services and support they rely on.

"Queensland, in particular, continues to demonstrate strong economic momentum. From major infrastructure projects and the upcoming Olympics to thriving local businesses across the Sunshine State, we're proud to be investing for the long term and look forward to welcoming customers into our revitalised branches soon," Mr Rush said.

ANZ has also confirmed the reopening of its Chinchilla branch will be fast-tracked to open in May 2026, rather than the second half of the year, further signalling the bank's commitment to regional Queensland. The ANZ Chinchilla branch will open before the Suncorp Bank Chinchilla Agency closure on May 29.

"We know how important it is for customers to have access to high-quality, face-to-face services. We're committed to listening to the local community and ensuring we're making decisions that directly benefit our customers.

"Chinchilla is a thriving pocket of the Western Downs region, and plays a crucial role in Queensland's agricultural, energy and small business sectors.

"We're excited to reopen the doors to ANZ's Chinchilla branch in May and look forward to serving the local community for their banking needs for the long term," Mr Rush concluded.

The ANZ Chinchilla branch will operate five days a week, providing customers with access to in-person banking for everyday and complex transactions, financial wellbeing support, and advice from ANZ's local experts.

Locals can apply to work at the Chinchilla branch [here](#).

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