

How we support Customers affected by Family and Domestic Violence

Your safety is our priority. If there is an immediate threat to you or your loved ones, please call Emergency Services on 000.

Why this is Important

This Policy sets out how 360 supports our customers who are affected by Family and Domestic Violence (FDV). It is important because we believe in doing the right thing by our customers, respecting who they are and their individual circumstances. This Policy supports 360's purpose and strategy by helping to make our customers safer and reducing the risk of harm from FDV.

This Policy is designed to produce these outcomes:

- + minimising the risk of harm to customers affected by FDV;
- + supporting our customers with empathic, consistent and timely responses in their dealings with 360.

How we Support our Customers

- + If a customer tells us they are affected by FDV, we can discuss options on how they can get support. We may refer them to external support when appropriate. Our customers' safety is paramount;
- + If a customer is affected by FDV, we will keep information they give us about their situation confidential. We will explore the most appropriate options for insurance customer's policy or claim with flexibility and care, including if the customer has a joint policy;
- + If you are a customer affected by FDV our employees will:
 - Recognise that you may be vulnerable, particularly if experiencing a claim event and FDV;
 - Be flexible and explore the best options for your policy or claim; and
 - If it is appropriate, refer you to emergency services or to a trusted external support provider in the table below:

Country	Agency	Hours	Contact
Australia	1800 RESPECT	24/7	1800 737 732 https://www.1800respect.org.au/
Australia	Rape & Domestic Violence Services Australia	24/7	1800 211 028 https://www.rape-dvservices.org.au/

These services can be accessed online or over the phone for confidential online or telephone counselling, information and referral services.

- + We will train our relevant employees to understand and support customers who are experiencing vulnerability, including those affected by FDV. Training will depend on an employee's role, and will include information about:
 - Making sure customers' safety is paramount, and referring them to emergency services if there is an immediate threat of harm;
 - How to recognise the potential for future violence or vulnerability, and that violence or abuse may be happening now;
 - Understanding the impacts of trauma and how it can make a customer look, sound and behave;
 - How best to support customers affected by FDV sensitively and empathically, including:
 - i. Minimising the number of times, a customer needs to disclose information about FDV;
 - ii. Protecting information that is private and confidential; and
 - iii. Referring a customer to external support or other services where appropriate.
 - Understanding each customer's personal situation to consider financial hardship assistance for those having difficulty paying 360 because of FDV. This includes how to support customers when debt collection is needed; and
 - Referring customers to trusted external programs and services available to support people affected by FDV.
- + We will continue to work with industry bodies, non-profit groups and communities to better understand FDV, and refine our approach to supporting customers affected by FDV.

Accessing Government Support Services

The following is a list of government support services for customers requiring additional support:

- + Translating and interpreting service for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients:
 - Call **131 450** (Translating and Interpreting Services (TIS National)) or contact them at their website - <https://www.tisnational.gov.au/en/About-TIS-National>
- + The National Relay Service (NRS) is an Australia-wide telephone access service available to customers who are deaf or have a hearing or speech impediment:
 - Voice: **1300 555 727**
 - TTY: **133 677**
 - SMS: **0432 677 767**
 - Website: <https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service>
- + Services Australia delivers government payments and services. If eligible, social work services can provide support, counselling and information in difficult times:
 - Visit Services Australia for contact information - <https://www.servicesaustralia.gov.au/individuals/contact-us>

Private and Confidential Information

We will handle your personal and sensitive information in accordance with the *Privacy Act 1988 (Cth)* and our Privacy policy.

If you would like a copy of our Privacy policy, please ask us or you may download our policy at www.360uw.com.au

Definitions

In this Policy:

Family and Domestic Violence or **FDV** means:

Violence, abuse or threatening behaviour in domestic or family settings, as set out below:

- + Domestic violence means acts of violence that occur in domestic settings between two people who are, or were, in an intimate relationship. It includes physical, sexual, emotional, psychological and financial abuse;
- + Family violence is any violent, threatening or other behaviour by a person that coerces or controls a member of their family or household or makes the family or household member fearful;
- + FDV does not have a universal definition and can be different in different countries, states and territories. The core characteristic however is controlling behaviour, whether criminal or non-criminal, that is aimed to cause fear within another person or their family;
- + It may be a pattern of behaviour designed to make a person dependent by: isolating them from sources of support, exploiting their resources and abilities for personal gain, depriving them of means needed for independence, resistance and escape, or regulating their everyday behaviour.

Contacts for Questions and More Information

If you have any questions or want more information about this Policy, please email executive@360uw.com.au or call **1800 411 580**

360 Underwriting Solutions Pty Ltd, ABN 18 120 261 270, AFSL 319181:

360 Accident & Health Pty Ltd ABN 25 623 247 978 (AR 1262596)
 360 Aviation Pty Ltd ABN 71 626 251 590 (AR 1266052)
 360 Casualty Pty Ltd ABN 59 626 251 536 (AR 1281876)
 360 Commercial Pty Ltd ABN 73 620 071 650 (AR 1256191)
 360 Commercial Motor Pty Ltd ABN 78 626 251 616 (AR 1266050)

360 Construction & Engineering Pty Ltd ABN 56 634 130 760 (AR 1278878)
 360 Financial Lines Pty Ltd ABN 72 629 145 357 (AR 1268172)
 360 Mobile Plant & Equipment ABN 99 634 784 704 (AR 1277429)
 360 Farm & Regional Pty Ltd ABN 98 088 296 324, AFSL 229939
 eSentry Underwriting Pty Ltd ABN 46 141 852 842, AFSL 402842