

Canopus Australia & Pacific Family Violence Policy

June 2020

In an emergency or if you're not feeling safe, always call 000

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.”¹.

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

Canopus' promise 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 ensuring that our distributors have adequate training in place, to engage with you with sensitivity, dignity, respect and compassion and protecting your information and privacy. We will also refer you to specialist support services that can help you with family violence.

Your safety is paramount to us

Whenever family violence is identified or suspected, our priority is the safety of the person affected by family violence and the protection of their family. We will strive for the early recognition of family violence.

How we will deliver upon our promise

1. We will ensure our employees and distributors have **training** in place so that they are aware of our family violence procedures and can identify and deal appropriately and sensitively with customers affected by family violence.
2. We will **protect private and confidential information** of customers affected by family violence through our Privacy Policy ensuring that their information is secure.
3. We will **minimise** the number of times that our customers need to tell us that they have been affected by family violence.
4. Our **claims handling processes** will be appropriate and sensitive should our customers need to make a claim under their insurance policy with us and they are affected by family violence.
5. We will adopt **a different process and consider the risk** if we are aware that a customer’s debt involves a situation of family violence.
6. We will arrange for our customers to **access Financial Hardship help** and include customers affected by family violence in our internal financial hardship guidelines.
7. We will inform our customers, employees, distributors and service suppliers about **information and assistance** to people experiencing family violence.
8. We will refer our customers, employees and distributors to **specialist services**.
9. We will **support** our employees and distributors who are affected by family violence or where they have assisted a customer affected by family violence.

¹ Family Law Act 1976 (CTH), section 4AB

Specialist services

The following organisations can assist you with family violence issues:

Domestic Violence Advice & Support

- 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: 1300 782 200 (24hrs)
- Family Violence Response and Counselling Referral Line: 1800 633 937 (24hrs)