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ANZ delivers on national branch investment, Queensland a key focus

ANZ is continuing to invest in its branch network across Australia, reinforcing its commitment to customers and local communities through a series of upgrades, relocations, and expansions to deliver modern, accessible banking experiences.

The works form part of ANZ's national branch strategy, which includes a \$20 million investment across Queensland, \$10 million across New South Wales, and targeted investments in branches across metropolitan and regional communities nationwide.

Queensland has already seen significant branch investment across the state, with ANZ delivering several upgrades and expansions in recent months.

The bank fast-tracked the [reopening of its Chinchilla branch in May](#), officially [reopened its Sunshine Plaza branch](#) on the Sunshine Coast following a major refurbishment in July, opened a new specialised Business Centre in Maroochydore City Centre, and recently relocated its Maryborough branch to better serve local customers.

Further activity is scheduled across the country in the coming months, including refurbishments in Hurstville (NSW), Cabramatta (NSW), Prahran (VIC) and Rundle Mall (SA). In Queensland, customers on the northern Gold Coast will benefit from the conversion of the Coomera kiosk into a full-service branch, expanding access to in-person banking services in one of the state's fastest-growing regions.

ANZ General Manager, Branch, Andrew de Lautour said these investments demonstrate ANZ's focus on maintaining a strong and modern branch network for customers across Australia.

"We recognise the important role branches play in helping customers navigate key financial moments. We are proud to be improving access to high-quality face-to-face banking services alongside our digital capabilities, giving customers greater choice in how they bank.

"We're making targeted investments to ensure our network evolves alongside customer expectations, creating modern, purpose-led environments designed to feel more welcoming, comfortable and accessible.

"These upgrades support more personalised conversations between customers and bankers, improved privacy and a better overall experience, while also providing our people with contemporary workplaces that support collaboration, wellbeing and the delivery of specialist support and guidance.

"The activity we're delivering across Australia reflects our long-term commitment to maintaining a strong branch presence and ensuring customers can bank with us in the way that suits them best," Mr de Lautour said.

Designed around the evolving needs of customers, the upgraded branches feature contemporary layouts, enhanced technology and improved facilities to support a more seamless banking experience.

This activity builds on other investments across ANZ's national footprint, including recently completed branch refurbishments at ANZ Westfield Marion (SA), ANZ Westfield Whitford City (WA), ANZ Camberwell (VIC), and ANZ Hobart (TAS).

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