

Building money management skills



The growing impact of our financial literacy programs – developed with and delivered through community, government and private partners – has now seen over 200,000 people benefiting in our key markets.

Our research¹ into programs delivered in Australia tells us:

- 93% of participants felt more in control of their finances;
- 91% cent of participants reported a greater capacity to “make ends meet”.

In Fiji and Papua New Guinea findings include:

- 74% of participants increased their monthly savings deposits and nearly all (97%) reported a greater capacity to “make ends meet”; and
- 91% of participants encouraged their children and family members to save, after completing the program.

This [Youtube](#) clip “tells the story” through the experience of a participant in our matched savings program, Saver Plus.

¹ 2012 MoneyMinded Impact Report

More information:

- [Financial Capability](#)
- [2012 MoneyMinded Impact Report \(PDF 812kB\)](#)

Features

- [Supporting vulnerable customers](#)
- [Evolving our approach to Corporate Responsibility](#)

Supporting vulnerable customers



We have been working with Australian consumer groups, financial counsellors and our regulators to help create better minimum service standards for our personal and small business customers.

CEO Australia Philip Chronican said: “We know there is more we can do to understand and assist our most vulnerable customers. These improvements expand on the level of support available to customers in need and will help customers to better access that support.”

Our new commitments – detailed in our industry’s Banking Code of Practice - include:

- Further training staff to help recognise a customer who may qualify for an account which attracts no or low fees;
- Supporting Indigenous customers by ensuring staff are culturally aware and can assist customers to meet identification requirements;
- Sending customers with a loan secured against a residential property an annual reminder about maintaining appropriate home insurance; and
- Ensuring debt collectors comply with regulatory guidelines.

More information:

- [Banking Code Welcomed by Financial Counsellors](#)
- [Financial hardship](#)
- [Code of Banking Practice](#)

Features

- [Building money management skills](#)
- [Evolving our approach to Corporate Responsibility](#)

Evolving our approach to Corporate Responsibility



To ensure that our approach to Corporate Responsibility (CR) continues to deliver value to our business and to our stakeholders, we are undertaking a review of our existing framework.

Our CR framework has been in place for four years. It has served us well, helping to guide our decision making and provide transparency about where we apply our efforts and why. In particular, it has focussed on helping us make responsible lending decisions and building our financial literacy partnerships.

We are now engaging with stakeholders – including our staff, customers, shareholders, governments, regulators, NGOs - on how they think an economically, socially and environmentally sustainable bank will operate in the future.

We welcome your feedback on this work. Please send any comments to our Head of Corporate Sustainability, Toby Kent (toby.kent@anz.com).

More information:

- Our approach to [Corporate Responsibility](#)
- [2012 Shareholder Review](#)

Features

- [Building money management skills](#)
- [Supporting vulnerable customers](#)