## LIST OF TABLES AND MAPS

- Table 2.1—Number of Bank Branches in Australia, 1990–2001 (Page 8)
- Table 2.2—Banks: Branch level of Service, 2001, 2002 and 2003 (Page 9)
- Table 4.1—Major banks, building societies and credit unions—the number of outlets offering a branch level of service for 2001, 2002 and 2003 (**Page 47**)
- Table 4.2—The Hawker Inquiry recommendations on branch closures, the Government response and the ABA's Transaction Services and Branch Closure Protocol (Page 49)
- Table 6.1—Map showing the areas within 20 km of any Bank Services Branches (Page 86)
- Table 8.1—Credit Unions and Building Societies—Level of Service, 2001, 2002 and 2003 (Page 103)
- Table 8.2—The Heritage Building Society Community Banking Model (Page 130)
- Table 9.1—Agencies and giroPost outlets, June 1990–June 2002 (Page 136)
- Table 9.2—Outlets providing other face-to-face banking services but excluding those delivering a branch level service and giroPost (**Page 137**)
- Figure 10.1—Status of Rural Transaction Centres, February 2003 (Page 161)
- Table 11.1—ATMs and EFTPOS terminals in Australia 1990–2002 (Page 171)
- Table 11.2—The number of EFTPOS terminals and ATMs in Australia and the G10 Nations (Page 172)
- Table 11.3—Deposit Account Transaction Charges of Major Banks (Page 175)
- Table 12.1—Number and Proportion of Households with Access to a Home Computer in Metropolitan and Non-metropolitan Areas: 1998–2002 (**Page 184**)
- Table 12.2—Number and Proportion of Households with Home Internet Access in Metropolitan and Non-metropolitan Areas: 1998–2002 (**Page 185**)
- Table 12.3—Persons who use the Internet to pay bills or transfer funds: 2001–2002 (**Page 186**)
- Table 12.4—Payment of bills or transfer of funds using internet, telephone, EFTPOS and ATM (Page 187)
- Table 12.5—Main Reasons for Households being without Home Internet Access: 2002 (Page 199)

Table 14.1—Use and knowledge of ATMs, EFTPOS, telephone banking and internet banking by age (Page 218)

Table 14.2—Adults Undertaking Internet and Selected Electronic Transactions for 1998–2000 and 2000 by age groups (**Page 219**)

Table 14.3—Paying Bills or Transferring Funds via the Internet according to age group: 1999–2002 (Page 220)

Table 15.1—Indigenous Discrete Communities (Page 232)

Table 15.2—Remoteness Area of Australia, all Communities and Reported Usual Population: 2001 (Page 233)

## **ACRONYMS AND ABBREVIATIONS**

AAPBS Australian Association of Permanent Building Societies

ABA Australian Bankers' Association

ABARE Australian Bureau of Agricultural and Resource Economics

ABS Australian Bureau of Statistics

ACCC Australian Competition and Consumer Commission

ACCORD Australian Centre for Co-operative Research and Development

ACSWC Australian Catholic Social Welfare Commission

ADI Authorised Deposit-taking Institution

AISG ATM Industry Steering Group

ALGA Australian Local Government Association

ANZ Australian and New Zealand Banking Group Limited

APCA Australian Payments Clearing Association

APRA Australian Prudential Regulation Authority

ARIA Accessibility/Remoteness Index of Australia

ASIC Australian Securities and Investments Commission

ATSIC Aboriginal and Torres Strait Islander Commission

ATM Automatic Teller Machine

BDP Basic Deposit Products

CAEPR Centre for Aboriginal Economic Policy Research

CDEP Community Development Employment Program

CDFI Community Development Finance Institution

COSBOA Council of Small Business Organisations of Australia

CPSCU CPS Credit Union (SA) Ltd

CRA Community Reinvestment Act (USA)

CSO Community Services Obligation

CTSA Community Teleservices Australia (Inc)

CUSCAL Credit Union Services Corporation (Australia) Limited

CWA Country Women's Association of Australia

DOTARS Department of Transport and Regional Services

EBT Electronic Benefits Transfer

EFTPOB Electronic Funds Transfer at Point of Banking

EFTPOS Electronic Funds Transfer at Point of Sale

FaCS Department of Family and Community Services

FSI Financial System Inquiry

FSRA Financial Services Reform Act 2001

FSU Finance Sector Union of Australia

Hawker Report Report from the House of Representatives Standing Committee on

Economics, Finance and Public Administration, Regional Banking

Services: Money too far away, March 1999

HREOC Human Rights and Equal Opportunity Commission

ISDN Integrated Service Digital Network

ISP Internet Service Provider

LGSA Local Government and Shires Association

LPO Licensed Post Office

NAB National Australia Bank

NCC National Competition Council

NFF National Farmers' Federation

OECD Organisation for Economic Co-operation and Development

OTC Over-the-counter

PCCN Progressive Community Crow's Nest Ltd

PIN Personal identification number

POAAL Post Office Agents Association Limited

PS 146 ASIC Policy Statement 146: Licensing: Training of financial

product advisers

PSA Prices Surveillance Authority

QGAP Queensland Government Agents Program

RBA Reserve Bank of Australia

RTC Rural Transaction Centre

SLA Statistical Local Area

TCU Traditional Credit Union

TPA Trade Practices Act 1974

USO Universal Service Obligation

Wallis Report Commonwealth of Australia, Financial System Inquiry Final

Report, March 1997