

Our Commitment to Supporting Vulnerable Clients

At Metrix Insurance, we recognise that life can present challenges, and at times, our clients may face circumstances where additional care or support is needed.

We are committed to working collaboratively with our partners and team members to identify and assist clients who may be experiencing vulnerability. Our aim is to ensure every client is treated with empathy, respect, and understanding. We understand that everyone's situation is unique, and we are here to help wherever possible.

What is Vulnerability?

Vulnerability can take many forms and may be temporary or ongoing. It can include, but is not limited to, situations involving:

- Physical or mental health issues
- Disability or cognitive impairment
- Family or domestic violence
- Financial hardship
- Language, literacy, or cultural barriers.

How We Can Support You

If you are experiencing vulnerability, or acting on behalf of someone who is, we encourage you to let us know. Our staff and representatives are trained to respond with care and can offer additional support or flexibility as required. This might include:

- Adjusting communication methods
- Allowing more time to make decisions
- Assisting with documentation or explanations
- Referring you to appropriate services for further help.

Your Privacy Matters

We are committed to safeguarding your privacy. Any personal or sensitive information you share with us will be handled in accordance with our [Privacy Policy](#). Your details will be treated with the utmost care and used only for the purposes of assisting you appropriately.

Additional Support Services

There are several free and confidential external services that may also assist you. If you are in immediate danger or require urgent help, please call **000**

Here are some key support organisations

Service	Service Australia	Phone/Website
1800 RESPECT	National 24-hour Domestic & Family violence and Sexual Assault Line	1800 737 732 1800respect.org.au
Relationships Australia	Relationship support services for individuals and families, including counselling, family dispute resolution and education support programs.	1300 364 277 relationships.org.au
Beyond Blue	24/7 support to people experiencing anxiety or depression	1300 224 636 beyondblue.org.au
Grief line	24/7 support to people experiencing grief	1300 845 745
Lifeline	24/7 counselling & referral service for people in a crisis situation	13 11 14 lifeline.org.au
National Debt Hotline	Free and confidential financial counselling to assist people in financial difficulty	1800 007 007 ndh.org.au



National relay service	A phone service for people who are deaf or have a hearing or speech impairment	1300 555 727 SMS 0423 677 767
TIS National	Translating and Interpreting Service	131 450