



### **Track our progress**

Announcing our interim Corporate Responsibility results, CEO Mike Smith says that the bank is making progress on the implementation of both its business strategy and corporate responsibility framework: "We're now at the half-way point in our five-year plan to create a super regional bank and we're making good progress - coming through the uncertainty of the financial crisis much stronger than when we entered it. Our commitment is to responsibly navigate this growth."

- [Read our interim Corporate Responsibility report \(PDF 644kB\)](#)
- [Read our interim financial results \(PDF 48kB\)](#)

## Young Indigenous Australians kick-start their careers



Kick-starting their careers with placements in our 2010 traineeship program are 182 young Indigenous Australians.

Since the programs' inception in 2002, 446 Indigenous youth have undertaken a traineeship.

Two-thirds of our Indigenous trainees complete the program, exceeding the non-trade sector average of one in three, and on par with completion rates for non-indigenous workers\*.

Among the 63% of trainees who have gone on to full time employment with us is Benson Saulo (pictured), who started as a school based trainee in our Tamworth branch in New South Wales in 2003 and who is now a Business Analyst, based at our headquarters in Melbourne.



"I was in Tamworth a couple of weeks ago and I ran into my primary school principal who I hadn't seen for years. He and his wife were really happy to see where I had taken my career," Benson said.

"When I had first started in the traineeship my primary school used me as an example to the students about what opportunities are out there."

"Being able to interact with clients and with the general community is great for building confidence, you might be walking down the street wearing your uniform, and you'll have customers come up and say 'hi'."

Traineeships span one to two years, providing practical banking and workplace experience, developing participants' capabilities and confidence to broaden their future employment or academic aspirations and opportunities.

We are continually seeking to improve our retention rates and have identified candidate selection processes, leadership of the branch managers, links to the community and the support provided by Career Development Managers as the key success factors in successful completion of the program.

Interview and screening processes include a voluntary week of work experience before the traineeship commences, helping the prospective trainees to decide if the program is right for them.

Career Development Managers work with trainees and their Line Managers to guide their progression, develop their workplace skills and competencies and identify education and career goals. Their focus is to ensure we transition as many graduating trainees as possible into permanent roles, taking into account their performance,

aspirations and ability to transfer within our network.

These enhancements are paying off with retention rates for those in our 2009 and 2010 trainee intake currently at 75%.

**Learn more:**

- [Indigenous employment at ANZ](#)

\*National Centre for Vocational Education research (2008)

## Features

- [2010 Interim financial results \(PDF 48kB\)](#)
- [2010 Interim Corporate Responsibility report \(PDF 466kB\)](#)
- [Micro-savings helps builds prosperity in Fiji](#)
- [Saver Plus expands into vulnerable communities](#)

## Micro-savings helps build prosperity in Fiji



Our rural banking service in Fiji has played a significant role in improving financial inclusion and household wellbeing according to a United Nations report.

### Key findings of the report include:

- Providing the rural banking service and financial education program in combination proved an effective and useful model for initiatives seeking to build financial capability
- Villagers who have access to banking services and financial education are more likely to have a cash surplus to re-invest in their farm or business
- There is a positive relationship between a household's wellbeing and its ability to manage spending and re-invest the surplus. This wellbeing is generally based on the husband's ability to generate agricultural income and the wife's ability to manage the household cash flows.



The study also found that households which did not participate in the financial literacy training tended to underestimate household expenditure and were less likely to re-invest in further income generation, such as agricultural supplements, farm implements, livestock and irrigated farmland.

Speaking at the report's launch in Suva, Fiji, the NDP Resident Representative and UN Resident Coordinator, Knut Ostby, said that women's financial literacy and access to banking services had a major role to play in lifting families out of poverty.

"It is apparent from the report that the combination of financial literacy and access to reliable financial services has a direct impact on helping to lift communities out of poverty. It provides households with the ability to manage their resources to provide funds for education, food, electricity, water, improved sanitary conditions and medical services," said Mr Ostby.

ANZ CEO Fiji and Pacific Central, Norman Wilson, said: "Building financial capability is one of our corporate responsibility priorities and providing banking services for more than 70,000 customers who live in remote villages and communities in Fiji is one of the ways we can contribute to this.

"We issued 400 micro-loans in the first three years of operating rural banking services in Fiji. An example includes funding trucks that enabled villagers in Fiji's interior to sell their garden produce in major centres, allowing them to save for a loan deposit for their own vehicles."

ANZ launched its rural banking service in Fiji in October 2004 providing regular, face-to-face services to more than 300 communities and 170 schools across the islands of Viti Levu, Vanua Levu, Tavenui and Kadavu. Purpose built trucks that travel between remote villages provide basic banking services such transactions and savings accounts.

Our rural banking service has been extended to other Pacific island countries where we operate and the service now supports more than 85,000 people throughout Fiji, the Solomon Islands, Samoa and Vanuatu. We are currently exploring opportunities to use mobile phones as a lower cost and more convenient distribution model.

The report on *Financial Capability, Financial Competence and Wellbeing in Rural Fijian Households* published by the Pacific Financial Inclusion Programme, measured the financial competence of rural Indigenous Fijian villagers, the impact of ANZ's rural banking services, and a rural financial literacy program developed and supported by the United Nations Development Programme (UNDP) Pacific Centre.

The study was conducted by the UNDP Pacific Centre in conjunction with Massey University, New Zealand and the National Centre for Small and Micro Enterprise Development.

**Learn more:**

- [UN Report: Financial capability, financial competence and wellbeing in rural Fijian households \(PDF 936kB\)](#)
- [Investing in women maximises the impact of financial inclusion: UN report \(PDF 1.5MB\)](#)

## Features

- [2010 Interim financial results \(PDF 48kB\)](#)
- [2010 Interim Corporate Responsibility report \(PDF 466kB\)](#)
- [Young Indigenous Australians kick-start their careers](#)
- [Saver Plus expands into vulnerable communities](#)

## Saver Plus expands into vulnerable communities



People on low-incomes in Queensland's south east are the latest Australians eligible for Saver Plus, ANZ's matched savings and financial education program.

Launched by Jenny Macklin, Federal Minister for Families, Housing, Community Services and Indigenous Affairs (pictured) earlier this month, Ipswich is one of the 60 communities benefiting from A\$13.5m in Australian Government funding which is more than doubling the program's reach to an additional 7,600 people over 2010-2011.

Expansion of the program has included a focus on communities identified by the Australian Government as more vulnerable to an economic downturn because of location, industry composition, demographic profile, skill mix and past economic performance.



Each area has access to a range of Government activities designed to respond rapidly to the needs of workers who may be made redundant and to ensure maximum effectiveness of government, community and business efforts to stimulate the local economy and generate new jobs.

A majority of these 20 communities now have access to the Saver Plus program.

Jenny Macklin was joined at the launch by Elaine Henry, CEO of The Smith Family, our community partner who is delivering Saver Plus in Ipswich.

"We are excited to be delivering Saver Plus for the first time in 18 new sites this year, taking the total number of communities where we offer the program to 23 nationally," said Elaine.

"Through Saver Plus, participants are provided with the opportunity to maintain spending diaries, prepare saving goals and plans which help to create a savings habit for the future. We aim to help families on low incomes break the cycle of disadvantage by giving them the tools to develop their financial skills."

Kerry, a Saver Plus participant who completed the program in 2006, spoke to attendees about the difference the Saver Plus training and experience had brought to her life. She described how it helped her to manage her spending, set a budget and save for the future. A mother of two, Kerry is still saving regularly as a result.

More than 5,500 low-income earners have participated in the financial education and matched savings program since it commenced in 2003.

Saver Plus is an initiative of the Brotherhood of St Laurence and ANZ, delivered in partnership with Berry Street, The Benevolent Society and The Smith Family and other local community agencies. The program is funded by ANZ and the Australian Government, with ANZ providing matched savings for participants.

**Learn more:**

- [Saver Plus](#)
- [Locate your nearest Saver Plus program](#)
- [The Smith Family & Saver Plus](#)

**Features**

- [2010 Interim results \(PDF 48kB\)](#)
- [2010 Interim Corporate Responsibility report \(PDF 466kB\)](#)
- [Young Indigenous Australians kick-start their careers](#)
- [Micro-savings helps builds prosperity in Fiji](#)