

Family & Domestic Violence Policy

October 2024



Steadfast Claims Solutions (SCS) Family & Domestic Violence Support

Family and domestic violence is a complex issue that SCS 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 a close family member or partner. Family and domestic violence is not limited to physical harm, and can include emotional, sexual, financial, psychological abuse and social isolation. At SCS 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 in which force or intimidation is used to control some or all financial decisions and force economic dependency. At SCS 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 considering your circumstances
- Minimising how often you need to disclose information about family violence

- Assisting you to set up new insurance policies
- Providing 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 02 8280 3046. If you already have a claim with us please contact your claims consultant directly.

At SCS we offer support for financial hardship when your circumstances make it difficult to meet your financial commitments. If you're experiencing financial hardship and have lodged a claim, please speak to your claims consultant, or contact us on 02 8280 3046 to speak to a member of the SCS team. For more information refer to our Financial Hardship Guide.

If you require assistance to get your finances back on track during a difficult time you are able to access free, confidential and independent financial advice by calling the National Debt Helpline on 1800 007 007.

Your Privacy

We recognise that privacy and confidentiality are critical to safety in family and domestic violence situations, 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.

Other Services that are here to help

<p>1800RESPECT Phone: 1800 737 732</p> <p>24-hour hotline for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault</p>	<p>WIRE Women's Information Phone: 1300 134 130</p> <p>Free support, referrals and information for all Victorian women non binary and gender diverse people. Due to Covid, this service is closed until further notice.</p>
<p>Lifeline Phone: 13 11 14</p> <p>Assists Australians experiencing emotional distress and provides 24-hour crisis support and suicide prevention services.</p>	<p>Aboriginal Family Domestic Violence Hotline Phone: 1800 019 123</p> <p>A dedicated contact line for Aboriginal victims of crime who would like information on victims' rights, how to access counselling and financial assistance.</p>
<p>Relationships Australia Phone: 1300 364 277</p> <p>Provides counselling, family dispute resolution (mediation), education programmes and family and community support.</p>	<p>Q Life Phone: 1800 184 527</p> <p>Provides anonymous and free LGBTI peer support and referral for people in Australia on a range of issues.</p>
<p>Kids Help Line Phone: 1800 551 800</p> <p>Free, private and confidential telephone and online counselling service specifically for young people between 5 and 25 in Australia</p>	<p>Ageing and Disability Abuse Helpline Phone: 1800 628 221</p> <p>A dedicated helpline for abuse of older people and adults with disability from abuse, neglect and exploitation.</p>
<p>Mensline Australia Phone: 1300 789 978</p> <p>24-hour phone and online support for Australian men with concerns about mental health, anger management, family violence, addiction, relationship, stress and wellbeing.</p>	<p>National Financial Counselling Hotline Phone: 1800 007 007</p> <p>Supports Australians going through financial difficulty by providing a free, confidential and independent financial advice.</p>