



# disability action plan

## Disability Action Plan (2007-2010)

### Summary Plan for Australia

ANZ's Disability Action Plan describes how we intend to be a *very different bank* in the way we support people with disabilities.

It signals our commitment - as a leading Australian bank and one of the country's largest employers - to make it easy for people with disabilities to bank with us and/or to gain employment and develop their careers at ANZ.

At its heart, the actions in the Plan are designed to help us build relationships with integrity, respect and trust amongst all people with disabilities.

It also makes good business sense. We know that many Australians will welcome the commitments contained within the Plan.

We also know we have an obligation to increase the support we provide to our customers, our people and members of the community with a disability.

The Disability Action Plan supports our values and Corporate Responsibility Charters. It demonstrates we are working to ensure our products and services are inclusive and accessible to everyone, and that our workplace welcomes, supports and celebrates the unique contributions of all our people.

We look forward to sharing the results of the plan with you in the coming years.

## Fast facts

- Around 20% of the Australian population has a disability according to the Australian Bureau of Statistics.
- The number of 15-64 year olds with a disability increased by about 160,000 between 1998 and 2003, to more than 2.2 million according to 2003 census data.
- ANZ's employee diversity survey showed that 11% of our own staff have a disability.
- Our financial literacy research shows that people with disabilities are amongst the 2% of adult Australians considered to be excluded from mainstream financial services.

## ANZ's commitments

ANZ's Disability Action Plan sets out specific and measurable steps that ANZ will take to:

- create a culture and workplace that is inclusive and supports **our people** with disabilities
- provide convenient, simple and responsible banking for **our customers** with disabilities
- earn the trust of people with disabilities in **our community**.

## Our People Commitments

We will create a culture and workplace that is inclusive and supports people with disabilities.

Commitment	Actions	Timeframe
We will understand the needs of employees with disabilities and value their contribution.	<ul style="list-style-type: none"> <li>• Increase awareness among our People Capital Heads, managers and key staff of the Disability Action Plan</li> </ul>	Ongoing ✓
	<ul style="list-style-type: none"> <li>• Update our online training module “Discrimination, Bullying &amp; Harassment” for completion by all ANZ staff within a three year rolling period of accreditation.</li> </ul>	Dec 2007
	<ul style="list-style-type: none"> <li>• ANZ Learning Centre to provide accessible online training</li> </ul>	Mar 2007
	<ul style="list-style-type: none"> <li>• Celebrate the achievements of employees with disabilities in our staff magazine ‘ANZ World’ magazine and via the ANZ intranet (Max)</li> </ul>	Ongoing ✓
	<ul style="list-style-type: none"> <li>• Increase awareness of disability issues via our employee communications</li> </ul>	Ongoing ✓
We will support the employment of people with disabilities.	<ul style="list-style-type: none"> <li>• Update our ANZ Careers website, intranet and recruitment advertising to reflect our disability commitments, including improved accessibility</li> </ul>	Jan 2008
	<ul style="list-style-type: none"> <li>• Pilot targeted advertising of external roles with relevant disability action groups and websites</li> </ul>	Jan 2008
	<ul style="list-style-type: none"> <li>• Train our ANZ Careers team to manage and support candidates with disabilities throughout our assessment procedures</li> </ul>	Ongoing – next training by Dec 2007
	<ul style="list-style-type: none"> <li>• Monitor the progress of people with disabilities at point of application through to progression in employment to identify opportunities to improve our processes and their experience at ANZ</li> </ul>	Mar 2008
Our communication will be accessible for people with disabilities.	<ul style="list-style-type: none"> <li>• Ensure our internal and external websites and online training tools comply with W3C guidelines 2.1</li> </ul>	2010
	<ul style="list-style-type: none"> <li>• Ensure standard communications templates are accessible and visible for people with disabilities</li> </ul>	Sep 2008
	<ul style="list-style-type: none"> <li>• Update our brand guidelines and corporate Style Guide to ensure effective communication for all employees</li> </ul>	Sep 2008
	<ul style="list-style-type: none"> <li>• Ensure there is a clear process enabling staff to provide feedback and seek assistance in accessing ANZ technology</li> </ul>	Dec 2007

Our workplaces will be customised to ensure the health, safety and well-being of employees with disabilities.	• Australian roll-out of ANZ’s Reasonable Accommodation Kit and Policy	Sep 2007
	• Ensure processes for making reasonable accommodations are clear and supported by management	Sep 2007
	• Train emergency and first aid representatives to identify and help people with disabilities in emergency situations	Nov 2007
	• Review and amend emergency procedures and communication to ensure the safety of people with disabilities	Completed ✓
	• Develop our expertise in the implementation and use of disability equipment and standards	Ongoing ✓



**From left:**  
Jessie Wei, Indiana and Faye Pattinson

## Welcome to ANZ. How can I help you?

You’d never know the voice on the other end of your call to ANZ couldn’t actually see the switchboard. Faye Pattinson is totally blind. “My boss tells me I’m hard of hearing too. But of course that’s because I’m working so hard,” said Faye.

Together with her guide dog, Indiana, they make a great team.

To be able to do her job, Faye needs modifications to her work environment. “A lot of adjustments were already in place when I started. Things like the screen reader which vocalises everything that appears on screen and the Braille output which allows me to print and read.”

But because the Switchboard answers for both ANZ and Esanda Finance, Faye also needed to be able to see the location of the incoming call. To overcome this, a group of enterprising ANZ people came up with a unique solution. They developed a piece of code that recognised the location of the incoming call which then activated one of Faye’s pre-recorded greetings. “It’s fantastic. Now we use it for all our vision-impaired operators.”

ANZ’s Reasonable Accommodation Kit provides managers with resources about disability, managing staff with disability, and the appropriate provision of reasonable accommodations. For a copy of the kit or to view the Reasonable Accommodation policy, visit [Max > People > Diversity > Disability Action Plan](#) or contact Sharia Tribe on +61 3 9273 4255.

## Our Customer Commitments

We will provide convenient, simple and responsible banking for people with disabilities.

Commitment	Actions	Timeframe
<p>We will make our premises and services accessible for people with disabilities.</p>	<p><b>Premises</b></p>	
	<ul style="list-style-type: none"> <li>• Train our ANZ Property team in the Disability Discrimination Act (DDA) requirements, Building Council Australia (BCA) standards, and Australian Banking Association (ABA) accessibility standards</li> </ul>	<p>Ongoing ✓</p>
	<ul style="list-style-type: none"> <li>• Develop a framework for identifying DDA requirements for use by ANZ Property when negotiating leases, purchasing property and/or coordinating refurbishments</li> </ul>	<p>Dec 2007</p>
	<ul style="list-style-type: none"> <li>• Manage all verified DDA Consultants and ANZ-agreed contract works to ensure compliance with BCA requirements, relevant Australian Standards and the DDA</li> </ul>	<p>Ongoing ✓</p>
	<p><b>Services</b></p>	
	<ul style="list-style-type: none"> <li>• Integrate ABA standards and W3C guidelines into the development of anz.com, internet banking and all new services</li> </ul>	<p>Dec 2010</p>
	<ul style="list-style-type: none"> <li>• Ensure internet banking system developments are trialled by people with varying disabilities prior to implementation</li> </ul>	<p>Ongoing ✓</p>
	<ul style="list-style-type: none"> <li>• Improve online information to help people with disabilities access ANZ services</li> </ul>	<p>Ongoing ✓</p>
	<ul style="list-style-type: none"> <li>• Develop guidelines and escalation processes to help Call Centre and Internet Banking teams respond to enquiries or issues which relate to disability access</li> </ul>	<p>Nov 2007</p>
	<ul style="list-style-type: none"> <li>• Increase the installation of audio-enabled ATMs in high-demand areas across Australia (1700 now installed)</li> </ul>	<p>Ongoing ✓</p>
<ul style="list-style-type: none"> <li>• Implement ABA Industry Standard EFTPOS checkpoints with Priority 1 level</li> </ul>	<p>Completed ✓</p>	
<ul style="list-style-type: none"> <li>• Implement checkpoints with a Priority Level of 1 as stipulated in the ABA Industry Standard relating to ATMs</li> </ul>	<p>Completed ✓</p>	
<p>Our product development will take into account the needs of people with disabilities.</p>	<ul style="list-style-type: none"> <li>• Update our new product design and approval processes to include criteria ensuring accessibility for customers with a disability</li> </ul>	<p>Ongoing ✓</p>



**From left:**  
Danny Lesser and Barry Bailey

## ANZ ATMs more accessible.

You may have noticed some ANZ ATM customers wearing headphones while using our ATMs. Users like Barry Bailey (pictured right) are using one of the ANZ ATMs that have been equipped with an audio-enabling feature. The feature allows ATM users to listen to an audio translation of information as it appears on the screen. Every ANZ ATM has a 'nub' or 'pip' on the 5 key to allow visually impaired people to more easily find their bearings on the key pad.

The project has been a fantastic success with more than 1,700 ANZ ATMs in Australia now having this feature. The remaining 300 will be upgraded as they become old or need replacing through wear and tear.

All new ATMs comply with disability specifications for keeping the keypad and screen a certain distance from the ground (for wheelchair access), and avoiding places (i.e. inside a store) which require travelling over stairs to get to them.

## Our Community Commitments

We will earn the trust of people with disabilities.

Commitment	Actions	Timeframe
We will help to improve the financial literacy and inclusion of people with disabilities.	<ul style="list-style-type: none"> <li>Extend the reach of our financial literacy and inclusion programs to people with disabilities</li> </ul>	Dec 2007
We will engage with our stakeholders to ensure we understand the needs and aspirations of people with disabilities.	<ul style="list-style-type: none"> <li>Ensure ANZ effectively consults with the Human Rights and Equal Opportunity Commission (HREOC), ANZ Disability Network, peak disability advocacy bodies and key government stakeholders on disability issues and opportunities</li> </ul>	Ongoing ✓
	<ul style="list-style-type: none"> <li>Develop and maintain a register of issues and concerns brought to ANZ's attention by customers and staff in relation to accessibility of services and products</li> </ul>	Ongoing ✓
We will publicly report our performance against these commitments.	<ul style="list-style-type: none"> <li>Include details of ANZ's disability diversity and accessibility initiatives in ANZ's Corporate Responsibility reporting</li> </ul>	Annual



**From left:**  
 (standing) Darrel Caulfield,  
 Stephen Madeley, Zvi Teichtahl,  
 (seated) Clinton Wells and Rebecca Wain

### ANZ volunteers at work.

ANZ is committed to supporting the work of Waverley Industries, a not-for-profit organisation which provides supported employment for people with disabilities. Over 200 ANZ people have used their volunteer leave as an opportunity to meet, talk with and work alongside Waverley Industries employees.

“ANZ staff love coming here and we are now seeing people for the second time which demonstrates the commitment and relationship that is building,” said Phillip Knight, Waverley Industries. “The positive spirit of all the ANZ people has been wonderful. Their contribution adds fun, laughter and pure joy to our work place.”

In 2007, ANZ received the Distinguished Service Award for Contribution to the Disability Sector in recognition of its work with Waverley Industries. The award is made by National Disability Services, Australia's peak body for disability services.



## Acknowledgements

ANZ would like to acknowledge the contribution made by the following organisations to ANZ's Disability Action Plan:

**Diversity@work**

**Employers Network on Disability**

**Diversity Council of Australia**

**Vision Australia**

**ANZ's Disability Network**

This document has been designed with accessible colours and font sizes.

## Contact us

For further information about the Disability Action Plan, contact Sharia Tribe on +61 3 9273 4255.

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Action Plan**

