
Family Violence Policy

Metrix Connect Pty Ltd
and Metrix Connect Authorised Representatives



Introduction

Metrix Connect acknowledges that family violence is serious and impacts many in the Australian community. We recognise that Family Violence can have a significant impact and may make doing business with us more challenging.

We are committed to assisting and supporting clients experience Family Violence by ensuring we have measures in place to assist those in need.

Our Approach

Domestic and family violence is not acceptable.

We encourage clients experiencing any form of family or domestic violence to tell us so that your representative can find a suitable, sensitive and supportive way forward. This may include arranging access to suitable support services, adopting a more flexible approach and/or helping you navigate through our processes.

Our commitment is to treat all clients requiring assistance with dignity, respect and the utmost discretion.

Our Internal Policies and Procedures

Metrix Connect have measures in place to support clients experiencing Family Violence.

We have internal policies and training for our representatives so that they are equipped to:

- recognise domestic, family and financial abuse
- provide support that considers your needs and circumstances
- engage with you with sensitivity, dignity, respect and compassion

Protecting your Privacy

We understand that privacy and confidentiality can be critical to safety in any domestic and family violence situation. We will take care to protect your personal and confidential information in line with our Privacy Policy.

We will discuss with you the options available to you when communicating with us and be flexible in our approach. We will ask for your consent before we proceed.

Accessing Support Services

Metrix Connect encourages clients impacted by Family Violence to access the support services available.

1800 RESPECT

National family violence and sexual assault counselling line.

Phone: 1800 737 732 (24-hour)

Website: www.1800respect.org.au (24-hour online counselling)

Lifeline

National charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services.

Phone: 13 11 14 (24-hour)

Website: lifeline.org.au



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