

# One Underwriting's Family Violence Policy

This Policy is effective November 2024

## 1. Introduction

One Underwriting's Family Violence Policy outlines how One Underwriting will support clients experiencing family violence. In Australian law, '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.

Family violence is more than physical violence and may also include, emotional, psychological, financial/economic, sexual abuse and threats of abuse. Family violence can include damage to property and animals.

## 2. One Underwriting's support to clients experiencing family violence

Where a client discloses family violence, or we suspect that a client may be experiencing family violence, we will, on a case-by-case basis, implement various measures to support the client, such as:

- Ensuring that clients are treated with dignity, respect, and compassion while recognising that family violence is unacceptable in any relationship.
- Prioritising their safety.
- Managing and simplifying how we communicate with the client so that we do not place the client in any further risk.
- Maintaining confidentiality of the information disclosed by the client and protecting their personal information.
- Ensuring that we treat any disclosure of a client's circumstances to a third party with sensitivity and confidentiality in accordance with our privacy policy
- Recognising that we may need to be flexible depending on clients' individual circumstances.
- Ensuring support is offered to clients who indicate or disclose that they are experiencing family violence by referring them to specialist, external family violence and financial hardship services such as:

Organisation	Phone	Website	Services provided
1800 RESPECT	1800 737 732	<a href="https://www.1800respect.org.au/">https://www.1800respect.org.au/</a>	National 24-hour Domestic and Family Violence and Sexual Assault line
MensLine Australia	1300 789 978	<a href="https://mensline.org.au/">https://mensline.org.au/</a>	24/7 support, information and referral service for men with family and relationship issues

Lifeline	131 114	<a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>	24/7 counselling and referral service for people in a crisis situation
Beyond Blue	1300 224 636	<a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>	24/7 support for people experiencing anxiety or depression
National Debt Helpline	1800 007 007	<a href="https://ndh.org.au/">https://ndh.org.au/</a>	Free service to assist people experiencing financial difficulty

### 3. One Underwriting's Management Commitment

One Underwriting will also:

- 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.
- Work with the customer to determine if communication should involve the customers professional financial counsellor, lawyer, community services worker, legal aid officer or family and domestic violence specialist.
- Provide appropriate training to our staff that considers the nature of consequences of family violence including how to identify the signs of family violence.

### 4. Contact us

If you are experiencing family violence or have any questions relating to this policy, please contact us via one of the following options:

Address:

Level 33  
201 Kent Street  
Sydney NSW 2000

Phone: 1300 000 663