

# ALI GROUP FAMILY AND DOMESTIC VIOLENCE POLICY

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**ALI GROUP IS COMMITTED TO PROVIDING SAFE AND CONFIDENTIAL SUPPORT TO CUSTOMERS AFFECTED BY FAMILY AND DOMESTIC VIOLENCE. THIS POLICY DETAILS HOW WE WILL GO ABOUT THIS. FOR THE PURPOSE OF THIS POLICY, A 'CUSTOMER' MEANS A POLICY OWNER, INSURED PERSON, BENEFICIARIES OR A POTENTIAL CUSTOMER.**

## **What is family and domestic violence?**

Under the Family Law Act, 'family violence' is defined as: "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". Some examples of family and domestic violence include (but are not limited to):

- physical violence
- emotional abuse
- psychological abuse
- sexual abuse
- financial or economic abuse
- stalking
- intentional damage to property

## **Supporting someone affected by family and domestic violence**

Given ALI Group's mission statement and corporate values, it is no surprise that it has a firm belief in supporting customers affected by family and domestic violence and has provided support and assistance over many years. ALI Group sees this as a part of being a responsible corporate citizen.

To assist customers who are affected by family and domestic violence, our team will:

- take additional care when dealing with affected customers
- offer communication via different methods and allow the customer to choose the method that best suits them and maintain this on ALI Group's records
- treat customers' disclosures with sensitivity and respect and take appropriate measures to ensure the information is kept confidential
- minimise the number of times a customer affected by family and domestic violence needs to disclose information about their abuse
- where possible, provide consistency for the customer to speak with one staff member
- advise the customer that their family and domestic violence situation will have no adverse effect on their claim, if applicable
- encourage customers to tell us if they are experiencing financial difficulty so we may provide them with access to options for how we may assist
- refer customers affected by family and domestic violence to specialist support services

### Where to get help

- In an emergency, or if a customer is not feeling safe, they should always be advised to call 000.

Customers can also access support and services such as:

- [1800RESPECT](#) for family and domestic violence – **1800 737 732** or [chat online](#)
- [Beyond Blue](#) for mental health support - **1300 224 636** or [chat online](#)
- [Lifeline](#) for crisis support - **13 11 14** or [chat online](#)

### Protecting your private information

We understand the risks of disclosing information in relation to customers experiencing family and domestic violence. In addition to our privacy policy, we will:

- discuss safe ways to communicate with our customers and record this information
- where possible, accommodate our customer preferences, including the option to communicate with an ALI staff member of their preferred gender where possible
- ensure that our customer contact information is secure and confidential
- where possible, give our customer control how their personal information is shared with third parties

There may be times when legislation requires us to disclose information. We will work with our customer wherever possible in the instances of disclosure. For further information on ALI Group Privacy policy please go to <https://www.aligroup.com.au/home/privacy-policy>.

### Employee support

Following contact with a customer affected by family and domestic violence, ALI Group recognises that staff members may themselves need support.

Impacted staff members (staff who have been directly dealing with customers affected by family and domestic violence or assisting another staff member who has been dealing with a customer affected by family and domestic violence) are encouraged to access ALI Group's Employee Assistance Provider.

## Training and awareness

All ALI Group staff members receive training relevant to their roles. This training includes how to:

- identify the early signs that a customer may be experiencing family and domestic violence
- respond to disclosures of family and domestic violence with dignity, respect and care
- refer customers to our internal escalation points for further support if required
- share details of external community services available for additional support

## Complaints

If a customer is dissatisfied with ALI Group's management of the support provided in relation to their vulnerability, they can lodge a complaint. Customers can lodge a complaint via one of the following methods:

**Phone: 1800 006 776**

**Email: [service@aligroup.com.au](mailto:service@aligroup.com.au)**

**Fax: 1800 260 860**

**Postal address: GPO Box 4737, Sydney NSW 2001**

More information on our complaint process is available on our website [www.aligroup.com.au/contact-us/complaints](http://www.aligroup.com.au/contact-us/complaints).

## Resource Services and Referral Contacts

The following resources are free & confidential:

### EMERGENCY - AMBULANCE/POLICE/FIRE - 000

## Mental Health Resources

Claim up to 20 sessions with a Mental Health Professional through Medicare	<b>Website:</b> <a href="https://www.servicesaustralia.gov.au/individuals/subjects/whats-covered-medicare/mental-health-care-and-medicare">https://www.servicesaustralia.gov.au/individuals/subjects/whats-covered-medicare/mental-health-care-and-medicare</a>
Beyond Blue - information and support to help everyone in Australia achieve their best possible mental health	<b>Phone:</b> 1300 224 636 <b>Website:</b> <a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>
Beyond Blue - information and support to help everyone in Australia achieve their best possible mental health	<b>Phone:</b> 1300 224 636 <b>Website:</b> <a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>
24 Hour Line - telephone information and counselling service for people in crisis needing urgent help.	<b>Phone:</b> 1800 199 008

Kids Help Line - free telephone and online counselling service for young people	<b>Phone:</b> 1800 551 800
Lifeline - provides access to 24 hour crisis support and suicide prevention services	<b>Phone:</b> 13 11 14 <b>Website:</b> <a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>
MensLine Australia - telephone and online counselling service offering support for Australian men	<b>Phone:</b> 1300 789 978
The Samaritans Help Line - 24 Hour support for the despairing, lonely or suicidal	<b>Phone:</b> 135 247
Salvation Army Hope Line for suicide support	<b>Phone:</b> 1300 467 354
Suicide Call Back Service - nationwide 24/7 telephone and online counselling to people affected by suicide	<b>Phone:</b> 1300 659 467 <b>Website:</b> <a href="https://www.suicidecallbackservice.org.au/">https://www.suicidecallbackservice.org.au/</a>
Mental Health Emergency Response Line - 24/7 telephone service for people in Perth metro area experiencing mental health crisis	<b>Phone:</b> 1300 555 788
Poisons Information Centre	<b>Phone:</b> 13 11 26
Griefline - telephone counsellors	<b>Phone:</b> 1300 845 745 (6am to midnight AEST) <b>Website:</b> <a href="https://griefline.org.au/">https://griefline.org.au/</a>
National Association for Loss and Grief	<b>Phone:</b> 02 6882 9222 <b>Website:</b> <a href="https://www.nalag.org.au/">https://www.nalag.org.au/</a>

## Financial and Legal Aid Resources

MoneySmart - ASIC provides tips and advice on managing money	<b>Website:</b> <a href="https://moneysmart.gov.au/">https://moneysmart.gov.au/</a>
National Debt Helpline - free, confidential financial counselling service	<b>Phone:</b> 1800 007 007 <b>Website:</b> <a href="https://ndh.org.au/">https://ndh.org.au/</a>
Legal Aid Commissions - each State and territory provide legal assistance services, including some that is available free of charge for certain individuals	<b>Website:</b> <a href="https://www.australia.gov.au/content/legal-aid">https://www.australia.gov.au/content/legal-aid</a> <b>Website:</b> <a href="https://www.probonocentre.org.au/">https://www.probonocentre.org.au/</a>
Kildonan Uniting Care - provide financial support programs and child, youth and family support (website provides option to select language)	<b>Phone:</b> 1800 002 992 <b>Website:</b> <a href="https://www.unitingkildonan.org.au/">https://www.unitingkildonan.org.au/</a>
The Salvation Army Moneycare - free, confidential	<b>Phone:</b> 1300 467 354

## Family, Sexual & Domestic Violence Resources

1800 RESPECT - a 24 hour national sexual assault, domestic and family violence counselling line	<b>Phone:</b> 1800 737 732 <b>Website:</b> <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>
Services Australia - support services & tools	<b>Website:</b> <a href="https://www.servicesaustralia.gov.au/family-and-domestic-violence">https://www.servicesaustralia.gov.au/family-and-domestic-violence</a>
ACON Sydney - help LGBTIQ people who have experienced domestic and family violence by providing a range of resources and support services	<b>Website:</b> <a href="https://www.acon.org.au/what-we-are-here-%20for/domestic-family-violence/#domestic-family-violence">https://www.acon.org.au/what-we-are-here-%20for/domestic-family-violence/#domestic-family-violence</a>
QLife - LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships	<b>Phone:</b> 1800 184 527 (3pm to midnight, 7 days) <b>Website:</b> <a href="https://qlife.org.au/get-help">https://qlife.org.au/get-help</a>
White Ribbon - support services in each state	<b>Website:</b> <a href="https://www.whiteribbon.org.au/Find-Help/Support-Services">https://www.whiteribbon.org.au/Find-Help/Support-Services</a>
DV Connect Womens Helpline - free crisis helpline for Queenslanders identifying as female and experiencing domestic and family violence	<b>Phone:</b> 1800 811 811
DV connect Mens Helpline - Queensland's free, domestic and family violence helpline for anyone identifying as male, regardless of age, ability, ethnicity, income or religion. Offering counselling, information & referral pathways	<b>Phone:</b> 1800 600 636 (9am - midnight, 7 days)
Sexual violence helpline - free helpline offering emotional support and referral pathways for any Queenslanders who have been sexually assaulted or abused.	<b>Phone:</b> 1800 010 120 (7:30am - 11:30pm, 7 days)
Ask Izzy - mobile website that connects people who are in crisis with the services they need right now and nearby.	<b>Website:</b> <a href="https://askizzy.org.au/">https://askizzy.org.au/</a>
Aboriginal Family Domestic Violence Hotline - information on victims' rights, how to access counselling & financial assistance	<b>Phone:</b> 1800 019 123
Women's Legal Services Australia	<b>Phone:</b> 1800 019 123
Men's Referral Service - advice for men about Domestic Violence	<b>Website:</b> <a href="http://www.wlsa.org.au/">http://www.wlsa.org.au/</a>
Domestic Violence in Regional Communities - provides a contact list of services available in different States in Australia for people impacted by, or perpetrators of domestic violence	<b>Website:</b> <a href="http://www.dvirc.org.au">www.dvirc.org.au</a>
Australian Childhood Foundation - counselling for children and young people affected by abuse	<b>Phone:</b> 1800 176 453 <b>Website:</b> <a href="http://www.childhood.org.au">www.childhood.org.au</a> <b>Website:</b> <a href="http://www.stopchildabuse.com.au">www.stopchildabuse.com.au</a>
Relationships Australia - Support groups and counselling on relationships for abusive and abused partners	<b>Phone:</b> 1300 364 277 <b>Website:</b> <a href="http://www.relationships.com.au">www.relationships.com.au</a>

## Cultural Background Services

Supporting Culturally and Linguistically Diverse People	<b>Website:</b> <a href="https://www.openminds.org.au/services/supporting-%20culturally-and-linguistically-diverse-people-cald">https://www.openminds.org.au/services/supporting-%20culturally-and-linguistically-diverse-people-cald</a>
Head to Health - Support & Resources for Culturally and Linguistically Diverse people	<b>Website:</b> <a href="https://www.openminds.org.au/services/supporting-culturally-and-linguistically-diverse-people-cald">https://www.openminds.org.au/services/supporting-culturally-and-linguistically-diverse-people-cald</a>
Aboriginal Health Services and Support	<b>Website:</b> <a href="https://www.cesphn.org.au/services-and-support/services-aboriginal">https://www.cesphn.org.au/services-and-support/services-aboriginal</a>
Culturally appropriate mental health services for Aboriginal and Torres Strait Islander people	<b>Website:</b> <a href="#">Aboriginal and Torres Strait Islander mental health program   Australian Government Department of Health</a>
Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People	<b>Website:</b> <a href="http://www.wellmob.org.au">www.wellmob.org.au</a>