

1. Introduction

Insurance House Pty Ltd (“Insurance House”) acknowledges that Family Violence is serious and impacts many in the Australian community. Family Violence can have a significant impact on those experiencing it and may make doing business with us more challenging. Insurance House is committed to assisting and supporting customers experiencing Family Violence by developing a policy and implementing procedures to ensure we have measures in place to support those in need.

2. Our Approach

Family violence can happen to anyone and in any type of family or domestic relationship regardless of country, religion, sexuality, gender, social background, socio-economic status, age and culture. Family violence can involve abusive behaviour that makes you feel scared, involves threats to you, your children or pets, and denies your choice. It is an ongoing repeated pattern of behaviour to control you. It is not always physical. Abuse can include financial or economic abuse and emotional or psychological behaviour which is intended to harm or control you.

Domestic and family violence is not acceptable. We encourage customers experiencing any form of family or domestic violence to tell us. This will enable us to work with you to try to find a suitable, sensitive and supportive way for us to proceed. This may include arranging access to suitable support services and or being flexible in our approach and helping you navigate through our processes.

Our commitment is to treat all customers requiring assistance with utmost discretion and respect.

3. Our Internal Policies and Training

Insurance House acknowledges our responsibility to have measures in place to support customers experiencing Family Violence. We have internal policies and training appropriate to our employees’ roles to help them:

- a. recognise domestic, family and financial abuse;
- b. decide about how best, and to what extent, we can support you;
- c. take account of your particular needs or circumstances; and
- d. engage with you with sensitivity, dignity, respect and compassion — this may include arranging additional support and referral to specialist people or services.

We will continue to monitor the appropriateness of our policies and procedures and update them when required.

4. 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, meeting identification or other verification requirements, payment options or using a support person. Where possible we will be flexible in our approach on a case by case basis. We will ask for your consent before we proceed.

6. Accessing support services

Insurance House encourages customers impacted by family violence to access and use the support services available.

General support

1800RESPECT provides access to telephone or online counselling, information on safety planning, and information on how to support someone who is experiencing family violence. Call 1800 737 732 or visit their website: 1800respect.org.au

Lifeline provides Australians experiencing a personal crisis with 24 hour crisis support and suicide prevention services. Call 13 11 14.

Local Support

- ACT – Domestic Violence Crisis Service – 02 6280 0900 (24/7)
- NSW – Domestic Violence Line – 1800 656 463 or 1800 671 442 (24/7)
- NT – Domestic Violence Crisis Line – 1800 019 116 (24/7)
- QLD – DV Connect Crisis Support – 1800 811 811 (24/7)
- SA – Women’s Safety Services – 1800 800 098 (24/7)
- TAS – Family Response and Referral Line – 1800 633 937 (24/7)
- VIC – Safe Steps Family Violence Response Centre (24/7)
- WA – Women’s Domestic Violence Helpline – 1800 007 339 (24/7)

Additional Counselling support

- Relationships Australia provides support groups and counselling on relationships, and for abusive and abused partners. To be connected to the nearest Relationships Australia, call 1300 364 277.
- Aboriginal Family Domestic Violence Hotline. Victims Services has a dedicated contact line for Aboriginal victims of crime who would like information on victims’ rights, how to access counselling and financial assistance. Call 1800 019 123.
- The Victims Access Line provides free counselling and financial assistance for victims of crime. Call 1800 633 063 or the Aboriginal contact line on 1800 019 123.

Legal and Financial Support

- National Debt Helpline – 1800 007 007
- Legal Aid NSW – 1300 888 259
- Legal Aid QLD – 1300 651 188
- Legal Aid VIC – 1300 792 387
- Legal Aid WA – 1300 650 579

- Legal Aid Commission of Tasmania – 1300 366 611
- Legal Services Commission of SA – 1300 366 424
- Northern Territory Legal Aid Commission – 1800 019 343

Support for Men

Mensline Australia provides a free service offering national telephone and online support, information and referrals for men with family and relationship concerns. Call 1300 789 978.

Support for Children

- Child Protection Helpline – 132 111
- Kids Helpline. Free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25 in Australia. Call 1800 551 800.
- Australian Childhood Foundation. Counselling for children and young people affected by abuse. Call 1800 176 453 / 03 9874 3922.