August BCA Inform

2nd August 2022 7:15-9:00pm AEST

Banking and Financial Services

Hosted by Jane Britt, Team Leader, Policy and Advocacy – Blind Citizens Australia and featuring Guest Speaker Amanda Pullinger, Policy Director – Australian Banking Association.

Jane Britt opened the event and introduced Stephen Belbin, Board Director – BCA, who did a Welcome to Country. After the welcome from Stephen, the chair was handed back to Jane for some housekeeping.

This month’s session focused on banking and financial services. This is a major area of concern for people who are blind or vision impaired, who face daily access barriers to banking.

There is some legislation and level of regulation to banking under the Disability Discrimination Act 1992 and in Article 9, Accessibility, of the United Nations Convention on the Rights of Persons with Disability (CRPD).

Firstly, we heard from Amanda Pullinger from the Australian Banking Association (ABA). She began by giving a background on the organisation. The ABA is a policy and advocacy body, representing member banks and helping to build a strong banking system in Australia. The ABA is governed by a council of twelve bank CEOs. They also have a Consumer Outcomes Group (COG), which is made up seven bank representatives and seven representatives appointed by the Consumers Federation of Australia. Jane Britt is one of these representatives, and acts on behalf of Blind Citizens Australia.

A big part of the role of the ABA is to improve banking experiences for all costumers. In recent years, they have developed a set of Accessibility Principles to guide banks on costumer accessibility issues. These principles are flexible to adjust for changing technologies. Amanda goes through some of the history of the guidelines and the reviews they have undergone to develop and implement them. She also outlines the scope of the guidelines.

Next, Jane Britt speaks about her role in the Consumer Outcomes Group and the newly published [Report on Banking Services and Products for People who are Blind or Vision Impaired](https://www.bca.org.au/wp-content/uploads/2022/07/BCA-Report-on-Banking-Services-and-Products-for-People-who-are-Blind-or-Vision-Impaired-July-2022-v1.0-1.docx). Jane outlines some of the findings of the report as well as some of the recommendations made. This includes issues with the use of banking technology, security, and accessibility.

Finally, Jane opened the floor to questions and to address some of the accessibility concerns from members.