



# **DOMESTIC AND FINANCIAL ABUSE POLICY**

**Delivering timely  
targeted assistance.**

**MAY 2025**



## Introduction

This document sets out our commitment to victims of domestic or financial abuse. It is regularly reviewed and has been endorsed by our Managing Director. Our Board and senior management receive regular reporting on matters relating to domestic and financial abuse and have ultimate accountability for this Policy.

## Purpose

The purpose of this Policy is to inform all our staff, stakeholders and customers of our approach to identifying and supporting people affected by domestic and financial abuse.

We recognise that domestic and/or financial abuse is a serious and prevalent issue in Australian society. We acknowledge that domestic violence means much more than physical violence. It includes emotional abuse, psychological abuse, sexual abuse, financial or economic abuse and damage to property. We consider that the safety of our customers affected by domestic and financial abuse is paramount.

In Australian law, '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."



### Immediate Danger

If you are feeling unsafe and in immediate danger, call (Triple Zero) 000.

## Delivering timely, targeted assistance

At St George Underwriting Agency (UKAWA Pty Ltd), we aim to provide our affected customers with safe, supportive, timely and flexible assistance.

For this Policy our "customers" are an individual insured, a third-party beneficiary, a potential customer or an individual an insurer is seeking to recover money from.

We have appointed a Domestic and Financial Abuse Officer (DFA Officer) who is responsible for:

- ensuring that our staff are aware of the contents of this Policy and of our commitment to victims;
- ensuring that staff undertake appropriate training;
- monitoring compliance with this Policy;
- regularly reporting on compliance to senior management and our Board; and
- reviewing and updating this Policy on a regular basis.

**Our DFA Officer can be contacted at 08 6381 7100.**

## Training

We provide training to all relevant members of our staff and our distributors. The training is designed to ensure that our staff and distributors:

- recognise domestic and financial abuse;

- understand the consequences of domestic and financial abuse;
- understand how to engage effectively and appropriately with affected customers; and
- understand how to apply this policy.

### **Confidentiality**

We recognise the importance of protecting the private and confidential information of our customers affected by domestic or financial abuse. We are committed to ensuring confidentiality is maintained.

We will work with you to ensure confidentiality. This could include assisting you to change access to our systems, updating your contact details, offering different methods of communication and agreeing to the appointment of a trusted person to act on your behalf.

### **Disclosure**

We understand the need for us to minimise the information that we require customers affected by domestic or financial abuse to disclose and the number of times they are required to disclose information about their situation.

When customers have been recognised as being affected by domestic or financial abuse, we have processes in place to limit the extent of disclosure.

### **Claims**

Where we are involved in handling claims we have established claims processes that recognise the need for appropriate and sensitive handling of claims for customers affected by domestic or financial abuse. These processes include consideration of Confidentiality and Disclosure.

### **Financial Hardship and Collection arrangements**

If a customer is identified as being affected by domestic or financial abuse then we will make suitable enquiries with the customer about their financial situation to determine whether they are experiencing financial hardship.

We understand that financial hardship can affect anyone. We will treat our customers with respect, empathy and understanding and will work with them to identify the type of support they require.

We will assist our customers to complete a financial hardship application form and gather supporting documents. We will fast track any financial hardship request and provide options to retain their insurance policy if they say they cannot pay their premium.

Where we become aware that a customer's debt involves a situation of domestic or financial abuse then will not refer the debt on to a third-party debt collection agency. We will consider the risks involved in attempting to recover debts in these situations.

Sometimes customers may need extra help to get through a difficult time. Free, confidential, independent financial advice is available from Financial Counselling Australia or call the national financial counselling hotline on 1800 007 007.

### Expert support for our customers:

We are committed to supporting our customers within the bounds of our insurance expertise. A list of organisations that provide free and confidential support services for all Australians is included below:

<p><b>1800 Respect (National Sexual Assault, Domestic Violence Counselling Service)</b> Offers confidential online and telephone counselling, information and referral services.</p>  <p><b>1800RESPECT</b> NATIONAL SEXUAL ASSAULT, DOMESTIC FAMILY VIOLENCE COUNSELLING SERVICE</p>	<p><b>1800 737 732 (1800 RESPECT)</b> 24 hours a day, 7 days a week.</p> <p><a href="http://1800respect.org.au">1800respect.org.au</a> 1800 Respect Website</p>
<p><b>Mensline Australia</b> A free telephone and online counselling service for Australian men with emotional health and relationship concerns.</p>  <p><b>MensLine Australia</b></p>	<p><b>1300 789 978</b> 24 hours a day, 7 days a week.</p> <p><a href="http://mensline.org.au">mensline.org.au</a> Mensline Website</p>
<p><b>Lifeline</b> A national charity that provides all Australians with access crisis support and suicide prevention services.</p>  <p><b>Lifeline</b></p>	<p><b>13 11 14</b> 24 hours a day, 7 days a week.</p> <p><a href="http://lifeline.org.au">lifeline.org.au</a> Lifeline Website</p>
<p><b>Kids Help Line</b> A free and confidential telephone and online counselling service for children and young adults aged 5 to 25, as well as their parents, carers and teachers.</p>  <p><b>kids help line</b> Anytime Any Reason</p>	<p><b>1800 551 800</b> 24 hours a day, 7 days a week.</p> <p><a href="http://kidshelpline.com.au">kidshelpline.com.au</a> Kids Helpline Website</p>
<p><b>Q Life</b> Provides anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships.</p>  <p><b>LIFE</b></p>	<p><b>1800 184 527</b> 3pm - 12pm every day.</p> <p><a href="http://qlife.org.au">qlife.org.au</a> QLife Website</p>
<p><b>Elder Abuse Prevention Unit</b> Provides support, referrals and information to Australians who experience, witness or suspect the abuse of an older person by someone the person knows and trusts.</p>  <p><b>Elder Abuse Prevention Unit</b> UnitingCare Community</p>	<p><b>1800 353 374 (1800 Elder Help)</b> 9am - 5pm Monday to Friday.</p> <p><a href="http://eapu.com.au/">eapu.com.au/</a> EAPU Website</p>

## State Based Services that may help

### ACT

Legal Aid ACT - 1300 654 314

Domestic Violence Crisis Service - 02 6280 0900 (24/7)

### NSW

Legal Aid NSW - 1300 888 529

Domestic Violence Line - 1800 656 463 or 1800 671 442 (24/7)

### NT

Northern Territory Legal Aid Commission - 1800 019 343 Domestic Violence Crisis Line - 1800 019 116 (24/7)

### QLD

Legal Aid Queensland - 1300 651 188

DV Connect Crisis Support - 1800 811 811 (24/7)

### SA

Legal Services Commission of South Australia - 1300 366 424

Women's Safety Services - 1800 800 098 (24/7)

### TAS

Legal Aid Commission of Tasmania - 1300 366 611

Family Response and Referral Line - 1800 633 937 (24/7)

### VIC

Victoria Legal Aid - 1300 792 387

Safe Steps Family Violence Response Centre - 1800 015 188 (24/7)

### WA

Legal Aid WA - 1300 650 579

Women's Domestic Violence Helpline - 1800 007 339 (24/7)



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