

CommBank

Next Chapter

Committed to helping
end financial abuse.





We believe in a brighter future for all.

That's why we have created CommBank Next Chapter – our commitment to help end financial abuse. Anyone who is financially impacted by domestic and family violence can access free and confidential support and referrals – no matter who they bank with.

What is financial abuse?

Financial abuse is a widespread form of domestic and family violence. Almost 40% of the adult population have experienced or know someone who has experienced financial abuse.¹

It happens when someone uses money to gain control or power over a partner. It often begins in small and subtle ways and worsens over time and is one of the most powerful ways to keep someone trapped in a relationship.

Some of the signs of financial abuse may include:



Being denied money for basic expenses



Being refused access to a personal or joint bank account



Being forced into taking out debts



Not being allowed to work or having working hours controlled by a partner



Being asked to show receipts and justify all spending



Being prevented from viewing bills or financial statements

Support is available – no matter who you bank with.

Specialists in the Next Chapter Team can provide free and confidential support by connecting people with the right services to help rebuild their financial independence. These services can include:

1. Crisis support services who can help with counselling, safety planning and emergency accommodation

2. Assistance to help you get back on your feet such as employment services

3. Services to develop your skills and confidence around your financial goals, such as the Good Shepherd Financial Independence Hub

Partners we work with

We've partnered with a range of organisations to provide support to those in crisis and address the impacts of financial abuse – some include:



Contact the Next Chapter Team on **1800 222 387**, Monday to Friday, 9am–6pm (Sydney/Melbourne time), excluding public holidays.



Learn more about Next Chapter.



commbank.com.au/nextchapter



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on **1800 222 387**, Monday – Friday, 9am–6pm
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In an emergency always call 000.

¹ According to a June 2020 community attitudes survey of over 10,000 Australians about financial abuse, commissioned by Commonwealth Bank of Australia ABN 48 123 123 124 and conducted by YouGov.

QR codes are provided for your convenience and the location you are taken to will not ask you banking information like your NetBank Client ID, password, or NetCode; or include a link to login. Always type commbank.com.au into a browser or use the CommBank app to securely access your banking. If something looks suspicious, forward it to hoax@cba.com.au and delete it. For more information on protecting yourself online, visit commbank.com.au/hoax

