



Westpac NZ is New Zealand's first dementia-friendly bank. Here are some of the ideas that have been adopted to become a dementia-friendly bank.

- 1. Training:** All employees complete online learning modules about dementia and how to assist customers living with dementia and their families, with their banking needs.
- 2. Systems:** A special notification tool has been created, so that care partners and people living with dementia can let the bank know about their situation. This helps the bank to provide specialised help to those customers.
- 3. On-going commitment:** A national dementia-friendly working group is responsible for maintaining Westpac's dementia-friendly standards and looking for new ways to help e.g. architects utilising dementia-friendly principles for Westpac new builds and having dementia training as part of the on-boarding process for new employees.
- 4. Design:** Layout, signage, fittings and space have all been considered e.g. doors are easy to open, signs are bold and clear, and a quiet area is available.
- 5. Services:** The bank can help with things like setting up notifications, direct debits, different account types, withdrawal limits and alternative contacts, which could help people living with dementia and their care partners.
- 6. Advice:** Brochures, videos and information have been created to help keep people informed and these have been made available to other organisations who want to be dementia-friendly. For example, advice on helping people manage their finances when living with dementia and guidelines to spot signs of financial abuse.

“My team are far more aware of the signs of dementia and understand how important it is to display patience and kindness to our customers, especially those living with dementia.”

Jamie Watson – Assistant Bank Manager
at Rotorua Central Westpac

You can help to build a dementia-friendly community

Make a dementia commitment and learn more about dementia:
bupa.co.nz/dementiacommitment

To find out more about Westpac's dementia friendly initiatives visit:
westpac.co.nz/dementia