

# Domestic and General Insurance PLC (DGIA)

## Family Violence Policy

Document Owner: Compliance Officer

Policy Level: 2 - Australia

Approved by: SOOA

Document Classification: External

Date Approved: 23 June 2020

Date reviewed: 16 June 2020

Next Review date: June 2021

Document Custodian: Compliance Officer

V1.0 300620

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## **1. Purpose of Policy**

As a member of the Insurance Council of Australia (ICA), Domestic & General Insurance PLC (**D&G**) subscribes to the General Insurance Code of Practice.

This Family Violence Policy sets out how D&G supports customers affected by family violence. D&G ensures that all employees and relevant parties are made aware of this Policy and receive appropriate training and education in identifying and supporting customers who are experiencing family violence and will review this Policy at least annually to ensure its effectiveness.

## **2. Identifying Family Violence**

D&G recognise that customers affected by family violence may be in an especially vulnerable situation. We wish to minimise the risk of harm in our interactions with these vulnerable customers, and to help ensure we provide timely, consistent and targeted assistance to those affected by family violence.

In Australia, 'family violence' is defined as "violent, threatening or other behaviour by a person that coerces or controls a member of the person's family... or causes the family member to be fearful." (Family Law Act 1975 (Cth), section 4AB)

As well as physical violence, the definition includes emotional abuse, psychological abuse, sexual abuse, financial or economic abuse and damage to property.

D&G employees are not expected to be social workers or experts in family violence. However, we provide training to help employees to identify, support and avoid harm to customers affected by family violence. If you are experiencing family violence, please advise us if it is safe to do so, as we have specially trained agents who can manage your policy queries or claim. Your safety is our paramount concern.

## **3. Protecting private and confidential information**

As D&G holds private and confidential information, we are very careful when dealing with customers affected by family violence in order to protect their safety.

Upon learning that a customer is affected by family violence (either through customer notification or identification by the call service agent) the call service agent will record this in the system notes to ensure subsequent calls are managed discreetly. The case will also be referred to a specific case officer for the rest of the claim in order to ensure that D&G addresses privacy and confidentiality concerns for a customer affected by family violence.

## **4. Specialist Services**

If you are affected by family violence, you can contact any of the below organisations for assistance:

### **Australia-wide**

- Kildonan UnitingCare
- 1800 RESPECT

### **Australian Capital Territory**

- Legal Aid ACT

### **New South Wales**

- NSW Health Education Centre Against Violence
- Women’s Domestic Violence Court Advocacy Service
- Gendered Violence Research Network, UNSW
- Ask LOIS (Women’s Legal Service NSW)
- LawAccess NSW
- Legal Aid NSW

### **Northern Territory**

- Northern Territory Legal Aid Commission

### **Queensland**

- Queensland Centre for Domestic and Family Violence Research
- Legal Aid Queensland

### **South Australia**

- Legal Services Commission of South Australia

### **Tasmania**

- Legal Aid Commission of Tasmania

### **Victoria**

- Domestic Violence Resource Centre Victoria
- Victoria Legal Aid

### **Western Australia**

- Women’s Council for Domestic and Family Violence Services
- Legal Aid WA

## **5. Document Change Control**

<b>Document Change Control</b>			
<i>Section Amended</i>	<i>Amend Description</i>	<i>Date of Amendment</i>	<i>Version Update</i>
All	Document Created	16 June 2020	V1.0

~End of Policy~