

**DXIS Insurance  
Solutions Australia Pty  
Ltd**

**Family and Domestic  
Violence and Abuse  
Policy**



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# 1 THE PURPOSE OF THIS POLICY

At DXIS, we are committed to the highest standards of compliance with applicable family and domestic violence and abuse laws and seek to follow best practice.

This Family & Domestic Violence and Abuse Policy outlines our commitment to victims of financial or domestic abuse and has been endorsed by our Board and Senior Management.

Our Family & Domestic Violence and Abuse Policy is maintained and reviewed regularly by senior management and Responsible Manager's. Responsible Manager's will also communicate the content of the Family & Domestic Violence and Abuse Policy to our employees and will ensure there is appropriate training and monitoring of compliance.

References to "You" in this Policy Statement means you as a policyholder, claimant, director, employee or other insured person or insured under a policy arranged or issued by us or a claim managed by us.

## 1.1 Our Approach

Financial abuse in the context of domestic and family violence (domestic and financial abuse) is a serious and widespread problem affecting people in communities across Australia.

Our purpose is to deliver claims services and insurance products that benefit Australians. We recognise that some of our clients may be in vulnerable circumstances.

The Board and Responsible Manager's receive regular reporting on risks relating to financial and domestic abuse and have ultimate accountability. The purpose of this Policy is to inform all our employees, stakeholders, claimants and insureds of the required approach to ensure financial and domestic abuse is not enabled and to protect the interests of victims.

## 1.2 Responsibility

Our Responsible Manager's are responsible for implementing effective Family & Domestic Violence and Abuse procedures, monitoring compliance with those procedures and reporting to the Board. Responsible Manager's reports to the Board at least annually and at any such time as a matter of material concern arises (including in respect of any material breach of this Policy).

Our Responsible Manager's understand the relevant legislation and regulations and have the full support of the Board in carrying out their responsibilities.

Responsible Manager's responsibilities include:

- Establishing, maintaining and monitoring our financial and domestic abuse procedures
- Receiving reports of any suspicious activity from within the business or from external stakeholders
- Establishing and maintaining training for our staff
- Reporting to the Board

- Working with our clients, stakeholders, Insurers to monitor developments in legislation, regulations and practice
- Escalating incidents and liaising with regulatory and law enforcement bodies where it is appropriate to do so. (Note: there may be times where notifying third parties, may not be allowed under applicable legislation)
- Conducting periodic reviews of our compliance with financial relevant legislation.

If you have any queries or concerns regarding any financial or domestic abuse issue you should contact us immediately and request the matter be referred to one of our Responsible Manager's.

### 1.3 Employee Training

We believe that it is of critical importance that all our relevant employees receive an appropriate level of training on how to assist you in dealing with financial or domestic abuse. We will therefore ensure we provide suitable training. We are supporting our people by:

- Educating our people on how to recognise and address financial or domestic abuse and providing them with the tools and resources necessary to achieve you wherever possible
- Strengthening our workplace responses and gender equality strategy to support those affected by domestic and financial abuse
- Engaging our people through volunteering

### 1.4 Your Privacy

We understand that privacy and confidentiality can be critical to safety in any domestic and family violence and abuse situation and will take care to protect your personal information in line with our Privacy Policy.

Depending on your personal circumstances, we can help you:

- Change your personal, policy or login details to help protect the security of your information.
- Please note this may not be appropriate in circumstances where a violent or abusive family member is controlling your finances using your details, and any change may be a threat to your safety.
- Change arrangements for anything we may need to send to you. For example, by nominating the mailing address of a trusted family member or PO Box.

### 1.5 Accessing Support and Information

There is a large range of support services available to you if you are experiencing domestic and family violence and abuse or financial hardship (including financial abuse).

Please feel free to contact us at any time for further information on relevant service providers or contact the Health Authority in your state or territory.

## 1.5.1 Additional resources

For further assistance with domestic or family violence you may wish to contact the following organisations:

### **Australia-Wide**

- Kildonan Uniting Care
- 1800 RESPECT
- Domestic and Family Violence Response Training

### **Australian Capital Territory**

- Legal Aid ACT

### **New South Wales**

- NSW Health Education Centre Against Violence
- Women's Domestic Violence Court Advocacy Service
- Gendered Violence Research Network, UNSW
- Ask LOIS (Women's Legal Service NSW)
- LawAccess NSW
- Legal Aid NSW

### **Northern Territory**

- Northern Territory Legal Aid Commission

### **Queensland**

- Queensland Centre for Domestic and Family Violence Research
- Legal Aid Queensland

### **South Australia**

- Legal Services Commission of South Australia

### **Tasmania**

- Legal Aid Commission of Tasmania

### **Victoria**

- Domestic Violence Resource Centre Victoria
- Victoria Legal Aid

### **Western Australia**

- Women's Council for Domestic and Family Violence Services
- Legal Aid WA

This summary does not constitute an offer, solicitation or advertisement in any jurisdiction, nor is it intended as a description of any products or services of DXCIS.



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#### About DXIS Technology

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