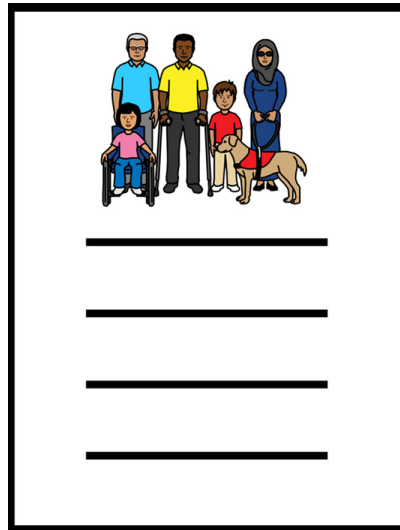




Commonwealth
Bank



How we want to make our bank better from 2024 to 2026

Commonwealth Bank of Australia



Easy English

Help with this book

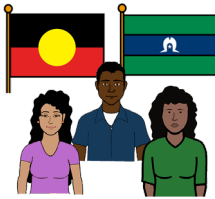


You can get someone to help you

- understand this book
- find more information.



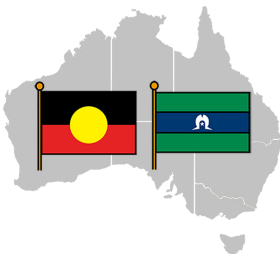
We acknowledge the First Nations people



The **First Nations** people are the Aboriginal and Torres Strait Islander people.

Acknowledge means

- we respect First Nations people



- we understand that Australia is the land of First Nations people

- we walk together with First Nations people.

About this book



This book is from Commonwealth Bank of Australia.

This book is about our plan to make our bank better for



- people with disability



- **neurodivergent** people
 - neurodivergent means your brain works in a different way. For example, autistic people



- carers.



People we want to get better for include

- our customers

and



- our staff.

Why we want to get better



We think all of us together should change to make life easier for people with disability.

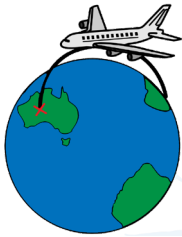


Our bank should support all people no matter

- what ability they have



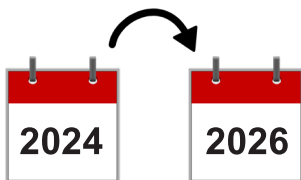
- how their brain works



- where they come from.



We want everyone to be able to use our bank if they want to.



This book tells you what we want to happen from 2024 to 2026.

We have already changed a lot



Our bank is already trying to get better.



For example, we teach lots of staff each year how to make banking easier for everyone.



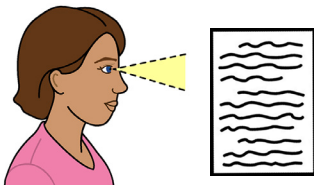
We write more information in Easy English.



We have made our bank cards easier to use.

In our branches we have new pens that are

- bigger
- easier to hold.



The pens use very black ink that is easier to see if you have low vision.



If you are blind, we have frames that show you where to sign your name.



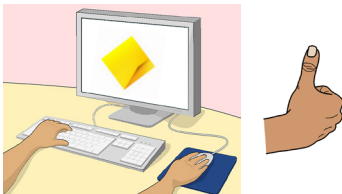
We have made it easier for you to talk to us if

- you need a communication board

or



- you use sign language.



We have also made our website easier to use.

What more can we do?



We asked many people to tell us what more we can change in our bank.



For example, we talked to

- people with disability who work for us



- neurodivergent people who work for us



- our customers



- carers



- community services

- other experts.



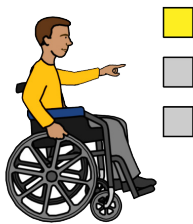
The people had many ideas about what we can do better.

What we have learned from our staff

People who work for us with different abilities want to



- feel part of the team like everyone else



- choose how they can work best



- have managers who understand how to support everyone.

We heard there is more we can do to support our staff better.

What we have learned from our customers

Customers said we should **respect** everyone.

Respect means

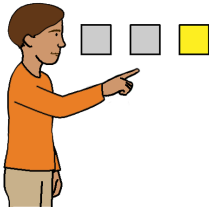


- we use good manners



- we are kind to everyone

- we are fair to everyone.



Customers told us they want to make their own choices.

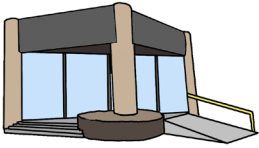


Customers said our staff should give each customer the right support.



We should remember what support each customer needs.

What we will do now



We want to change more to make sure

- our buildings are easy for everyone to use



- our workplace helps everyone to do their job well



- our services are easy to understand and use



- our products are easy to use



- our staff know how to support everyone well

- everyone feels like they belong.

1	_____
2	_____
3	_____

There are 3 things we want to happen in the next 3 years.

1 We want to change how people think



We will make sure that our staff understand

- why it is important that our bank is easy to use for everyone



- why it is important to include everyone



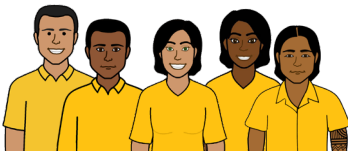
- how we can support many different people.



We will do more staff training.



We will make our staff feel proud about supporting people with disability.



We want many different people to work for us.

2 We want to get better



We will make sure all our staff know

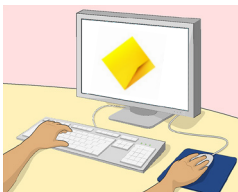
- what they can do to help



- where to find the supports our customers need
 - for example, bigger pens.



We want our staff and our customers to interact with us in ways that work for them.



Where possible we will try to make more changes to

- our bank products



- our buildings

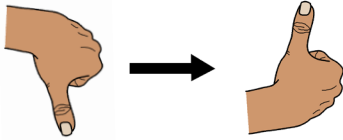


- our workplaces.

3 We will check if we get better



We will check often if our plan is working.

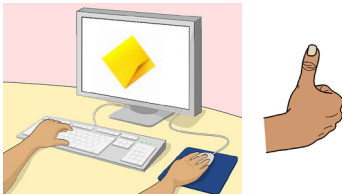


For example, we will check if

- the right change is happening



- our staff are learning the right things



- our bank is getting easier to use



- our customers are happy with what we do.

We will always look for ways to get better.

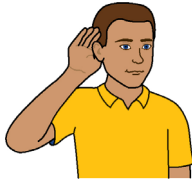


Contact us

For more information contact our

Customer Advocate.

Our Customer Advocate has a team of people who will

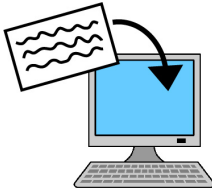


- listen to you

- help you understand information



- help if you think our bank is **not** fair to you.



Email customeradvocate@cba.com.au

You can also send a letter to



Customer Advocate

Commonwealth Bank of Australia

Reply Paid 88915

Sydney NSW 2001

You do **not** need to put a stamp on the letter.

You can read the full plan on our website

commbank.com.au/about-us/accessibility



If you do not speak English

Use the free Translating and Interpreting Service or TIS.

Call 131 450

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



If you need help to speak or listen

The National Relay Service can help you make a phone call.

Call 1800 555 660

Website accesshub.gov.au/nrs-helpdesk

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

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