



Accessibility Guide

We are committed to providing accessible and inclusive products, services and experiences.

Viewing and signing documents

There are multiple ways we can assist you with documents during your visit.

Magnifying tools

To assist with reading documents and using our branch technology including PIN pads, keyboard and ATMs.

Signature guide

To help you identify where to sign your name on a document.

High contrast clipboard

To help you read and sign documents more easily.

Jumbo pen

To help you hold and use a pen.

High contrast keyboard

To make it easier for you to see the keys on a keyboard.

Equal Access Toolkit

Communicating with us

Communication boards

To make it easier to communicate and express your needs.

Quiet spaces

Many of our branches have private meeting rooms, so you'll have a comfortable space to talk to us.

National Relay Service

You can use the National Relay Service to communicate with a hearing person using a phone even if you can't hear or don't use your voice.

Customer preference card

A way to discreetly share your accessibility preferences with us during your visit.

Translation services

If English isn't your first language, the government's free Translating and Interpreter Service (TIS National) can help you to communicate with us. This service is available in over 150 languages. You also have the option of booking an appointment at a time that suits you, or you can bring your own interpreter. Please note, not all banking tasks can be completed with your own interpreter and will need to be supported by TIS National instead.

Using our ATM services

Headphones

Headphones are available if you don't have your own to use at our ATMs with guided audio instructions.