



**Commonwealth  
Bank**

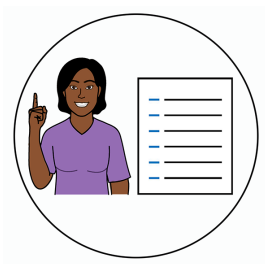


## **Banking in Australia**

**Commonwealth Bank**



**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.

## About this book

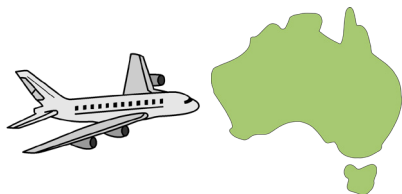


Commonwealth  
Bank

This book is written by Commonwealth Bank.



This book is about banking in Australia.



This book can help people who are new  
to Australia.

# Australian money

There are 100 cents in the Australian dollar.

## Our notes



\$5



\$10



\$20



\$50



\$100.

## Our coins



5c



10c



20c



50c

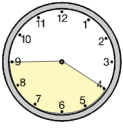


\$1



\$2.

## When are banks open?



S	M	T	W	T	F	S
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Most banks are open Monday to Friday from 9.30 am to 4 pm.

Fri 

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Some banks stay open later on Fridays.

Sa 

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Some banks are open on Saturday mornings.



Most banks let you do online banking

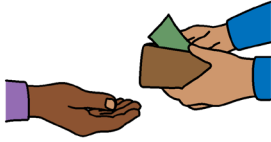
- 24 hours a day

and

S	M	T	W	T	F	S
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- 7 days a week.

## Why should you open a bank account?



A bank account helps you

- get paid



- pay your bills



- take out cash.

# How to open a bank account

You must show us some documents to open a bank account.



You must show us your

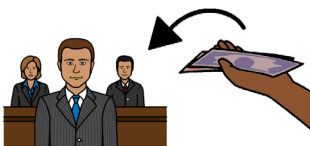
- birth certificate
- visa if you have one
- passport if you have one
- Australian drivers licence if you have one.



## Your Tax File Number

We might ask to see your **Tax File Number**.

A Tax File Number is a number you need to pay your taxes in Australia.



It is up to you to tell us your Tax File Number.



You pay the highest tax if you do **not** tell us your Tax File Number.



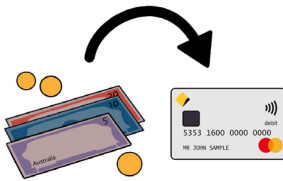
# Banking products

## Accounts

There are 2 main accounts you can have.

### 1 Transaction accounts.

Transaction accounts are bank accounts for everyday banking with a **debit card**.



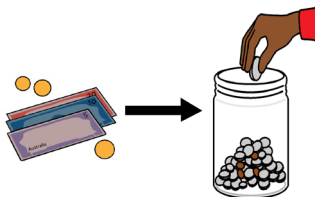
A debit card is a bank card you can use to shop in stores and online with your own money.

### 2 Savings accounts.



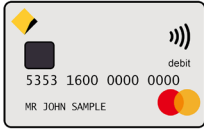
Savings accounts help you put money away to save.

You **earn interest** on savings accounts.



Earn interest means the bank adds small amounts of money to your savings account.

## Credit cards

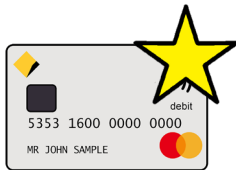


Credit cards let you shop in stores and online with money you borrow.

There are things you should learn about before you choose a credit card.



**Fees** - money you must pay the bank to own the credit card.

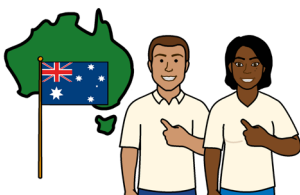


**Awards programs** - special deals that come with the credit card.



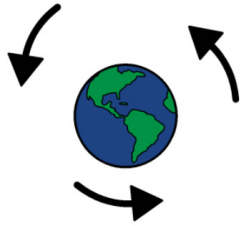
**Interest terms** - rules about how you must pay money back on your credit card.

To get a credit card, you might have to show you are a **permanent resident** in Australia.



A permanent resident is a person with a visa and the right to live in Australia forever.

## International money transfer



You can use an **international money transfer** to send money to people in other countries.

International money transfers are a safe way to send money to accounts in other countries.

## Superannuation

It is the law for most Australians to get **superannuation**.



Superannuation is money your employer puts in a fund for you to use when you **retire**.

Retire means you finish work for the rest of your life.

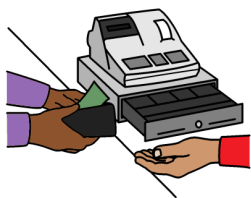
# Ways to do banking

## Online banking



You can use a computer or mobile phone to

- see how much is in your accounts



- see where you spent money

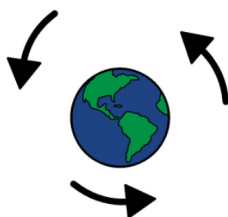
- see how much you spent



- pay bills



- move money between accounts



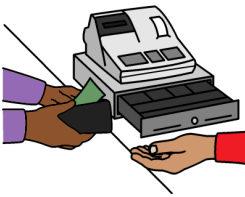
- send money to other people in Australia and other countries.

## Phone banking



You can make a phone call on your home or mobile phone to

- see how much is in your accounts



- see where you spent money

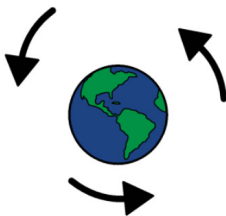
- see how much you spent



- pay bills



- move money between accounts



- send money to other people in Australia and other countries.

## ATMs



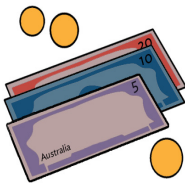
**ATM** stands for Automatic Teller Machine.

ATMs are called cash machines in other countries.



ATMs let you

- see your account balance



- take out money.



Many ATMs let you

- put in cash or cheques



- change your PIN number



- top up your mobile phone.

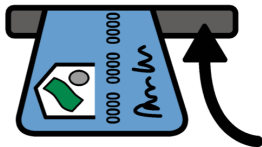
## EFTPOS

**EFTPOS** stands for Electronic Funds Transfer at Point of Sale.



EFTPOS means you pay with a credit card or debit card on the machine at the counter.

There are 2 ways to use an EFTPOS machine.



1 Put your card in the EFTPOS machine.

Choose your account.

For example

- cheque
- savings
- credit.



Then type your **PIN number**.



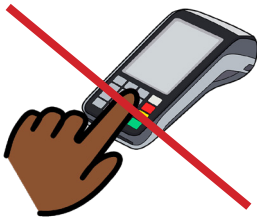
Your PIN is a secret 4 digit number that only you should know to use your card.

2 Tap your card on the machine.



If you tap your card\

- you do **not** put your card in the machine



- you do **not** have to press any buttons if the spend is less than \$100.

## At the bank



You can come into any of our branches to speak to us.



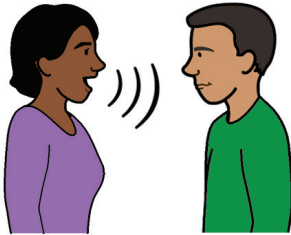
Some banks let you manage your accounts at post offices.





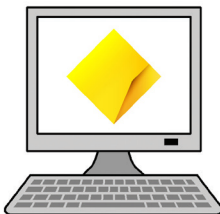
## More help

It is a good idea to get advice before you make changes to your money.



You might talk to an expert or support person.

You can see the full information on our website.



Website

[commbank.com.au/support/moving-to-australia/banking-in-australia.html](http://commbank.com.au/support/moving-to-australia/banking-in-australia.html)

## Help if you are new to Australia

Website

[commbank.com.au/movingtoaustralia](http://commbank.com.au/movingtoaustralia)

## Help with your Tax File Number



Website

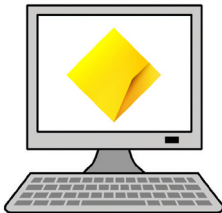
[ato.gov.au](http://ato.gov.au)

## Help with money problems



Call

13 30 95



Website

[commbank.com.au/support/  
financial-difficulty](http://commbank.com.au/support/financial-difficulty)



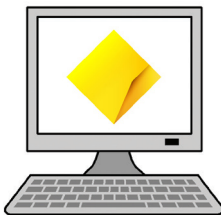
## More information

For more information contact Commonwealth Bank.



Call us 13 22 21.

6 am to 10 pm



Website

[commbank.com.au](http://commbank.com.au)



If you are deaf or have a hearing or speech impairment you can use the National Relay Service.



Website

[nrschat.nrscall.gov.au/nrs/internetrelay](http://nrschat.nrscall.gov.au/nrs/internetrelay)

Call 1300 555 727



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

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