

Helping customers in need



We have increased access to and the transparency of our support for customers facing financial hardship. A new [website](#) dedicated to helping these customers provides details of what they and financial counsellors can expect of us.

The site:

- Details options available to customers facing financial hardship.
- Enables customers to apply for financial hardship assistance discreetly and conveniently via a new [web-based form](#).
- Helps customers find a nearby financial counsellor.

The site is the latest in a series of initiatives we have made to help us reach and assist our most vulnerable customers. Almost 1000 of our branch and call centre staff have now completed Hardship Awareness training. This helps our staff identify customers who may be experiencing hardship and understand how we can best help them. Specific attention is being paid to the staff in those branches which receive an above-average number of hardship applications.

More information:

- Visit our new dedicated [financial hardship website](#)
- See our shorter simpler [hardship application form](#)

Features

- [Supporting small and emerging businesses](#)
- [Accessible and inclusive](#)



Supporting small and emerging businesses

10 companies from the mobile, Internet and web 2.0 industries will soon participate in the third-round of our Innovyz START program supporting small businesses.

The program is aimed at fostering innovation and helping individuals to start-up and grow their businesses. The program offers participants the opportunity to work with a number of successful Australian and international mentors.

The current round of the program will work with six start-ups with potentially break through ideas, while also working with a further five companies to better support them beyond the start-up phase and accelerate their growth.

Over a 13 week period, participating companies refine their product, operating model and distribution strategy ending in a "pitch" to investors. Each company receives a "living allowance" of up to \$20,000 and is eligible to apply for a \$20,000 finance facility from ANZ.

The 20 companies from the previous two Innovyz programs have embarked on a rapid growth path, raising more than \$1.6 million in seed funding.

More information:

- Read about our support for [small business](#)

Features

- [Helping customers in need](#)
- [Accessible and inclusive](#)

Accessible and inclusive



Making us an employer of choice for people with disabilities is an important element of our aim to become the “most respected” bank in the region.

Since the launch of our Abilities Employment program we have employed more than 188 people with a self-disclosed disability, including a further 57 so far this year.

Our experience in and approach to building an accessible and inclusive workforce for our customers and people with disability has been profiled in a short Youtube clip.

The clip features two of our team who describe the benefits their abilities are bringing to our business and customers. The video:

- Highlights our commitment to employ people with disability in a wide variety of roles.
- Describes how the bank and staff benefit from our approach.
- Illustrates our working in partnership with recruiters.

More information:

- See [video](#)
- Read our [Accessibility and Inclusion Plan \(PDF 2.89MB\)](#)
- Read more about [our commitment to building a diversity workforce](#)

Features

- [Helping customers in need](#)
- [Supporting small and emerging businesses](#)