



# Domestic & Family Violence Policy

**Call 000 if you are in danger or if you're not feeling safe**

## **Purpose**

This policy sets out Argenta's commitment to support Customers that may be affected by Family Violence with sensitivity, dignity, respect and compassion and to ensure our staff are able to assist you.

## **What is Domestic and Family Violence?**

Australian Law defines "Domestic and Family Violence" as violent, threatening or other behaviour by a person, with the intention of coercion or controls of a family member, causing the family member to be fearful."

Domestic and Family Violence is a crime and can affect anyone. It occurs when someone with a close or personal relationship with you makes you feel powerless, afraid or unsafe. This violence can be physical, emotional or psychological.

## **Our Promise to You**

Your safety is paramount to us. If we identify or suspect Family Violence, we will follow the approach below.

## **Our Approach**

We will:

- treat you with respect and dignity, and exercise discretion and sensitivity;
- make sure that safety is paramount for anyone affected by Family Violence;
- consider if you are suffering financial hardship and work with you to find ways to alleviate any such circumstances; and
- provide you with contact details of people or services, with specialist training and experience who may be able to assist you with your personal circumstances.

Precautions we take when communicating may include:

- finding a mutually appropriate time to talk on the phone;
- assessing whether it's safe to send text messages or leave voice messages on the phone; and
- sending information separately — if you're a joint policy holder, we may need to send information to two different mail or email addresses.

## Specialist Services Available for Domestic and Family Violence

Service Name	Phone Number	Website
Lifeline	13 11 14	<a href="http://Lifeline.org.au">Lifeline.org.au</a>
1800 RESPECT	1800 737 732	<a href="http://Respect.org.au">Respect.org.au</a>
Beyond Blue	1300 224 636	<a href="http://Beyondblue.org.au">Beyondblue.org.au</a>
Relationships Australia	1330 364 277	<a href="http://Relationships.org.au">Relationships.org.au</a>
Men's Line Australia	1300 789 978	<a href="http://Mensline.org.au">Mensline.org.au</a>