



Australian Banking
Association

Opening a bank account

An Easy Read guide



How to use this guide



The Australian Banking Association (ABA) wrote this guide. When you see the word 'we', it means the ABA.



We wrote this guide in an easy to read way.

We use pictures to explain some ideas.

Not bold
Bold

We have written some words in **bold**.

This means the letters are thicker and darker.

We explain what these words mean.



You can ask for help to read this guide.

A friend, family member or support person may be able to help you.

Why do you need a bank account?

Bank accounts make it easy for you to:



- get paid from your work



- get support payments from the government

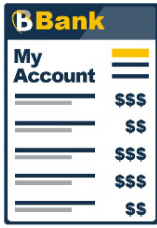


- pay your bills



- keep your money safe.

You should contact your bank if:



- you have a bank account
- there's a problem with it.



For example, you should contact your bank if you have lost your bank card.

Choosing a bank account that is right for you

What type of account do you need?



There are things you should think about before you choose a bank account.



You should think about what you need your bank account for.



A **transaction** is when money:

- goes into your bank account
- comes out of your bank account.



Do you need a transaction account for:

- day-to-day spending?
- getting payments?



Do you need a **savings** account?



A savings account is where you save money for a goal you want to reach.

Do you need a special account for:



- a child?



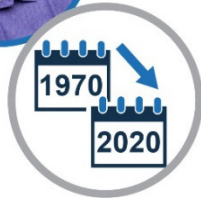
- a student?



- someone older than 55?



- someone who has **retired**?



When you retire you stop working because of:

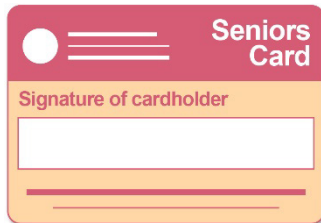
- your age
- how many years you have worked.



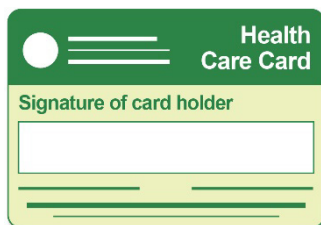
Banks have low or no fee bank accounts for people who don't:

- have much money
- earn much money.

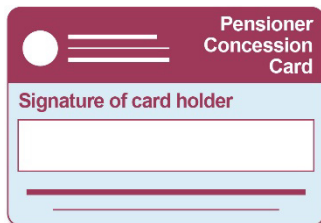
You can get a low or no fee account if you have a:



- Seniors Card



- Health Care Card



- Pensioner Concession Card.

Where should you start looking for a bank account?

You can start looking for bank accounts by:



- going to the websites of different banks



- visiting a bank and asking for help



- calling different banks on the phone.

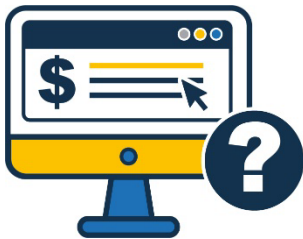


You can find out about the different accounts they have.

What questions should you ask?



Are there any fees or charges?



Can you use their bank accounts online?



Do they have a banking app you can:

- download?
- use?



Do they have phone banking services for:

- everyone to use?
- **First Nations** people who live far away from any cities or towns?



First Nations people are also known as:

- Aboriginal and Torres Strait Islander people
- indigenous people.



Do they have ATMs?



Do you need to visit your bank's branches?

Is there a branch near you?

Can you **Bank@Post**?



When you Bank@Post, you do your banking at a Post Office.



Do they give extra support to people who need it?

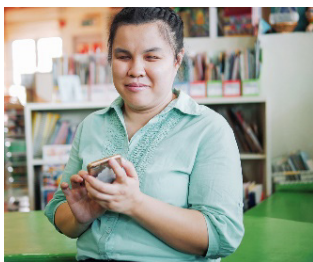
This might include:



- someone who:
 - speaks your language
 - can help you understand what someone else says



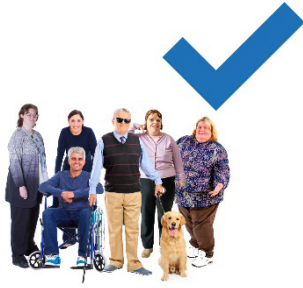
- hearing loops for people who are Deaf or have trouble hearing



- signs in Braille for people who are blind or have trouble seeing



- **accessible** information.



When something is accessible, everyone can use it.



Do they have good information about how to use their services?

What do you need before you apply for a bank account?

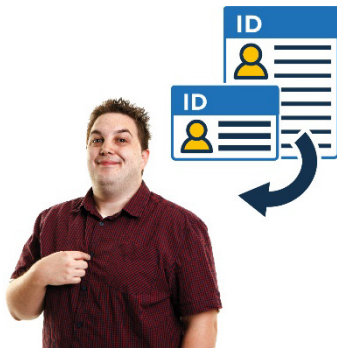


When you apply for a bank account, you must show proof of who you are.



This will help the bank:

- know who you are
- keep your account safe.



You will need some **identification documents**.



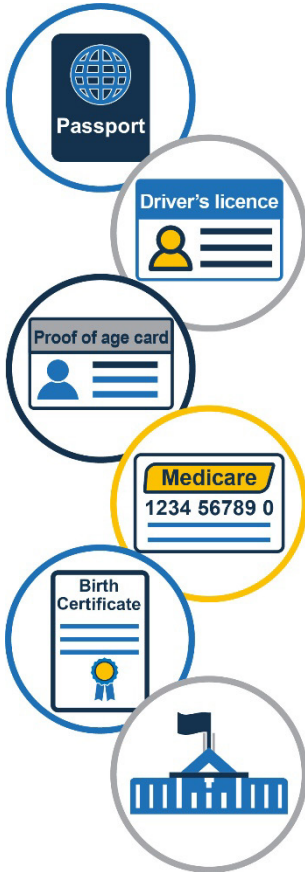
Identification documents are documents that:

- show who you are
- have your personal information on them.

We sometimes call them 'ID'.



You should get your IDs together in case you need them.



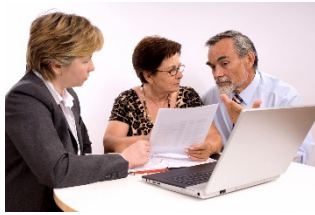
IDs can include:

- your passport
- your driver's licence
- a proof of age card
- Medicare card
- birth certificate
- cards from the government, like a Pensioner Card.



You can ask the bank:

- what ID you need
- how to show them your ID.



If you aren't sure about your ID, you can:

- tell the bank what ID you have
- ask them what other ways you could show proof of who you are.



You might use different ID if you are from another country but live in Australia now.

This could be your **citizenship certificate**.



A citizenship certificate is a document that says you:

- can live in Australia
- will follow Australia's laws
- must be treated like other Australians.



It could also be your **visa**.

A visa is a document that says you can stay in Australia for a certain amount of time.



This might be to:

- travel
- work
- live.

How do you apply for a bank account?



To apply for a new bank account, you might visit:

- a bank in person
- the bank's website.



Or you might call them on the phone.



If you have an account already, your bank will have your ID.



But they might want:

- your account information
- to check your ID again.

When you fill in your personal information, it must be the same as what's on your ID.



This might be your:

- name
- address
- birth date.



The bank can check some of your ID.



But you might need to:

- show them your ID
- send them a copy of your ID
- upload a photo of your ID.



They might ask you for your **Tax File Number** (TFN).



You get a TFN from the Australian Taxation Office (ATO).

Your TFN is how the ATO knows who you are.



If you don't give your TFN to the bank, you might have to pay more tax.

What happens next?

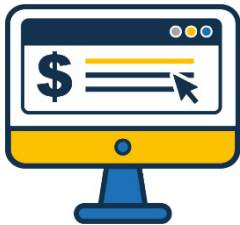


Your bank will contact you about what will happen next.

This can be setting up:



- your bank card



- online banking.

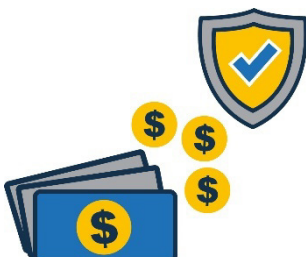
It's important to keep your:



- bank card safe



- information a secret.



This will help keep your money safe.

Who should you talk to if you need more help?

You should contact your bank if you need more:



- support



- information.



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