

Family Violence Policy

This Policy sets out the standards of conduct undertaken by WSC Insurance Brokers in accordance with the General Insurance Code of Practice and our approach to managing vulnerable customers affected by Family Violence.

WSC Insurance Brokers considers that all forms of violence are a violation of fundamental human rights. Violence threatens the victim's physical health, housing security and mental wellbeing.

In this Policy WSC Insurance Brokers considers 'family violence' defined by the Family Law Act 1975 (Cth), section 4AB 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"*.

We are committed to the management of customers who are experiencing family violence and we seek to deal with those customers by offering referral support and treating them with empathy, compassion and with regard to their safety and financial circumstances.

WSC Insurance Brokers Commitment

WSC will:

- Provide annual vulnerable customer training to all staff inclusive of Family Violence Training
- Treat all information about a customer affected by family violence as sensitive and will take measures to protect private and confidential information
- Minimise the number of times customers affected by family violence need to disclose the same information and where possible, enable the customer to deal with the same employee each time
- Where necessary, work with the customer's agent or representative such as a lawyer, legal aid officer, professional financial counsellor, community services or social worker or family violence specialist.
- Educate staff in recognising the indicators of potential family violence so that they can respond accordingly.
- Provide sensitive claims handling processes for claimants affected by family violence
- Refer customers, employees and distributors to specialist family violence services and help with arranging access to external Financial Hardship assistance.
- Work with the customer to determine a safe method of communicating and recording personal information.

- Provide support to staff affected by family violence or who are affected by dealing with vulnerable customers

For further assistance with family violence we recommend the following support services:

Australia-wide

- Kildonan UnitingCare
- 1800 RESPECT
- Domestic and Family Violence Response Training

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