

Family violence policy

Support for our customers

We offer additional support measures to customers affected by family violence. If your pet insurance policy is administered by PetSure, and you are affected by family violence, you can access this support by calling your pet insurance customer service number or emailing us on help@petsure.com.au.

PetSure's commitment to you

We are committed to providing support to our customers affected by family violence.

We will achieve this through training and support of our employees, and employees of brand partners, engaging you with sensitivity, dignity, respect and compassion while protecting your information and privacy. We will also refer you to specialist support services that can help you with family violence, details of which can be found below.

Your safety is paramount to us

Whenever family violence is identified or suspected, our priority is the safety of the person affected and the protection of their family. We will strive for the early recognition of family violence, and we encourage you to tell us if you are affected so we can help you.

How we will deliver on our commitment

1. We will ensure that any disclosure of information to us, request for support made under this policy, and private information we already have on file is kept **confidential and secure**. We will ensure any information provided to us in relation to situations of family violence is used solely for the purpose of assessing the individual needs of that customer.
2. We will ensure our employees of PetSure and our brand partners are **trained** so that they are aware of our family violence procedures and can identify and deal appropriately and sensitively with customers affected by family violence.
3. We will **minimise** the number of times that our customers need to tell us that they have been affected by family violence.
4. We will work with customers affected by family violence to try to find a **suitable, sensitive and compassionate** way to respond to your needs under your insurance policy.
5. Our **claims handling processes** will be considerate and sensitive should our customers affected by family violence need to make a claim under their insurance policy with us.
6. We will ensure customers affected by family violence also have **access to Financial Hardship assistance and support** if they are experiencing financial difficulties in relation to their insurance policy.

7. We will inform our customers, as well as employees of PetSure and our brand partners, about **information and support processes available to assist** our customers experiencing family violence.
8. We will refer our customers, as well as employees of PetSure and our brand partners, to **specialist organisations** who can offer support and advice for those experiencing family violence, details of which can be found below.
9. We will **support** our employees and employees of brand partners who are affected by family violence or where they have assisted a customer affected by family violence.
10. Where a customer tells us, or it is identified that a customer needs **additional support** from someone else (for example, a lawyer, friend or support organisation) we will recognise this and allow for flexibility of our processes where we can. This will not affect a customer's right to privacy of their information.

What is family violence?

Family violence is “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 violence includes physical violence, emotional or psychological abuse, financial or economic abuse and damage to property.

Specialist support services

If you are in danger or if you are not feeling safe, call 000.

The following organisations offer free family violence support services:

- 1800RESPECT: www.1800respect.org.au or at 1800 737 732 (24hrs)
- National Domestic Violence and Sexual Assault helpline: 1800 200 526 (24hrs)
- Domestic Violence Crisis Service: www.dvrcv.org.au/domestic-violence-crisis-service or 1300 782 200 (9am – 5pm Monday to Friday) or 131 611 (after hours Crisis Care)
- Family Violence Response and Counselling Referral Line: 1800 633 937 (24hrs)
- Lifeline: www.lifeline.org.au or 13 11 14
- Relationships Australia: www.relationships.org.au or 1300 364 277
- DVConnect Mensline: www.dvconnect.org/mensline or 1800 600 636 (9am – midnight, 7 days)
- MensLine Australia: www.mensline.org.au or 1300 789 978 (24 hrs)
- LGBTQIA Support for Domestic Violence: 1800 063 060

* Family Law Act 1976 (CTH), section 4AB