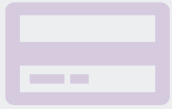


The Problem



\$5.7 billion is the estimated direct cost of financial abuse to victims ¹



Almost **20%** of women in South Australia have experienced economic abuse from an intimate partner ²



Nearly **1 in 4** women in South Australia have experienced emotional abuse from an intimate partner ³



Around **3 in 10** South Australian women have experienced violence from an intimate partner ⁴



Approximately **40%** of people accessing homelessness services have experienced family and domestic violence ⁵

The Roundtable



20/11/23



37 attendees

Purpose:

- Explore potential solutions and innovative actions,
- enhance connection and conversation, and
- increase knowledge and understanding.

Attendees included representatives from:

- The finance and banking industry,
- the domestic and family violence (DFV) sector,
- housing providers and
- advocacy organisations.

Key Issues Discussed

- Support pathways vary significantly across banks and other financial institutions
- The change from in-person to digital banking is impacting victim-survivors ability to seek support
- Victim-survivors would benefit from further guidance from financial institutions on how to protect their finance
- Staff require clear guidelines on how to support customers experiencing violence
- Older women need increased access to home ownership products

Potential Solutions



Financial institutions to explore the creation of resources on DFV to provide to all customers



Financial institutions to consider improvements for training on identifying and responding to DFV



Financial institutions to investigate ways to ensure a more consistent approach to DFV across the sector



Financial institutions to explore use of new technology to better identify DFV



SA Government and specialist DFV sector to investigate ways to raise public awareness of the impact of DFV on financial health

¹ Deloitte, Commonwealth Bank, The Cost of Financial Abuse in Australia 2022

² Australian Bureau of Statistics (ABS), 2021-22 Personal Safety Survey

³ ABS, 2021-22 Personal Safety Survey.

⁴ ABS, 2021-22 Personal Safety Survey.

⁵ Australian Institute of Health and Welfare, Specialist homelessness services annual report 2022-23.