

## Supporting disaster-affected communities



Caption: The New Zealand Red Cross Canterbury Earthquake operations centre in Christchurch

In New Zealand the earthquake which hit the area around Christchurch on 4 September had a devastating impact, with hundreds of homes and businesses destroyed or damaged.

ANZ donated NZ\$1 million to the New Zealand Red Cross Canterbury Earthquake Appeal to support immediate needs of people affected by the earthquake. We are also matching the donations to the Appeal from our New Zealand staff and volunteers are assisting the New Zealand Red Cross with their hotline.

ANZ's Acting CEO in New Zealand, Stephen Fyfe said, "Our thoughts and sympathies are with our staff, customers and their families and we are keen to offer our support as the clean-up begins."

Our two retail banks in New Zealand, ANZ and The National Bank, have introduced an assistance package for customers affected by the earthquake which includes suspending repayments on all loans for three months and waiving fees associated with restructuring business loans considered necessary due to earthquake impacts.

We are also supporting our local staff with special leave to address childcare, family, property or emotional needs; a NZ\$500 grant to cover incidental expenses; and a supply of drinking water to use at work and take home to their families.

In addition, a team of specially trained ANZ staff will start work with the New Zealand Earthquake Commission this week to assist with the volumes of calls from people affected by the earthquake.

On the same weekend, across the Tasman, another disaster hit Victoria causing extensive damage across the state to homes and businesses.

Mark Hand, ANZ's Managing Director Retail Distribution said, "These are the worst floods Victoria has experienced for almost 20 years. We know this is a tough time and we want to ensure our customers facing difficulty get the support they need."

"We have put in place a package to support customers through this very difficult time and encourage them visit or contact their local branch or call us at anytime to access assistance."

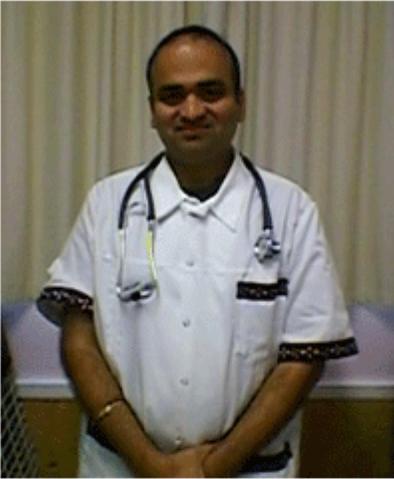
## Learn more:

- [ANZ New Zealand announces \\$1m donation to proposed Canterbury earthquake fund \(PDF 191kB\)](#)
- [ANZ New Zealand beefs up support for customers \(PDF 32kB\)](#)
- [ANZ provides assistance package for customers affected by Victorian floods \(PDF 24kB\)](#)

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## Training fund builds new careers



More than \$640,000 in training grants have been provided in the past twelve months, as part of a package of initiatives to help staff in Australia and New Zealand build new careers.

Launched in partnership with the Finance Sector Union (FSU) in Australia and FINSEC in New Zealand, the initiatives to support staff affected by offshoring include:

- Committing up to A\$10 million to a New Career Training Fund to help impacted employees find new jobs and career success outside ANZ.
- Improving processes to support higher rates of redeployment and retraining for roles within the bank to minimise redundancies.
- Establishing a Past Employee Care Fund to help eligible individuals facing a period of financial hardship after leaving ANZ.



Caption: Galub Nawani training as a nurse

David Cartwright, ANZ Chief Operating Officer said, "Our business, like all businesses, will continue to grow and change, particularly as we seek to expand our presence in Asia. In this environment, we have responsibility to support all our staff including those impacted by our offshoring decisions.

"For staff that elect to leave ANZ, this package of initiatives is helping them to re-build and re-direct their careers. People are retraining as nurses, teachers and photographers.

"For staff who wish to stay, we have improved our processes and in doing so have achieved strong redeployment rates.

"Since October 2009, around 80% of staff who express a wish to stay at ANZ have been redeployed in other roles within the bank," David said.

Gulab Nawani has traded his former role in customer service with ANZ for a new career as a nurse. After receiving a New Career Training Grant, Gulab enrolled at Whitireia Polytechnic in Wellington, New Zealand to complete a Bachelor of Nursing – fulfilling a long-held desire to work in health.

"I have wanted to be a nurse for some time, but I had a good job at ANZ and a mortgage, so it was not possible to leave work and study," Gulab said.

"When my role with ANZ was offshored, I thought, now is the time to jump in and look at something like nursing. Nurses are in demand everywhere, so it's a career choice with great employment opportunities.

"Even though it was initially very stressful, slowly things started to settle down and now I am working towards a new career to support

myself and my family," Gulab said.

Gulab is one of more than 90 former ANZ staff now pursuing a range of vocations after receiving a New Career Training Grant.

Twelve former staff members, affected by offshoring, have also been supported by the Past Employee Care Fund which provides one-off cash payments of up to \$15,000 to help staff work through a period of financial hardship after leaving ANZ.

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## Financial Knowledge study sets new benchmark



Caption: Clockwise from Left; Steven Fyfe (ANZ NZ Acting CEO), Sir Tipene O'Reagan (Ngāi Tahu board member), Mark Solomon (Ngāi Tahu Kaiwhakahaere), Diana Crossan (Retirement Commissioner), Prof. Elaine Kemspon (visiting expert) and Māori Affairs Minister Hon Pita Sharples

Results of an indigenous people's financial knowledge survey in New Zealand have established a benchmark for 'iwi (Māori tribes) and will support efforts to improve financial literacy and ultimately financial independence.

We partnered with Te Rūnanga o Ngāi Tahu, the governing body for Ngāi Tahu Whanui to undertake the ANZ Ngāi Tahu Financial Knowledge Survey.

The results of the survey, completed by 400 iwi members, indicate that Ngāi Tahu financial knowledge is on par with the general New Zealand population. In particular:

- 40% had high financial knowledge compared with 43% of New Zealanders
- 31% had medium (26% NZ)
- 29% had low financial knowledge (31% NZ)

Mark Solomon, Te Rūnanga o Ngāi Tahu Kaiwhakahaere (tribal leader) said he was particularly pleased with the survey results.

"It gives me confidence to know that Ngāi Tahu are on equal footing with the general population in terms of their financial knowledge," he said.

"While there is still a way to go, I believe the work we have been undertaking through our tribal saving scheme, Whai Rawa, and other initiatives are clearly having a positive effect on our people."

Steven Fyfe, ANZ New Zealand Acting CEO, said lifting financial knowledge in communities is a priority: "This survey is an important start in the process of improving people's ability to make informed decisions about how they manage their money and plan for the future.

"We applaud Ngāi Tahu for taking the initiative and hope other iwi will be encouraged to undertake similar work in the future.

"We will now work with Ngāi Tahu to tailor our MoneyMinded financial education programme for Māori with a shared objective to extend the programme to all iwi," Steven said.

MoneyMinded is a comprehensive adult financial education program, designed to assist people make better judgments and decisions about the use and management of their money. The program was developed for use by facilitators such as financial counsellors and community educators. ANZ New Zealand is working in partnership with Ngai Tahu to revise and tailor the MoneyMinded material and resources to reflect Kiwi culture and experiences.

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