

# Family and Domestic Violence Customer Support Policy

QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545



## QBE Family & Domestic Violence Support

Family and domestic violence is a complex issue that QBE takes seriously. Family and domestic violence refers to violent, threatening, or abusive behaviour where an abuser seeks to dominate, coerce or control the other person, often an intimate family member or partner. Family and domestic violence is not limited to physical harm, it can include emotional, sexual, financial, psychological abuse and social isolation as well.

At QBE we recognise family and domestic violence impacts the communities in which we operate. We acknowledge it is complex, challenging and personal, and if you are affected by it we are committed to supporting you through this difficult time.

## Your safety and wellbeing

There are a number of services available if you or someone you know is experiencing domestic or family violence. We've listed some these for you on the next page. However, in an emergency, or if you're not feeling safe, always call **000**.

## How can we help?

Domestic and family violence is not just limited to physical harm, but can take many forms, including financial abuse. Financial abuse is a form of family and domestic violence where there is force or intimidation used to control some or all financial decisions and force economic dependency.

At QBE we can help support you by:

- Giving you greater control over how your personal information is shared with third parties
- Finding safe ways to communicate with you in light of your circumstances
- Minimising how often you need to disclose information about family violence
- Helping you set up new insurance policies
- Ensuring an appropriate and sensitive claims handling processes
- Assisting to arrange access to financial hardship help
- Referring you to specialist services.

## Your Insurance

If you need help with your policy, insurance premiums or need to make a claim, please contact us on **133 723**. If you already have a claim with us please contact your claims officer directly.

At QBE we offer support for financial hardship in those times when your circumstances can make it difficult to meet your financial commitments. If you're experiencing financial hardship please speak to your claims officer for more information, or refer to our financial hardship page.

Sometimes you may need extra help to get your finances back on track during a difficult time. For free, confidential, independent financial advice you can call the National Debt Helpline on **1800 007 007**.

## Your Privacy

We recognise that privacy and confidentiality can be critical to safety in any family and domestic violence situation, and we will treat any information you give us about your situation and your personal circumstances with confidentiality. For further information please refer to our Privacy Policy.

## If you're a joint policy holder

If you hold a joint policy, meaning someone else is named on your policy as well as you, we will:

- Consider the potential risks to your personal safety and act according to our obligations relating to joint policy holders
- Where needed to protect your safety we can help you set up a new policy, and
- Offer a sensitive claims handling process that provides you confidentiality and safety.

**1800RESPECT** **1800 737 732**

24 hour hotline for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault

**Lifeline** **13 11 14**

Anyone across Australia experiencing a personal crisis or thinking about suicide

**Relationships Australia** **1300 364 277**

Support groups and counselling on relationships, and for abusive and abused partners

**Kids Help Line** **1800 551 800**

Free, private and confidential telephone and online counselling service specifically for young people between 5 and 25 in Australia

**Mensline Australia** **1300 789 978**

24 hour phone and online support and information service for Australian men. Supports men and boys who are dealing with family and relationship difficulties

**WIRE Women's Information** **1300 134 130**

Free Victorian women's service providing information, referral and support via the Women's Information Centre

**Women's Legal Services Australia** **wlsa.org.au**

A national network of community legal centres specialising in women's legal issues

**Aboriginal Family Domestic Violence Hotline** **1800 019 123**

A dedicated contact line for Aboriginal victims of crime who would like information on victims rights, how to access counselling and financial assistance

**Q Life** **1800 184 527**

A dedicated contact line for LGBTI relationship support

**Ageing and Disability Abuse Helpline** **1800 628 221**

A dedicated helpline for abuse of older people and adults with disability

**National Debt Helpline** **1800 007 007**

Free, confidential, independent financial advice