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ANZ commits to Disability Action Plan

ANZ today announced a new Disability Action Plan to better meet the needs of customers and staff with a disability.

Developed as part of ANZ's Customer Disability Anti-Discrimination Policy, the Disability Action Plan follows consultation with disability advocacy groups and the Human Rights and Equal Opportunity Commission.

The new Disability Action Plan plan commits ANZ to address accessibility and useability issues in five areas:

- Communication – ensure customer information is clear, accessible and usable by people with a disability. This includes the introduction of improved print size on brochures and assistance from Auslan interpreters for the hearing impaired.
- Access to premises – This includes a new Property Access Review Panel to ensure legislative requirements on property access are being met, a branch access upgrade program and ongoing consultation with disability advocacy groups on access issues.
- Improved access to products and services – creation of a Product and Service Review Advisory Panel to ensure requirements of customers with a disability are met in the development of banking products and services and commitment to meet voluntary industry standards for electronic banking services within 18 months where feasible.
- Staff awareness and training – increase staff knowledge of disability issues through upgraded awareness training and the integration of disability issues in product-related training programs.
- Foster a diverse and inclusive workplace – a commitment to working with advocacy groups to develop work placement programs for people with a disability and to identify high calibre people who will contribute to the diversity of the workplace.

ANZ Managing Director of Personal Banking and Wealth Management, Mr Elmer Funke Kupper, said the development of the Disability Action Plan was measurable action to improve the way it deals with customers who have a disability.

"The Disability Action Plan is a commitment to ensure our products and services are accessible to everyone and that our workplaces are welcoming and inclusive of people with a disability," said Mr Funke Kupper.

ANZ will measure the effectiveness of its Disability Action Plan through yearly reviews of progress against key milestones and feedback from customers, staff and the community via the new Property Access Review and Product/Service Advisory Panels.

In addition to developing the Disability Action Plan, ANZ have been involved in the development of voluntary access standards covering ATMs, EFTPOS, Phone Banking and Internet Banking released by the Australian Bankers Association earlier this year.

ANZ's Disability Action Plan joins a range of initiatives launched in the past 18 months by ANZ to improve the bank's value to its customers and the community. This includes fee-free transaction banking for over 60s; lower cost personal banking accounts; and a day's paid leave for every staff member to undertake volunteer work in the community.

ANZ's Disability Action Plan is available at:

<http://www.anz.com/aus/aboutanz/corporate/policies/Disability.asp>

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