



1. Book an appointment at your local ANZ branch

You can do this before the refugee household has arrived either online at www.anz.com.au/book-appointment, or by calling 1800 008 177.

2. Bring identification documents

Opening a bank account requires an identification check. [Accepted documents](#) include:



- a foreign passport
- an international travel document issued by a foreign government or the United Nations
- a national identity card issued by a foreign government or the United Nations
- a foreign birth certificate or citizenship certificate

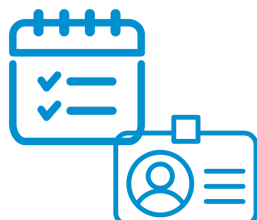
If the travel document or identity card is in a foreign language, you will need to provide an accredited English translation as well.

Bring [this flyer](#) so that the branch is aware of your involvement in CRSA's programs.



3. Book a Centrelink appointment

Now that a bank account has been set up, the refugee participant will be able to access Centrelink payments. Note that registration with Services Australia can take up to two weeks.



4. Book a second appointment with ANZ

To have the account fees waived, bring details of the concession or healthcare card with you to this second appointment.