



**Commonwealth
Bank**



Accessibility and Inclusion Plan

2021 - 2023

Commonwealth Bank



Easy English



Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.



About this book



This book is written by Commonwealth Bank.



This book is about our Accessibility and Inclusion Plan for 2021 to 2023.

The plan says how we will be **accessible**.

Accessible means our services are easy to use for everyone including

- people with disability
- people who live in remote areas
- older people
- people who do **not** speak English as a first language.



Our plan has 4 areas

1. Leaders



Our leaders will work hard to make sure we are the most accessible bank.

2. Customers



Our customers will be able to access our services in a way that works for them.

3. Staff



Our staff will respect customers with disability and give accessible services to all customers.



We will give staff with disability the supports they need.

4. Community



We will work on projects to help the community be more accessible and **inclusive**.

Inclusive means everyone can join in.

What will we do?

Leaders



Our leaders will help all staff follow our plans to be the most accessible bank.

Our leaders and staff will follow the **framework**.



A framework is a plan that says what different people must do to work toward our goals.



The framework will help us learn to give better services to all customers.

We will also ask more people to join our **ENABLE** group.



ENABLE is a group of people who plan ways to help us be more accessible and inclusive.

Customers



We will put accessible settings on our new

- apps



- ATMs



- **EFTPOS** machines.

EFTPOS stands for Electronic Funds Transfer at Point of Sale.

EFTPOS means you pay with a credit card or debit card on the machine at the counter.



We will put information on our website
about accessible

- supports



- products



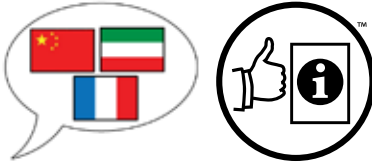
- services



- information.



We will make information easy to find and understand



We will give helpful information in other languages and Easy English.



Helpful information might be

- information about how to save money



- information about how to do banking.



We will also make our websites easy to use.

For example

- commbank.com.au
- Netbank.

We will follow **WCAG 2.1 AA standards** for website information.



WCAG 2.1 AA standards are government rules we must follow to make information accessible.



We will use a **QR code** option so you can access important bank information on your

- smartphone



- tablet

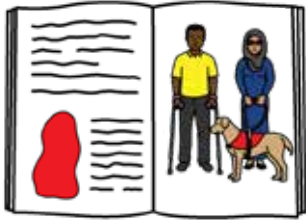


- computer.



A QR code is a code you scan with the camera on your device to take you to a website.

We will celebrate different people



We will include photos of different people in our factsheets and information.



We will use more photos of

- people with disability



- people from **CALD** backgrounds.

CALD stands for culturally and linguistically diverse. CALD includes people who

- do **not** speak English as a first language



- were born in another country



- have parents from another country.

We will make our branches more inclusive



People with disability will get more help to set up meetings at our branches with people they need.



It will be easier to set up meetings with

- bank staff who are trained in disability



- carers to come with you



- Auslan and other language interpreters.



We will see if we can set up online booking options for branch meetings.



We will also try communication tools to help staff talk to customers.



We will see how we can make our buildings and products more accessible for

- customers with disability



- staff with disability.

We will help everyone do better



We will tell the **Australian Banking Association** what we do.



The Australian Banking Association is an organisation that helps banks do a good job.



We will talk about our ideas with other banks and learn from each other.

Staff



We will help more people with disability work with us



We will see if we can make the **RecruitAbility scheme** better.



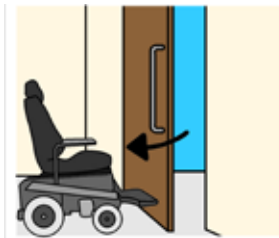
The RecruitAbility scheme is our plan to help people with disability get job interviews with us.

We will make our workplace easy to use



We will give **adjustments** to staff with disability.

Adjustments are changes that help staff with disability do their job.



Adjustments might be

- office doors that open on their own for staff who use a wheelchair



- computers that read information out loud for staff who are blind or have low vision.

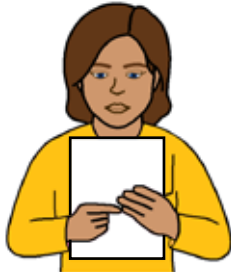


Our staff website for CBA will be more accessible.



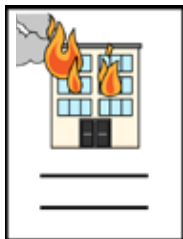
We will find new ways to make it easy for staff to

- tell us what adjustments they need



- record or check if adjustments work well or need to change.

We will also check if staff with disability want to update their **PEEP**.



A PEEP

- stands for personal emergency evacuation plan

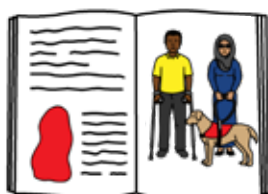


- says what we must do to help people leave a building in an emergency, such as a fire.

We will make sure everyone respects disability



We will make sure all staff have access to training and tools about disability.

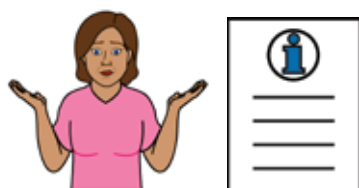


We will share more good news stories about staff with disability.



We will train staff on how to give information in an accessible way to customers who find it hard

- to understand money and banking



- to read written information.



We will celebrate staff who do the right thing.
For example, staff who are inclusive.

Community



We will give information and workshops to help people manage money.



Customers we help include

- Aboriginal and Torres Strait Islander people



- people who do **not** speak English as their first language



- customers who live in remote areas.

We will help customers who are **victims of domestic violence**.

Victims of domestic violence are people who have family members that



- hurt them



- make them feel unsafe



- control them. For example, say how they are allowed to spend their money.

Tell us what you think



We want to hear your ideas about how we can do a better job.



You can tell us what you think about

- our Accessibility and Inclusion Plan
- other ideas you have about accessibility.



Email customeradvocate@cba.com.au

Mail



Customer Advocate
Commonwealth Bank
Reply Paid 88915
SYDNEY NSW 2001



Do **not** use a stamp. We pay for postage.



We do **not** tell anyone your information.



More information

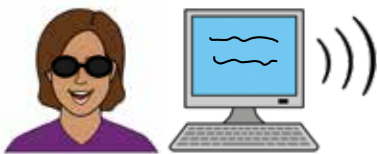
You can see the full plan on our website.



Website

[commbank.com.au/about-us/
accessibility.html](http://commbank.com.au/about-us/accessibility.html)

Would you like to read this in a different way?



You might want this information

- online for screen reader access



- on paper.

More help



Our Customer Advocate can help you with questions about accessibility.



Website

commbank.com.au/customeradvocate



Our Community Wellbeing team are trained to help customers with different problems such as

- gambling



- domestic abuse.



Call 1800 222 387

Monday to Friday from 8 am to 6 pm.



Website

commbank.com.au/support/dv-assistance



If you are deaf or have a hearing or speech impairment you can use the National Relay Service.



Website

nrschat.nrscall.gov.au/nrs/internetrelay



Call 1300 555 727



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Give the relay officer the phone number you want to call.

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