

# **EPSILON UNDERWRITING AGENCIES**

**Family Violence Policy**

**FVP2020.2**

## Family Violence Policy

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### Purpose

1. Epsilon Insurance Broking Services Pty Ltd (*'Epsilon Underwriting Agencies', 'Epsilon'*) is committed to supporting individual persons insured by our Accident and Health group products affected by domestic and family violence. A sensitive and holistic approach to supporting these persons allows them to continue to participate in the workplace and society during a difficult time.
2. This policy provides a framework to support persons who experience domestic and family violence. Insured persons who are experiencing, or who are at risk of experiencing, domestic and family violence are encouraged to seek support from their family, friends and workplace in the first instances.
3. This policy also acts as a guide for their family, friends, managers and colleagues to supporting persons whose work/life is affected by domestic and family violence. It outlines support available within and outside the home or workplace for individuals.

### Introduction

4. Domestic and family violence is a pattern of abusive behaviour in an intimate relationship that over time puts one person in a position of power over another and causes fear. It is often referred to as a pattern of coercion and control. Statistically, domestic and family violence is most likely to be committed against women. Domestic and family violence can include, but is not limited to:
  - physical violence;
  - sexual assault or other sexually abusive behaviour;
  - emotional or psychological abuse;
  - verbal abuse;
  - spiritual or cultural abuse;
  - economic or financial abuse.
5. People may sometimes experience situations of violence or abuse in their personal life, which may affect their attendance or performance at work, or in social situations with family and friends.
6. Epsilon recognises the potentially devastating impact that domestic and family violence can have on the lives of those who experience it, including their capacity to work and their financial security. Epsilon is committed to its insured individuals who experience domestic and family violence and providing access to support services.

### Immediate Danger

7. If you are feeling acutely unsafe in your personal or working environment, immediately contact the Police in your state by phoning 000.

### Confidentiality

8. Information about a domestic and family violence situation which Epsilon becomes aware of during the placement of A&H insurance with us, will be handled similarly to other personnel and health information. For a copy of our privacy policy, please visit our website.

9. Epsilon's employees or managers will maintain appropriate confidentiality in regards to personal information. Discussions with managers will be on a strictly need-to-know basis.
10. Discussion will not include personal information without obtaining prior consent from the insured person. However, the Australian Privacy Principles permit the use and disclosure of personal information in certain circumstances including lessening or preventing a serious threat to life, health or safety, or taking appropriate action in relation to suspected unlawful activity or serious misconduct.

### **Accessing Support Services**

11. Insureds who wish to access any of the support recommended by Epsilon should contact our office directly, or refer to the end of this policy.
12. Insureds can also seek assistance directly from those external services. A list of services, including 24 hour support services, and their contact details can be found at the end of this policy.
13. Insureds experiencing domestic and family violence may choose to disclose their situation to a trusted colleague or family member. Where such information is disclosed, that trusted individual should provide support to the Insured person by:
  - listening without judgement and respecting their decisions;
  - maintaining appropriate confidentiality;
  - encouraging them to seek help from a domestic and family violence support organisation;
  - referring them to this policy, an Employee Assistance Program, or any of the external support services listed at the end of this policy.
14. Where the colleague or family member is concerned about the employee's health and safety, they should speak to the one of the family violence support services listed at end of this policy.

### **Further assistance**

15. If you or someone you know is experiencing domestic and family violence, or you simply want to find out more, the following external services are available to provide information and assistance:
  - [1800Respect – National sexual assault, domestic family violence counselling service:](#)  
1800 737 732
  - Lifeline: 13 11 14—24-hour crisis support and referral
  - [Relationships Australia:](#) 1300 364 277
  - Mensline: 1300 789 978
  - [Department of Human Services Family and Domestic Violence Services](#)
  - [Department of Social Services – Family Safety Pack](#)
  - [DV Connect: http://www.dvconnect.org/](http://www.dvconnect.org/)
  - [National Disability Insurance Scheme - information for employees with a disability](#)
  - [Safesteps](#)
  - [Australian Indigenous Health Infonet – Family violence](#)
  - [Another Closet – Domestic and Family Violence in LGBTIQ Relationships](#)

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