

Delta Insurance Australia's paramount concern is the safety of our employees and customers. This policy outlines our approach to assisting customers who may be affected by family violence.

In Australian law 'family violence' is defined under the Family Law Act (Cth) 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 violence is a serious and complex issue in Australian society. Family violence encompasses much more than physical violence and includes:

- Damage to property.
- Emotional abuse.
- Financial or economic abuse.
- Psychological abuse.
- Sexual abuse.

There are several external support services available if you or someone you know is experiencing family violence. We have listed some of these services at the end of this policy but if it is an emergency, or if you're not feeling safe, always call 000.

#### HOW CAN WE ASSIST?

At Delta Insurance Australia we can help you by:

- Protecting private and confidential information of customers affected by family violence.
- Finding safe ways to communicate with customers affected by family violence in light of their circumstances.
- Minimising the number of times a customer affected by family violence needs to disclose information about family violence.
- Ensuring appropriate and sensitive claims handling processes for customers affected by family violence.
- Assisting customers affected by family violence to arrange access to financial hardship help.
- Referring customers affected by family violence to specialist services.

We understand that family violence could lead to financial hardship, should you experience financial difficulties, we refer you to our Financial Hardship Support Policy available on our website.

We recognise how privacy and confidentiality can be critical to the safety of customers involved in family violence so any information that you share will be treated confidentially in line with our Privacy Statement.

#### TRAINING PROGRAMS

We recognise that identifying the early signs of family violence is critical to empowering our employees to respond appropriately. We provide training to our employees to assist them in recognising, responding and assisting a customer who has been affected by family violence.

We also look to review and revise our training programs on a regular basis. Whilst our employees are not social workers or experts in family violence, our training assists them to reduce the impact of family violence on our customers.

#### HOW TO ACCESS ADDITIONAL EXTERNAL SUPPORT

In an emergency or if you are not feeling safe, always call **000**.

**1800RESPECT 1800 737 732** – 24-hour hotline for anyone who is at risk of domestic and family violence and sexual assault.

**Lifeline 13 11 14** – 24-hour crisis support and suicide prevention services.

**Relationships Australia 1300 364 277** – Community-based not-for-profit organisation providing support groups and counselling on relationships.

**Aboriginal Family Domestic Violence 1800 019 123** – A dedicated line for Aboriginal victims of crime who would like information on victims' rights, how to access counselling and financial assistance.

**Kids Helpline 1800 551 800** – Free private and confidential counselling services for young people aged 5 and 25.

**Ageing and Disability Abuse Helpline 1800 628 221** – A helpline for abuse, neglect and exploitation of older people and adults with disability.

**Mensline Australia 1300 789 978** – Free professional 24/7 telephone counselling support for men with concerns about mental health, anger management, family violence (etc).