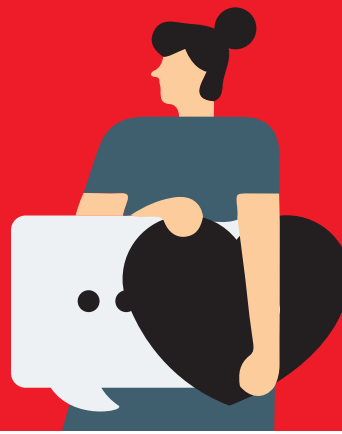


# Domestic and Family Violence Assistance Grant and Support

Information for Community Workers



more  
than  
money



NAB provides a range of support to customers experiencing Domestic and Family Violence. This includes The Domestic and Family Violence Assistance Grant (DFVAG), which was introduced in April 2016 to assist vulnerable customers at risk due to family violence. The grant is designed to assist customers who want to leave an abusive relationship, however do not have the financial means to do so.

## Domestic and Family Violence Assistance

### More than Money

Domestic and Family violence presents in many aspects of society. Bank staff often interact with victims and survivors who are trying to manage their financial challenges against a background of domestic and family violence. Often the causes of financial vulnerability are non-financial issues including family violence.

We at NAB are working to assist these customers; as a bank, we're about more than money.

## Support beyond just finances

In 2016, NAB became a part of Uniting's *CareRing* program. *CareRing* provides customers of partner organisations with access and referrals to services including counselling, support from social workers, financial counselling, referral to emergency housing, working with families and men's behavioural change programs. In 2020 we also partnered with Benestar to provide a free counselling service for NAB customers. To discuss these options, please call us and we can provide you with more information.

## How the DFV assistance works

Typically, customers (or their representative) will contact NAB Assist Customer Care to discuss their financial situation and access financial hardship support.

If the customer (or their representative) advises they are experiencing domestic and family violence, NAB Assist may refer the customer to *CareRing* or Benestar.

*CareRing* or Benestar will conduct a holistic, in-depth needs assessment and connect the customer with the appropriate service(s) within their network. They will also work with customers to develop a plan of action to keep themselves and their dependents (including pets) safe from harm during this time.

If *CareRing* or Benestar identifies the barrier for that client leaving the situation is of financial nature and alternative funding sources have been exhausted, they will contact NAB to discuss the possibility of a grant.

### Eligibility

The DFVAG is for NAB customers who are experiencing domestic and family violence, and there is an imminent risk to their safety or that of their children/other dependents. The program will assist customers who don't have access (or limited access) to alternative funding options that will enable them to leave the situation.

This program is for customers who are current account holders of a NAB product, and have held the account for a reasonable period of time.

All grants are at the discretion of NAB.

### Grant size

The grant has an upper limit of \$2,500.

## Why?

NAB is about more than money and the DFVAG is a way NAB can improve the future of our most vulnerable customers.

To understand more about the range of options we can provide for our customers experiencing domestic and family violence, please call NAB's Customer Support Hub.

## How to contact us

You and your clients can contact us via email or phone



1300 308 175



[NAB.Customer.Support@nab.com.au](mailto:NAB.Customer.Support@nab.com.au)



8am – 7pm Monday to Friday