



We can help you in your language

Bank Australia



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.

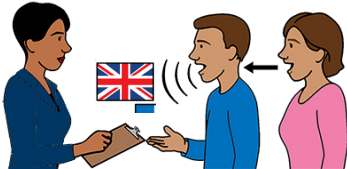


We will write contact information at the end of this book.

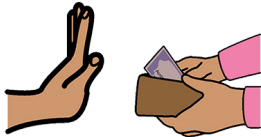
About this book



This book is from Bank Australia.



This book is about how you can get help in another language if you do **not** speak English.



You can get an **interpreter** for free at our bank.



An interpreter is a person who can

- speak your language
- help you talk to us
- help you understand us.



It is important that you understand what happens to your money.



Who can be your interpreter?

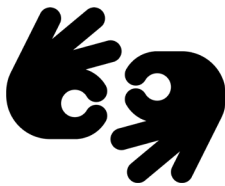
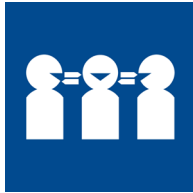


We can find an interpreter for you.



The interpreter we find for you could be

- a Bank Australia staff member
- a person from the **Translating and Interpreting Service** or TIS
 - the TIS is a free government service



- a person who can sign Auslan.

You can also ask someone you know to help you.

For example



- a family member or friend



- a support worker.



Your interpreter **must** be over 18 years old.

How can an interpreter help you?

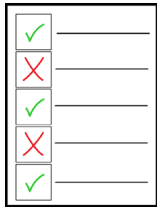


An interpreter can help you with English.

The interpreter can help you to understand



- what a bank product is about
 - for example, a credit card



- what the rules are



- what the risks are.



You should only say **yes** to a bank product that you understand.

How can you get an interpreter?

Contact us if you need an interpreter.



Call 132 888



You can also email us

- in the Bank Australia phone app
- on our internet banking website.



Website

bankaust.com.au/support/internet-banking

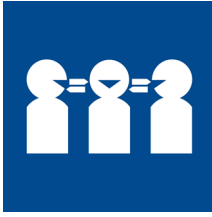


If **no** interpreter is free right away, we will

- write down your phone number
- call you back as soon as possible.



The interpreter can also come to a meeting in person at a Bank Australia branch.



If you do not speak English

You can ask the TIS in your language to contact us.



Call 131 450

Tell the TIS officer to call us on 132 888



If you need help to speak or listen

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



Call 1800 555 660

Tell the relay officer to call us on 132 888



Website <https://bit.ly/nrs-helpdesk>

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