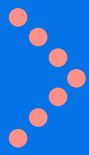




Real-time payment shifts in Australia

Strategic considerations for enterprise leaders



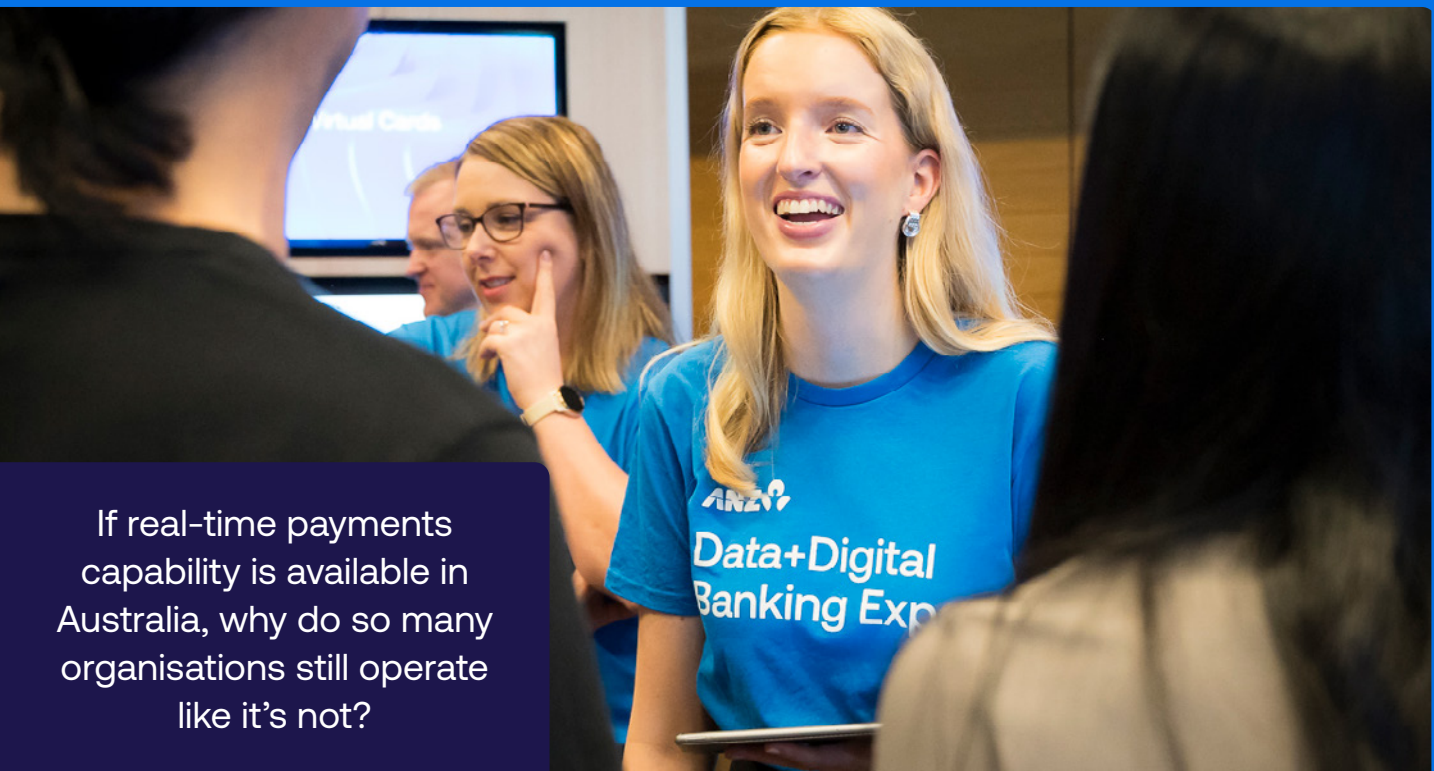


Australian real-time payments (RTP) are often introduced as a speed upgrade: money can move faster, settlement may happen sooner.

But speed alone isn't where real-time payments creates value.

The real impact is in the enterprise shift RTP can enable.

- Payments can be made and confirmed 24/7. Information can travel with the payment, and may enable simpler reconciliation.
- Account confirmation tools can help reduce the risk of misdirected payments and certain fraud scenarios, noting that once real-time payments are sent, they can be difficult to stop.



If real-time payments capability is available in Australia, why do so many organisations still operate like it's not?

Australia's New Payments Platform (NPP) is now a permanent part of the payments landscape. ANZ works with organisations at different stages of this transition. The case for starting now is not about chasing a date on a roadmap: it's about capturing benefits that compound over time.



How real-time payments work (in brief)

Most real-time payments in Australia run on the new payments platform, which provides near real-time outcomes and 24/7 availability. Real value emerges when speed, data and account information combine to improve payment confidence and transparency at scale.

Two foundational payment types on the New Payments Platform rails:



Push payments (e.g. Osko®)

Money is sent directly from one account to another with minimal delay.



Pull payments (e.g. PayTo®)

A customer authorises a business to collect funds, similar to a direct debit but with near-real-time processing and clearer payer control.

A set of 'overlay services' are designed to add safety and ease:



PayID®

Addresses payments using a memorable piece of information like email, phone number or ABN instead of BSB and account number.



Confirmation of Payee

Helps check whether the account name matches the account details before funds are sent.¹

¹ Confirmation of Payee only checks the account name provided by the customer. It won't check that the BSB or account number are correct, and it will not prevent customers from proceeding with a payment if the account names do not match.



Why start your real-time payments journey now?

1. Modernisation is not theoretical, and the benefits compound

Industry milestones and decommissioning timelines draw attention. But anchoring decisions to a single date misses the point. Australia's payments infrastructure is modernising now, backed by industry and policy intent. Organisations that begin earlier can accumulate compounding benefits - though doing so may still require investment, operational change and thoughtful planning. When weighing timing, it can help to consider potential advantages and organisational impacts such as:

- Fewer payment exceptions
- Better customer and supplier experiences
- Less manual rework
- Stronger fraud resilience
- More dependable information for decision-making

Sometimes waiting does not reduce the work required but concentrates the change into a narrower, noisier window.

2. Expectations have shifted: speed is table stakes

Customers and business counterparties increasingly want more than 'paid quickly'. They want:

- **Certainty** – did it land?
- **Visibility** - who from, for what?
- **Context** – can we reconcile without manual work?

3. Fraud and mistaken payments create operational friction at scale

Fraud and scams are not just risk events; they can generate business disruptions such as investigations and remediations. Tools such as Confirmation of Payee can help you spot fraud and scams, and reduce the likelihood of avoidable errors, by telling you if the account names don't match and giving an option not to proceed with the payment.

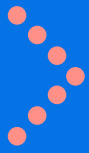
4. Payments are no longer a treasury-only concern

When implemented, RTP affect processes across the organisation. To do this well, executive teams need alignment across:

- Finance and Treasury liquidity, forecasting, controls
- Operations exceptions, service models, back-office processes
- Technology integration choices, data standards, resilience
- Risk fraud, scams, verification
- Customer experience, product journey design, transparency

This cross-functional reality is why starting small and learning early can be so valuable.

Real-time rails are designed to reduce the lag between 'money moved' and when a business can act; a lag that can often be a hidden source of cost and frustration.



Where to start: choose one friction-heavy payment journey

Real-time payment programs can stall when they begin as broad technology transformations. Try starting with a business problem everyone recognises.

Pick one payment journey where friction, failure or risk is material, and redesign it for certainty.

The key is not choosing ‘the biggest’ journey but finding an entry point where the pain is real, stakeholders are aligned and measurement is clear. Common starting points include:

Journey 1

Time-critical outbound payments

Do you struggle over weekends or cut-offs with urgent supplier payments, refunds, insurance payouts, and partner settlements?

Real-time rails can reduce manual escalation by providing faster, clearer payment outcomes.

Journey 2

High-exception supplier and vendor payments

Do you have persistent problems with misdirected payments, incorrect account details, supplier bank detail changes, payment tracing or reconciliation gaps? Account confirmation and richer data could reduce rework and investigation volume.

Journey 3

Recurring payments

For subscription models like gyms, childcare, rentals and SaaS-style merchant programs, payment failure may trigger downstream cost. Customer outreach, service interruptions, dispute handling and revenue leakage may feel ‘normal’.

PayTo is designed to reduce friction in these models by using customer-authorized mandates and real-time processing.

Journey 4

Payroll and employee-related payments

High trust-sensitive journeys can be improved with better visibility and speed of outcomes, to reduce end-of-cycle payment stress.



‘Start now’ doesn’t mean ‘rebuild everything’

A common objection is that moving to real-time payments requires a wholesale rebuild of payment systems.

In practice, many organisations can begin by uplifting what exists and adopting in phases. For example:

- File-based payment flows can be selectively routed onto RTP rails without changing every upstream system at once.
- Over time, organisations can move from older file structures toward richer, modern data standards (such as ISO 20022) to improve reconciliation and traceability.
- Journeys that genuinely require immediacy may use APIs, while others remain file-driven initially.

This staged approach positions real-time adoption as an operational improvement program, not a disruptive systems replacement.



Practical next steps

This playbook summarises a common sequencing. Individual approaches will vary based on context, risk appetite and operating model.

Drawing on our direct expertise implementing real-time payments, industry conversations and global experience, the following tools offer practical observations and common questions to help inform discussion.

Step 1

Identify one friction-heavy journey and define success

Select one journey and agree on a small set of outcome metrics, such as:

- Exception rate and time-to-resolve
- Cost-to-serve (manual touch points)
- Time-to-confirm payment outcome
- Reconciliation effort
- Fraud/error incidents
- Customer/partner complaints related to payment timing or clarity

Step 2

Test on real-time rails with a contained cohort. Consider running a proof of concept with:

- A subset of counterparties (e.g., one state, brand, or segment)
- A clear escalation pathway
- Agreed operational ownership

This 'test-and-learn' phase is valuable not only for technology validation but also for answering the real question: what changes in controls, operations and customer communications do we need for a 24/7 environment?

Step 3

Scale what works and modernise the operating model around it. When scaling, consider how the operating model may evolve too, including across areas such as:

- Controls and approvals designed for real-time execution
- Clear ownership on how to deal with exceptions
- Reconciliation processes that use richer data (instead of manual matching)
- Fraud risk mitigations embedded upstream (e.g., Confirmation of Payee)
- Customer experience updates that set expectations and build trust



In conclusion: treat payments as strategic infrastructure

Start now. Start small. Start with the journey that hurts most.

Real-time rails are now part of Australia's payments reality. The opportunity lies in how leaders use them to reduce friction, strengthen trust, operate confidently 24/7, and improve customer and partner experiences.

To discuss your organisation's real-time payment readiness

[Contact ANZ](#)



CASE STUDY

bp Australia

Using real-time payments as an operating model advantage

bp Australia's adoption of RTP with ANZ wasn't treated as a standalone payments upgrade. Instead, it formed part of a broader transformation agenda focused on modernising cash and banking operations – improving liquidity visibility and control, treating cash as a group asset (not a local one) and enabling more real-time transparency over cash movement.

As bp shifted relevant payment flows onto NPP real-time rails, the benefits showed up in the places that matter to large, complex organisations: less manual intervention to facilitate urgent payments, fewer exceptions to investigate, improved payment accuracy, and cleaner data that supports more efficient reconciliation. Just as importantly, the move helped bp respond in real time, rather than relying on back-office workarounds to manage issues after the fact.

The downstream impact was equally compelling. bp operates a large branded Dealer and Distributor network that includes many independently owned, family-run businesses where cashflow reliability is critical, particularly in a high-volume, low-margin environment. RTP reduced the multi-day delays that can occur with legacy methods, including over weekends, giving partners greater certainty about when funds would arrive and allowing them to focus on running their businesses.





CASE STUDY



Worldpay for Platforms, now Global Payments

Reducing friction in recurring payments through ANZ PayTo

Worldpay for Platforms is a business built around embedded payments, supporting software providers (for example, subscription-style platforms such as gyms and childcare) that want payments to be part of the core product experience. In that model, many underlying merchants are small businesses with limited appetite for payment complexity. They want fewer failed payments, less reconciliation effort and less time spent chasing customers.

That's why Worldpay for Platforms moved early to invest in ANZ PayTo. ANZ PayTo aligns naturally with recurring and usage-based billing models, while empowering the payer with clearer control and visibility over their payments.² For merchants, the results were practical including fewer downstream issues created by failed or rejected payments and a smoother end-to-end customer experience.

Worldpay for Platforms' early-mover approach also created space to test and learn while the market was still relatively quiet. They refined use cases, rollout sequencing and customer education before adoption became "noisy" or rushed. One insight from this approach: use cases can mature at different speeds, which could suggest starting with targeted pilots (often with new customers first) and scaling what works.

² Real-time payments have fast clearance times with most payments expected to appear in accounts within 30 seconds of reaching the payer bank. ANZ processes PayTo payments 24 hours a day, 7 days a week. Payments may be subject to security screening or service disruptions (including by the payer bank) which may impact processing times and availability.



Important information

Osko is a registered trade mark of BPAY Pty Ltd. PayID and PayTo are registered trade marks of NPP Australia Limited.

For more information about PayID, PayTo for business and Confirmation of Payee, go to anz.com/institutional.

For the latest forms, rates and terms for our banking solutions, please visit anz.com/institutional/solutions/important-resources.

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