

Building financial skills in Indigenous communities



Evonne Goolagong Cawley helps celebrate five years of MoneyBusiness

Our MoneyBusiness program – a partnership with the Australian Government - is helping Indigenous Australians in remote communities build vital money management skills so that they can make informed financial decisions.

Since its launch in 2005, MoneyBusiness has helped more than 17,000 Indigenous Australians build money management skills and confidence, covering issues like planning for the future, making money last until payday and tenancy agreements.

For example, one NT man attended a Moneybusiness workshop on 'making your money last until payday' and subsequently decided not to apply for a costly car loan.

The workshop helped him set up a family budget which identified that the loan would cost him more than he could afford to repay with his current spending.

He decided not to apply for the loan and with his new family budget in place he was able to save for part of the cost of the car and subsequently, take out a loan with reduced payments.

MoneyBusiness was initially piloted at a number of remote sites in the NT and WA. Since then, the Australian Government has extended its use to around 215 sites across the Northern Territory, Queensland and Western Australia.

Local Indigenous people in each community have been employed as money management workers, providing Indigenous individuals and families with coaching in financial literacy, budgeting, bill paying and developing savings plans.

The MoneyBusiness kit, supports money management workers providing them with a comprehensive set of nine education workshops and a range of support materials such as a DVD, case studies, activity sheets and group discussion handouts.

We developed the kit in close consultation with local communities, Indigenous workers and the Department of Families, Housing, Community Services and Indigenous Affairs to ensure it is culturally appropriate, suitable for learning in remote locations and takes into account particular issues facing Indigenous people.

Learn more:

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Responding to disaster in our region



We have responded to the devastation brought by recent natural disasters in our region with a package of measures to support affected customers, staff and their communities.

In Japan, we have announced a A\$1 million donation to support recovery efforts following the horrific earthquake and tsunami. We have also set up appeal accounts in branches across the 32 markets where ANZ operates to receive donations from customers and staff.

In Australia, donations can be made at any ANZ branch or through internet banking.

Alex Thursby, Asia Pacific CEO said, "We offer our deepest sympathies to our customers, staff and the people of Japan. Following the recent floods in Australia and the Christchurch earthquake, we are acutely aware of the impact of disasters like this."

In Christchurch, we also made a NZ\$1 million donation to support relief and recovery efforts after the earthquake and have activated our assistance package to support customers and staff.

Our NZ CEO, David Hisco said "It's beyond belief that people had to go through another natural disaster and on such a devastating scale, just a Christchurch was attempting to rebuild and move on from the September earthquake."

Our assistance package for New Zealand customers includes measure to:

- suspend repayments on all loans for three months
- waive fees associated with restructuring business loans considered necessary due to earthquake impacts
- waive early withdrawal costs for term deposits
- consider temporary adjustments to customer lending limits including credit cards to assist them to cope financially with unexpected costs arising from the earthquake.

For our staff, we have also offered assistance including:

- paid leave to address personal circumstances or to support community recovery efforts;
- emergency cash grants of NZ\$1000 to help affected staff with unexpected costs; and
- counselling services for staff and family members.

To date, our customers and staff in Australia and New Zealand have donated more than \$5.1 million to the Red Cross New Zealand Earthquake Appeal.

More information:

- [Donate to Red Cross Christchurch Appeal in Australia](#)
- [Donate to the Red Cross Christchurch Appeal in New Zealand](#)

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Action for change on gender diversity



We celebrated the contribution women make to our business on International Women's Day hosting a special event 'Past, Present and Future - Women Making a Difference'.

Our commitment to promoting the advancement of women at work has been recognised by Australia's Equal Opportunity for Women in the Workplace Agency (EOWA) which has named us a 2011 Employer of Choice for Women.

Our CEO Mike Smith said, "As Chair of our Diversity Council, I am proud of the progress we've made in supporting women to fully contribute their skills and experience in the workplace."

"Promoting diversity, including gender equality, is not just a social issue; it's critical to our performance. Creating a workplace that encourages diverse thinking and is open and accepting of people's differences will help us outperform and achieve our super regional aspirations," he said.

The citation coincided with our celebrations for the 100 year anniversary of International Women's Day (IWD) and recognises the progress we have made to support women at work, over many years. Our approach includes:

- A Group-wide target to have **40% women in management** by 30 September 2011 (up from 38.4 in 2010)
- **Gender diversity targets** built-in to the performance 'scorecards' of our most senior executives.
- **Recruiting more women into senior line roles:**
 - ANZ now has 3 women on its Management Board
 - We have three female CEOs leading key countries in our Asia Pacific growth business
- Focused action to achieve **gender pay equity**, including:
 - Asking managers to confirm females are fairly compensated against male peers as part of our annual review process
 - Making adjustments where unjustified discrepancies in salaries and incentives are found
 - Reviewing performance based compensation to confirm there is no unconscious bias in reward allocation.
- **Embedding gender equity into our human resource policies and practices.** For example:
 - Our global recruitment policy mandates having qualified females on the shortlist for all roles at ANZ. In 2010, 47% of all external appointments were female.
 - 54% of our 2011 graduate intake are female
 - 57% of our Generalist Bankers (our accelerated global development program) are female
- **Flexible work** arrangements, including flexible work options, career breaks and lifestyle leave to help our staff balance life priorities with work and manage their careers.
- **Parental support** – including 14 weeks paid leave, a new childcare allowance which provides Australian parents returning to work with a \$4000 grant to help them transition

back to work and payment of superannuation on all forms of paid parental leave.

- **Leadership and advocacy groups** such as our Diversity Council, chaired by our CEO, Divisional Diversity Councils and Gender Action Network which are finding innovative ways to support women and improve gender diversity across our business.

We are also committed to supporting the advancement of women in wider-society, particularly those from disadvantaged and low-income backgrounds. Our Saver Plus, MoneyMinded, MoneyBusiness and Progress Loans financial capability initiatives for example, include mostly female participants and aim to encourage and support their economic empowerment, education and broader inclusion in society. In addition, 75% of our Indigenous trainees are female.

The Employer of Choice for women citation follows similar recognition in the past year around the world including the Workplace Work and Life Award in New Zealand for our flexible work policies and an IT Export Award in India which recognises the high percentage of women employed in our Technology business there.

Learn more:

- [Our approach to diversity](#)

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Guiding responsible lending decisions



A new, mandatory training program is helping our corporate banking staff to take greater account of social and environmental risks and opportunities when making credit decisions.

Staff who complete the course – those responsible for making corporate lending decisions - learn about social and environmental risk analysis and how our sensitive sector policies should guide our decisions. The course also provides guidance for staff as to when they need to seek more information from clients or within ANZ, before making a decision.



Paula Fraser, in our business equipment lending team, has completed the training. "It was very useful, with good industry examples and was a great refresher in understanding the social and environmental risks to be considered." she said.

"In a practical sense even when a prospective client meets all regulatory requirements, that is not always enough, as any credit approval needs to consider the potential risk to ANZ's reputation," Paula said.

Pete Laurent, ANZ's Chief Wholesale Credit Officer, says the training course will help drive responsible lending decisions.

"Assessing social and environmental risk is complex, there are a lot of grey areas. The training will help staff have a clear understanding of our responsible lending policies, takes them through how to apply the policies when assessing social and environmental risks and explains escalation points – when staff should seek further advice and input from specialists across the bank."

"The course was developed to support our public commitment to drive responsible growth across the business and will contribute to improving the consistency of our credit decisions as well as minimise ANZ's exposure to reputation risk," Pete said.

Learn more:

- [Responsible business lending at ANZ](#)

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