

# Canopy Insurance

## Family Violence Policy



At Canopy Insurance we are committed to providing support to our customers and their family members affected by family violence.

Our employees are aware of our Family Violence procedures and are trained on how to recognise and deal with family violence and financial hardship matters, providing you with safe and supportive assistance.

### **Our Policy**

This policy sets out how we can help you, our commitment to respecting your privacy, how we handle claims, looking after our employees and how to access additional support or assistance.

### **What is 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 1976 (CTH), section 4AB).

Family violence can include physical violence, emotional or verbal abuse, psychological abuse or controlling behaviour, sexual abuse, financial or economic abuse and damage to property.

By providing us with your personal information, you consent to us collecting, storing, using and disclosing your personal information as set out in this policy.

### **What can we do to help you?**

If you tell us or we recognise that you are affected by family violence we are here to help by ensuring our employees are trained and that they engage with you in a sensitive and compassionate manner. We will be minimising the number of times you need to disclose information about your situation, prioritise your safety and the confidentiality of your information, handle your claims with utmost care and provide details of additional support.

### **Respecting your Privacy**

We recognise the importance of protecting the private and confidential information of our customers affected by family violence or financial hardship. We have procedures in place to ensure your information is secure and confidentiality is maintained.

Depending on your circumstances this could include updating your contact details, mutually agreeing times to talk, methods of communication or appointment of a trusted person to act on your behalf.

## How we handle claims

We are committed to handling all claims with sensitivity, flexibility and care. If you informed us that you're affected by family violence our employees will:

- minimise the number of times you need to tell us that you have been affected by family violence
- not require you to make direct contact with an alleged perpetrator or notify the police about an alleged perpetrator
- ensure that anyone visiting your home or site on our behalf is trained and aware that you may be in danger
- be mindful that events that result in insurance claims can trigger violence, and
- be flexible in our approaches to accommodate your needs.

## Looking after our employees

We are committed to supporting our employees who are affected by family violence or where they have assisted a customer affected by family violence.

## Access to Support or Assistance

Should you require additional support or assistance help is available from a number of specialist services as detailed below:

- 1800RESPECT or 1800 737 732

24 hour telephone or online counselling, information on safety planning, and information on how to support someone who is experiencing domestic and family violence.

- Lifeline – Call 13 11 14

24 hour crisis support and suicide prevention services.

- Beyond Blue – Call 1300 22 4636

24 hour Mental Health support.

- Mensline Australia – Call 1300 789 978

24 hour national telephone and online support, information and referrals for men with family and relationship concerns.

- Child Protection Helpline – Call 132 111 or 1800 551 800

Kids Helpline – telephone and online counselling service specifically for young people aged between 5 and 25.

- Australian Childhood Foundation – Call 1800 176 453 / 03 9874 3922

Counselling for children and young people affected by abuse.

- ACON – Call (02) 9206 2000

LGBTI health organisation offering information, referrals, counselling, advocacy and practical support for LGBTI people in NSW experiencing family and domestic violence.

- Domestic Violence Crisis Service – 02 6280 0900 (24/7)
- Domestic Violence Line – 1800 656 463 or 1800 671 442 (24/7)
- Domestic Violence Crisis Line – 1800 019 116 (24/7)
- DV Connect Crisis Support – 1800 811 811 (24/7)
- Women’s Safety Services – 1800 800 098 (24/7)
- Family Response and Referral Line – 1800 633 937 (24/7)
- Safe Steps Family Violence Response Centre – 1800 015 188 (24/7)
- Women’s Domestic Violence Helpline – 1800 007 339 (24/7)
- Legal Aid ACT – 1300 654 314
- Legal Aid NSW – 1300 888 529
- Northern Territory Legal Aid Commission – 1800 019 343
- Legal Aid Queensland – 1300 651 188
- Legal Services Commission of South Australia – 1300 366 424
- Legal Aid Commission of Tasmania – 1300 366 611
- Victoria Legal Aid – 1300 792 387
- Legal Aid WA – 1300 650 579

### **Updating this Policy**

We may make changes to this policy. Any changes will be uploaded to our website and the effective date noted accordingly.

### **How to contact us**

If you have a query relating to our Family Violence Policy, please contact our office during business hours.

Telephone: 1300 001 134

Email: [info@canopyinsurance.com.au](mailto:info@canopyinsurance.com.au)