



# NAB Accessibility Action Plan

2025 to 2026

Easy Read version



# What is in this guide

Acknowledgement of Country	3
<hr/>	
About our Easy Read plan	4
<hr/>	
What we will do	6
What we will do for our customers	6
What we will do for people who work for us	7
About our Empathy Lab	8
How we will check our plan is working	9
<hr/>	
How to give us feedback about our plan	10

# Acknowledgement of Country



Acknowledgement of Country means we understand that Aboriginal and Torres Strait Islander people are the traditional custodians of this land.



Traditional custodians means the first people to look after this land.

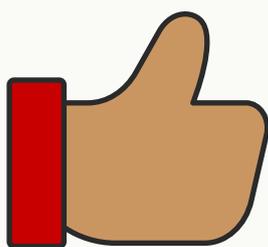


We respect their Elders past and present.

# About our Easy Read plan



This Disability Action Plan is from National Australia Bank, or NAB. We call it our plan.

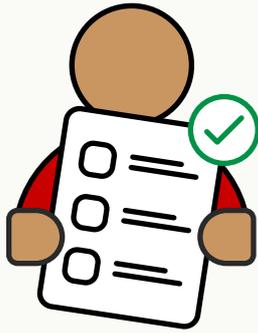


We want to provide the best services for people with disability.



Our plan tells you how we will make our services and products more accessible and inclusive for people with disability.

Accessible and inclusive means everyone can use our services and products.



This is an Easy Read summary of our plan. Summary means we only include our most important ideas.



You can read [the full plan on our website \[PDF\]](#).

# What we will do

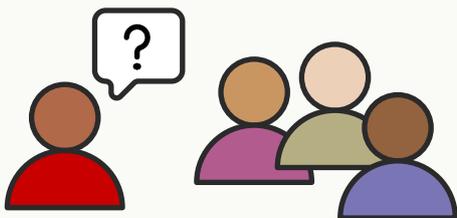
## What we will do for our customers



We will make sure we understand the needs of customers with disability.

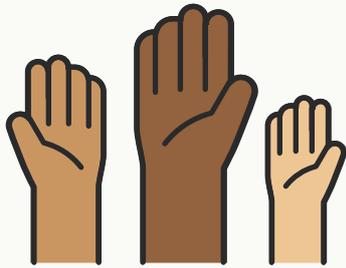


We will get feedback from customers with disability. Feedback means you tell us what you think about our services and how we can improve.

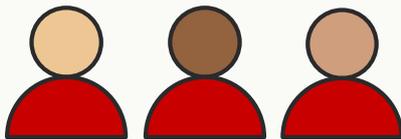


We will ask people with disability to help us make our services and products more accessible and inclusive.

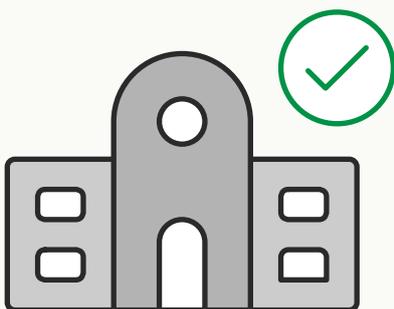
# What we will do for people who work for us



We will make sure that people with disability who work for us are included, supported and empowered. Empowered means you can make choices.

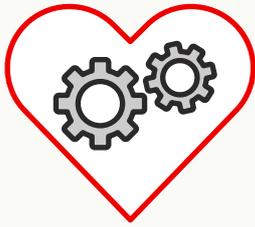


We have a special group to make sure NAB is a good place for people with disability to work. We call it our Employee Resource Group.

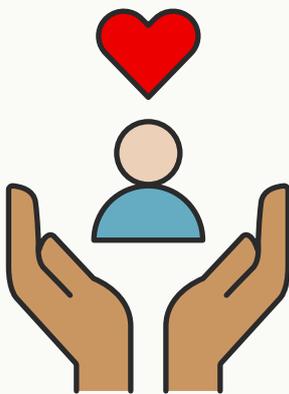


We will make sure all our workplaces are accessible. For example, how we plan and build our workplaces.

# About our Empathy Lab



NAB started an empathy lab.



Empathy means you understand:

- how another person feels
- what challenges another person has.

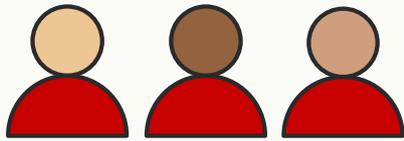
For example, a person who cannot see well or cannot hear well.



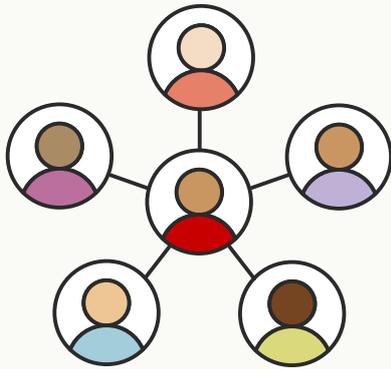
In our empathy lab, staff learn what it can be like to have a disability.

For example, they try banking when they cannot see well or cannot hear well.

# How we will check our plan is working



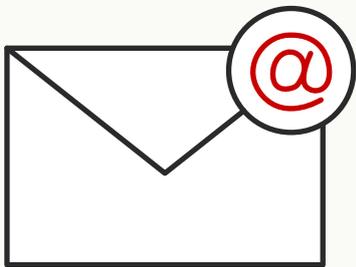
We will have a special group to make sure our plan is working.



For example, we will keep asking what we can do better for people with disability.

# How to give us feedback about our plan

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## Email us

[accessibility@nab.com.au](mailto:accessibility@nab.com.au)



## Call us

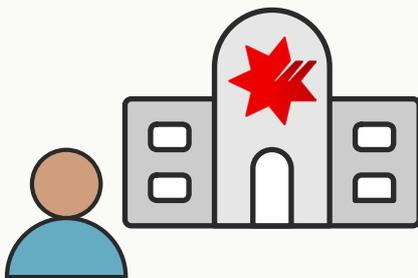
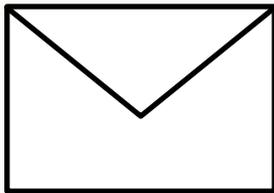
We will answer the phone between  
8:00 am and 5:00 pm local time.

1800 152 015. Choose option 2.



## Write to us

National Australia Bank  
Head of Customer Solutions  
Reply Paid 2870  
Melbourne Victoria 8060



## In person

Come to your local NAB branch. You can [find your local branch](#) on our website.



## If you need an interpreter

Call 1800 152 015. Choose option 2.

Say: I need an interpreter.

You can get [more information about interpreters](#) on our website.



## Use the National Relay Service (NRS)

Visit the [National Relay Service](#) website.

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