

Domain Insure seeks to provide support and practical assistance to those affected by family violence.

Domain Insure fully supports the General Insurance Code of practice and we recognise the critical importance of supporting vulnerable customers, including those affected by family violence.

Domain Insure defines 'family violence' 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", consistent with the Family Law Act 1975.

In the event of an emergency or if you do not feel safe, call 000.

Family violence is not limited to physical instances of violence and may also include, emotional, psychological, financial/economic, sexual abuse and threats of abuse. Family violence can include damage to property and animals. Customers affected by family violence fall within a broader class of 'vulnerable customers'.

#### **Domain Insure's priorities are:**

- The fair and sensitive treatment of customers affected by family violence, ensuring they are treated with dignity and respect.
- That decisions made consider the safety of the customer and their family.
- The provision of support to our staff who are dealing with, or may deal with, sensitive cases, including customers affected by family violence.

#### **In managing any situations where family violence is identified or suspected, Domain Insure will:**

- Take additional care when dealing with customers affected by family violence and provide additional support and assistance in connection with the provision of insurance services, where reasonable.
- Not require evidence of an intervention order to trigger the requirements of the family violence policy. Someone self-identifying as being affected by family violence will be treated in accordance with the policy without further evidence being required.

- Treat all information about a customer affected by family violence as sensitive and will take measures to ensure the information is kept confidential.
- Engage with the customer to discuss safe ways to communicate and record these communication methods on the customer's file.
- Engage with the customer to determine if communication should involve the customer's financial counsellor, lawyer, community services or social work, legal aid officer or family violence specialist.
- Where reasonable, minimise the information that a customer is required to provide and the number of times a customer is required to disclose the same information, noting that they may not have access to their personal information, records and documents.
- Where possible, provide customers with consistency in speaking to one staff member, or a single pathway to a Vulnerability Specialist.
- Encourage customers experiencing family violence to notify Domain Insure of that fact via our website, direct contact ([customersupport@domaininsure.com.au](mailto:customersupport@domaininsure.com.au)) or other correspondence.
- Ask a customer who self-identifies as being affected by family violence what their financial situation is, to determine whether they are also experiencing financial hardship.
- Refer customers to specialist, external family violence and financial hardship services, as appropriate.
- Provide vulnerable customer training to all staff, including Family Violence training.
- Appoint appropriately trained staff to support vulnerable customers and provide an escalation pathway.
- Provide support to Domain Insure staff affected by family violence or who are affected by dealing with vulnerable customers through an employee assistance line, line management or human resources discussions, training and the provision of resource documents.
- Provide a copy of the public Family Violence Policy to a customer upon request.

If a customer is dissatisfied with Domain Insure's management of their vulnerability, they can lodge a complaint (for example via the e-mail address [complaints@domaininsure.com.au](mailto:complaints@domaininsure.com.au)).

Domain Insure provides information about the complaint management process on our website.

We detail below some support options that may be available to you:

<b>Emergency - Ambulance/Policy/ Fire - 000</b>	
<b>Mental Health Resources</b>	
Beyond Blue	1300 224 636 <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
Kids Help Line	1800 551 800
Lifeline	13 11 14
MensLine Australia	1300 789 978
24 Hour support for the despairing, lonely or suicidal	1800 198 313
Mental Health Emergency Response Line	1300 555 788
Poisons Information Centre	13 11 26
<b>Interpreting/Translation Resources</b>	
Telephone and video translation service	131 450 <a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a>
<b>Family, Sexual &amp; Domestic Violence Resources</b>	
1800 Respect - a 24 hour national sexual assault, domestic and family violence counselling line	1800 737 732 <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>
Domestic Violence in Regional Communities - provides a contact list of services available in different states in Australia for people impacted by, or perpetrators of domestic violence	<a href="http://www.dvirc.org.au">www.dvirc.org.au</a>
Australian Childhood Foundation - Counselling for children and young people affected by abuse	1800 176 453 <a href="http://www.childhood.org.au">www.childhood.org.au</a> <a href="http://www.stopchildabuse.com.au">www.stopchildabuse.com.au</a>

Relationship Australia - Support groups and counselling on relationships for abusive and abused partners	1300 364 277 <a href="http://www.relationships.com.au">www.relationships.com.au</a>
<b>Financial And Legal Aid Resources</b>	
Legal Aid Commissions - each state and territory provide legal assistance service, including some that is available free of charge for certain individuals	<a href="http://www.australia.org.au/content/legal-aid">www.australia.org.au/content/legal-aid</a> <a href="http://www.probonocentre.org.au">www.probonocentre.org.au</a>
Kildonan Uniting Care - Provide financial support programs and shield, youth and family support	<a href="http://www.unitingkildonan.org.au">www.unitingkildonan.org.au</a>
<b>Alternative Insurance Options</b>	
Insurance Council of Australia (ICA) - provides a referral service to find a list of general insurers who offer particular products.	1300 728 288 <a href="http://www.findaninsurer.com.au">www.findaninsurer.com.au</a>
<b>Complaints</b>	
Domain Insure Complaints	<a href="mailto:Complaints@domaininsure.com.au">Complaints@domaininsure.com.au</a>
Australian Financial Complaints Authority (AFCA)	1800 931 678 <a href="http://www.afca.org.au">www.afca.org.au</a>