

Serving our customers better



We have made good progress in our first year against our five year \$1.5 billion “Banking on Australia” program to transform the way we serve our customers across Australia.

In particular, we have made it easier to connect with us through mobile and digital channels. More than 1 million retail customers are now registered as ANZ goMoney™ users and 7000 small business customers are using our mobile merchant app, ANZ FastPay.

We have transformed 74 of our branches with an open-plan design to deliver an improved customer experience. This includes giving a greater number of customers access to specialist advice through video and voice and increasing ATM functionality.

We are also building the capability of our people to serve customers. More than 210,000 hours of training have been delivered in the past year. 1,200 business relationship bankers now have mobile tablets and are better equipped to connect our customers to business opportunities across the region.

The “Banking on Australia” program includes a commitment of \$20 million to support the delivery of financial education programs in the community, as well as improved support for customers experiencing financial hardship.

More information:

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Advancing women to leadership positions



We are playing a leadership role in advancing women in business. Our CEO Mike Smith has joined with other business leaders in the Male Champions of Change (MCC) to recommend 12 actions leaders can take to help advance more women to leadership positions.

Launching the MCC's second report, Mike said: "None of us wants to say again 'this is going to take time.' We have all said this enough. We hope the practical, inter-connected and non-regulated actions in the report will inspire many more leaders and organisations to accelerate the pace of change."

Mike described how listening to and learning from their employees had helped the MCCs develop the focused set of actions.

"Women told us, for example, that they excel with and seek with leaders who demonstrate strong values and who are inclusive and supportive during the various stages of their life and career." he said.

Established by Australian Sex Discrimination Commissioner Elizabeth Broderick, the MCCs comprise 21 Chief Executive Officers, Australian Government department heads and non-executive directors. The group aims to make significant and sustainable change in the number of women in leadership positions in Australia.

More information:

- [Read the full report: Accelerating the advancement of women in leadership: Listening, Learning, Leading. \(PDF 3.76MB\)](#)
- [Learn more about the Male Champions of Change](#)
- [Read Mike Smith's speech \(PDF 36kB\)](#)

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Serving vulnerable customers



We have committed to using a new online educational resource, 'Is It Dementia?' to increase awareness of our branch staff in Australia of the challenges experienced by people with dementia, including confusion and disorientation.

The CEO of Alzheimer's Australia Vic, Maree McCabe said "This is a significant step by ANZ to ensure the increasing numbers of people with dementia are not discriminated against and feel confident in familiar environments in their local areas, shopping strips and the wider community."

Ms McCabe said that interacting with people with dementia is an increasingly common experience for frontline customer service staff as the number of people with dementia is set to rise rapidly as Australia's population ages.

ANZ General Manager Australian Branch Network, Paul Presland, said, "We know there is more we can do to understand and assist our most vulnerable customers and as part of this we are pleased to be introducing this initiative into every branch in Australia."

More information:

- [Read more about how we are increasing awareness of our branch staff about dementia](#)

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