

FAMILY VOILENCE POLICY



1. INTRODUCTION

Harland Green are committed to supporting our customers who may be affected by family violence. We recognise that family violence can have significant personal, emotional, and financial impacts on individuals and their families. This policy outlines our approach to supporting customers who are experiencing family violence, ensuring that they are treated with dignity, respect, and understanding, while receiving the appropriate assistance in managing their insurance needs.

In this policy document, references to “we”/”us”/”our” means Harland Green and its subsidiaries, and “you”/”your” means you as a director, employee or other person who works for or is considered part of, the customer and any of its subsidiaries.

2. VERSION CONTROL

This Family Violence Policy is reviewed annually by the Chief Executive Officer.

Version	Authored	Approved by	Release date
1.01	Peter Drinnan	Glen Drinnan	

3. PURPOSE

We are committed to offering a compassionate and supportive approach to customers affected by family violence. When you disclose that you are experiencing family violence, we will ensure that your privacy and confidentiality are respected. Any information you share will be handled with the utmost care and will only be disclosed to third parties with your consent, or if required by law.

4. DEFINITION OF FAMILY VIOLENCE

Family violence refers to any behaviour within a family or domestic relationship that is intended to control, dominate, or harm another person. It may include physical, emotional, psychological, sexual, financial, or verbal abuse, as well as coercive control. Family violence may involve intimate partners, ex-partners, or other family members.

5. FAMILY VIOLENCE RESPONSE

If you tell us or we identify that you are affected by family violence, we will take the following steps while assisting you with your insurance needs:

- **Confidentiality:** All disclosures of family violence will be treated confidentially. We will not share details of the situation without customer consent, unless required by law.
- **Support Services:** We will work with you and try to find a suitable, sensitive and compassionate way for us to proceed. We will do this as early as practicable, and we will protect your right to privacy. If it is identified that the customer needs additional support from someone else (Eg. lawyer, consumer representative, interpreter or friend) we will allow for this in all reasonable ways.
- **Interpreter Services:** Where practicable, we will provide access to an interpreter if you ask us to, or if we need an interpreter to communicate effectively with you. We will record if an interpreter is used or if there are reasons we are unable to arrange one.



- Identification: if you advise that you need support to meet identification requirements, then we will take reasonable measures to support you. Our approach to supporting you with verification and identification will be flexible.
- Assistance with Claims and Policies: If you are experiencing family violence, we will work with you to ensure that your claims and policies are managed sensitively and with flexibility.

6. FINANCIAL HARDSHIP ASSISTANCE

If you tell us, or we identify that you are being affected by Family Violence, we will ask about your financial situation to determine if you are experiencing Financial Hardship. If we determine that you need Financial Hardship assistance, we will assess your request in line with our Vulnerable Customers and Financial Hardship policy. For example, we will:

- Ensure any recovery action is put on hold until our review is complete; and
- Make you aware of certain free assistance services which may be available to you

7. EMPLOYEE TRAINING AND AWARENESS

We provide appropriate training to all our customer-facing employees so that they can:

- Understand if you may be vulnerable;
- Decide about how best, and to what extent, we can support you;
- Take account of your particular needs or vulnerability;
- Engage with you with sensitivity, dignity, respect and compassion – which may include arranging additional support, for example referring to you people, or services, with specialist training and experience; and
- Communicate with you via an interpreter if needed

8. NON-DISCRIMINATION AND RESPECT

We are committed to ensuring that all customers are treated with dignity and respect, regardless of their experience with family violence. Discriminatory practices or judgments based on someone's experience with family violence will not be tolerated. We aim to create a supportive environment for our customers where they feel safe to disclose and seek assistance.

9. REPORTING AND FEEDBACK

Customers who are affected by family violence are encouraged to reach out if they require assistance or if they have concerns about how their situation is being handled. Harland Green values feedback and will take any concerns seriously. If you feel that you have not been treated appropriately or if you need further assistance, please contact:

Telephone: (02) 9542 2651

Email: support@harlandgreen.com

Escalation Point: Peter Drinnan – 0421 087 081 / peter@harlandgreen.com



10. EXTERNAL RESOURCES

We encourage our customers who are affected by family violence to seek support from professional services. Below are some key resources available in Australia. We do not have any affiliation or relationship with these organisations and are not responsible for any assistance services they may provide.

- National Domestic Violence Hotline – 1800 737 732
- 1800RESPECT (National Sexual Assault, Domestic & Family Violence Counselling Service) – 1800 737 732
- Lifeline 24-hour crisis support – 13 11 14
- Women’s Legal Services Australia – www.wlsa.org.au
- Legal Aid Australia – www.legalaid.nsw.gov.au

11. REVIEW AND MONITORING

Harland Green will regularly review this policy to ensure it remains up to date and continues to meet the needs of our customers. We are committed to continuously improving our approach and ensuring that we provide the best possible support for customers affected by family violence.

This policy is designed in alignment with Australian legal and regulatory requirements. Our commitment to supporting customers affected by family violence is part of our broader responsibility as an insurance provider to ensure we serve all our customers with care and respect.

