



# SUPPORTING CUSTOMERS THROUGH HARDSHIP & VULNERABILITY

Identify customers who are at risk of or experiencing hardship and/ or financial vulnerability

## COURSE OVERVIEW

Are you up to date with industry best practices in hardship? Do you know what to do with a customer who is expressing financial vulnerability? What is your approach to evaluating that customer's ability to repay?

### DID YOU KNOW?

- 64.3% of Australian adults face a level of financial stress and/or vulnerability
- 2 million adults experience severe or high financial stress and/or vulnerability
- 1 in 4 reported difficulties accessing financial services in the last 12 months
- 1 in 2 have limited to no savings

(Source: <https://www.nab.com.au/content/dam/nabrwd/About-Us/corporate-responsibility/docs/nab-resilience-summary-report.pdf>)

## LEARNING OUTCOMES

- Identify vulnerable customers and negotiate the best outcome for both customers and the organisation
- Understand Centrelink benefits and what they mean
- Determine short or long-term hardship
- Understand contributing factors to hardship including Family Violence
- Identify and understand the signs of stress, depression and anxiety
- Acknowledge the customer's disclosure with empathy statements
- Learn how to manage call control and keep the customer on track
- Know what questions to ask and what path of action to take
- Learn to set boundaries during the call with purpose statements