



# ARTISAN<sup>®</sup>

## UNDERWRITING

### **Domestic and Family Violence Policy**

*Support for customers experiencing family and domestic violence*

**Artisan Underwriting Pty Ltd “Artisan”** is committed to supporting employees affected by family and domestic violence. This family and domestic violence policy aims to provide a framework to support employees who experience family and domestic violence.

Artisan recognises that our customers and employees affected by family and domestic violence may suffer significant physical and/or emotional trauma, difficulty in working, financial insecurity, and disruption to their lives.

Artisan aims to take a confidential, sensitive, compassionate and holistic approach to supporting our customers and employees who experience family and domestic violence which allows them to continue to participate in the workplace. Artisan also take into account such customers’ security and financial hardship circumstances where applicable. Artisan act in accordance with its Privacy policy and ensures that all sensitive and confidential information is protected and treated in accordance with our [Privacy Policy](#).

Our services may include arranging additional support in relation to your insurance arrangements or, for example, referring you to people, or services, with specialist training and experience to assist you with your personal circumstances. Artisan assist in the support process by;

- Providing training to our employees to help recognise and identify early signs of family violence and how to respond appropriately;
- Valuing and respecting the private and confidential information of customers and employees affected by family violence;
- Minimising the number of times a customer or employee affected by family violence must disclose information about the family violence;
- Applying a sensitive and appropriate claims handling processes for our customers affected by family violence;
- Supporting our customers in financial hardship. Refer to our [Financial Hardship Policy](#).
- Informing customers, employees, distributors and service suppliers about information and assistance available to people experiencing family violence;
- Providing support to our employees who are affected by family violence, including the trauma that they may suffer after serving affected customers. This includes providing additional services to them such as training, leave, counselling etc

#### **Training**

Artisan provide appropriate training to all our employees to help them:

- identify, support and avoid harm to Customers affected by Family Violence;
- decide about how best, and to what extent, we can support you;
- protect private and confidential, and personal information of Customers affected by Family Violence;
- take account of your particular needs or vulnerability; and
- engage with you with sensitivity, dignity, respect and compassion — this may include arranging additional support, for example referring you to people, or services, with specialist training and experience



## Support and Assistance

When we become aware that you may be in a Family Violence situation, we will make a record of this to try and minimise the need for you to make repeated disclosure to us about your situation.

We will discuss safe ways to communicate with you and record this on file for example:

- I. whether it is a good time to talk;
- II. if it's safe to leave phone messages; or
- III. alternative ways to contact you or your support person.

Our employees may ask you questions about your current situation to understand whether it is safe to continue with the call at that time. For example, by asking if you are alone or with someone else at the time. This information may also assist us to refer you to an appropriate external service provider also for further help.

You can ask us to deal with a support person on your behalf at any time. We will need their contact details and consent from you to do this.

The No to Violence Men's Referral Service ([ntv.org.au](http://ntv.org.au) or 1300 766 491) works with men who use family violence to change their abusive and violent behaviour.

## Further assistance

If you or someone you know is experiencing family and domestic violence, or you simply want to find out more, the following external services are available to provide information and assistance.

## National referral and support pathways

- 1800RESPECT (national domestic, family and sexual violence counselling, information and support service. Available 24/7) 1800 737 732
- Call 000 in an emergency
- Lifeline (general support) 13 11 44
- Beyond Blue (general support) 1300 224 636
- Relationships Australia (relationship issues) 1300 364 277
- Full Stop Australia (domestic, family and sexual violence support) 1800 385 578
- Men's Referral Service (advice for men about family violence) [ntv.org.au/mrs/](http://ntv.org.au/mrs/) 1300 766 491
- MensLine Australia (general men's issues) 1300 789 978
- Community Legal Centres Australia (legal help) (02) 9160 9500



- Rainbow Sexual, Domestic and Family Violence helpline (support for LGBTIQ+ community) 1800 497 212
- National Aboriginal and Torres Strait Islander Legal Services (legal support for Aboriginal and Torres Strait Islander people) 0490 534 572
- 13Yarn (support for Aboriginal and Torres Strait Islander people) 13 92 76
- Blue Knot Foundation Helpline (support for adult survivors of childhood trauma) 1300 657 380
- National Counselling and Referral Service – Disability (support for people living with a disability) 1800 421 468
- Kids Help Line (all areas of support for kids/teens) 1800 551 800
- WellMob - [wellmob.org.au](http://wellmob.org.au)
- No to Violence - [ntv.org.au](http://ntv.org.au)
- Say It Out loud - [sayitoutloud.org.au](http://sayitoutloud.org.au)
- Daisy app: [1800respect.org.au/daisy](http://1800respect.org.au/daisy)

