

Building bridges for Indigenous careers



An Indigenous Traineeship at our Tamworth branch six years ago was the first step in a promising career for Benson Saulo, who was recently appointed a 2011 Australian Youth Representative to the United Nations (UN).

Benson will take a career break from ANZ to take-up the 12 month appointment with the UN. There he will tour Australia hosting and speaking at youth forums and events before compiling an in-depth report on youth issues and presenting it at the United Nations General Assembly in New York.

Reflecting on his career journey to date, Benson said, "My success in this new role is largely attributed to my time at ANZ and the amazing people I have met along the way."

"I am proud to say I am the first Indigenous Australian to hold this position with the UN Youth Program and while I know there will be a lot of expectations over the next 12 months, I also know there will be a lot of support," he said.

Benson is one of 557 Indigenous Australians who have undertaken one of our Indigenous traineeships since 2003.

Almost half of all Indigenous trainees have subsequently gone on to take up permanent roles across our business, including Benson, who joined our Business Banking team in Sydney.

This year, in addition to offering a further 100 Indigenous traineeships, we are also broadening our Indigenous employment focus from traineeships to include recruiting Indigenous people directly into permanent positions with us. Over the next two years, we hope to attract at least 180 Indigenous Australians into permanent positions.

As for Benson's advice to other Indigenous Australians joining ANZ, he says "At high school I hadn't considered a career in the finance sector, not because I didn't think I was capable but because it wasn't, at the time a career path I felt was attainable for an Indigenous person," Benson said.

"But when the opportunity to work in the ANZ Branch in Tamworth was offered I applied without hesitation because I saw it as a chance to challenge my perceptions and gain understanding in an area where I had little knowledge," he said.

Learn more:

- [Indigenous employment at ANZ](#)

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A national focus to support financial inclusion



Australia's new National Financial Literacy Strategy (the strategy) is a welcome step forward – raising awareness of the necessary and critical role financial literacy plays in our community.

The strategy was developed by the Australian Securities and Investment Commission (ASIC) in consultation with a range of stakeholders, including the Australian Government Financial Literacy Board, of which our CEO, Mike Smith is a member.

The strategy aims to create opportunities for Australians of all ages to learn about money and apply these financial literacy skills to make better financial decisions.

Research, including our own, shows there are significant disparities in knowledge and understanding of financial matters across different groups in the community and that improving financial literacy can have significant benefits for everyone, no matter what their age or income.

To support the strategy, a new personal finance website, MoneySmart, has also been launched which provides access to free, independent and unbiased information to help people make good financial decisions.

The MoneySmart website features 26 financial calculators covering not only the basics such as budgeting, saving and credit cards, but also more complicated issues such as superannuation and income tax.

The strategy launch was attended by Assistant Treasurer, Bill Shorten, ASIC Chairman, Tony D'Aloisio, Chairman of the Australian Government Financial Literacy Board, Paul Clitheroe and Parliamentary Secretary to the Treasurer, David Bradbury.

David Bradbury, who has responsibility for financial literacy said, "The Government is keenly aware of the importance of good financial literacy skills. Those skills help individuals and families meet their goals and secure their financial wellbeing, as well as contribute to the economic health of society, increased economic participation and social inclusion."

"MoneySmart does not just provide information, the website empowers people to act by demonstrating benefits of taking control of your personal finances. It takes Australians from simply acquiring knowledge to setting and implementing financial goals," Mr Bradbury said.

In addition to providing input towards the development of the national financial literacy strategy, we are also committed to continuing to deliver financial literacy and inclusion programs to vulnerable groups in our community, in partnership with Government and community organisations.

More than 150,000 Australians have benefited from our financial literacy programs, such as [MoneyMinded](#), [MoneyBusiness](#) (for Indigenous communities) and [Saver Plus](#).

Learn more:

- [National Financial Literacy Strategy](#)
- [Our approach to financial capability](#)

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Our approach to sensitive sectors



We are reviewing our sensitive sector policies to ensure our involvement in complex industries remains consistent with our values, our corporate responsibility (CR) framework and takes account of feedback from stakeholders.

Our policies provide guidance to staff engaging with prospective and existing clients in socially and environmentally sensitive sectors, such as [water](#), [forestry](#), [energy](#), and [mining and minerals](#).

Pham Minh Diep is a relationship manager in our Hanoi corporate banking business and says that the policies should provide practical, on-the-ground guidance when making lending decisions.

“The policies cover very complex sectors. There are many factors to consider from a business and reputational risk point of view, so it’s critical that we know there is an agreed ANZ policy governing and guiding our involvement,” she said.

The review of our four sensitive sector policies, will include stakeholder consultation and take place throughout 2011. It aims to deliver consolidated, concise policy documents that are user-friendly and provide effective guidance to relationship managers and risk officers across our business.

The process and outcomes of the review will be reported in our 2011 Shareholder and CR Review and on our website.

Learn more:

- [Our approach to sensitive sectors](#)

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Better credit decisions



Reforms to help prevent credit over commitment are being considered by the Australian Senate.

Customers sometimes borrow from a number of credit providers. The planned reforms will provide lenders with a more complete picture of a customer's commitments. This extra information will then help guide responsible lending decisions.

Importantly, the proposed reforms include consumer and privacy protections on the use and disclosure of customer information credit. These protections include prohibiting the use of information by credit providers for direct marketing purposes.

A Credit Reporting Code of Conduct, to be approved by the Privacy Commissioner, will set mandatory standards for compliance, access to information, data consistency and accuracy, complaints handling and independent oversight.

Read our [submission](#) to the Senate.

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