

# PPS MUTUAL PUBLIC FAMILY & DOMESTIC VIOLENCE POLICY



## 1. Purpose of this publicly available policy

This policy sets out how PPS Mutual supports our customers who are affected by Family and Domestic Violence.

This policy is designed to assist you in dealing with us if you are experiencing family and domestic violence. We will prioritise your and your children's safety and we will respond flexibly to your individual circumstances.

PPS Mutual's publicly available Family and Domestic Violence policy explains:

1. What we can do to help you
2. How our employees are trained to support you
3. Information about protecting your private information
4. Sensitive Claims handling
5. Financial Hardship support
6. Supporting our employees
7. Other agency contacts to support you

## 2. If you need assistance

**PHONE:** PPS Mutual Business Support on 02 8292 2998

**EMAIL:** [businesssupport@ppsmutual.com.au](mailto:businesssupport@ppsmutual.com.au)

**WEBSITE:** [TBA]

**MAIL:** Level 10/45 Clarence Street, Sydney NSW 2000

## 3. Customers experiencing family and domestic violence

If you are in an emergency situation or not feeling safe, dial 000.

For confidential information, counselling and support, call 1800 RESPECT which is available 24/7.

## 4. Family and domestic violence

Family and domestic violence is a serious issue that can happen to anyone. It is behaviour that is violent or threatening or controls another family member or causes that family member to be fearful. It can occur in current or past family or domestic relationships, including de facto, same-sex, parent-child and other family relationships.

Family and domestic violence is unacceptable in any relationship.

Family and domestic violence may include, but is not limited to:

- physical or sexual abuse
- emotional or psychological abuse
- economic or financial abuse
- threatening, intimidating or coercive behaviour
- technological abuse
- stalking.

## 5. How can PPS Mutual Business Support help you?

At PPS Mutual we have a specialist team, Business Support, dedicated to supporting you when you need us. You can contact us directly or ask to speak to a member of the team when you call or email us.

If you tell us or we identify you are experiencing family and domestic violence, we can:

- provide you with access to a specialist business support manager who you can deal directly with you.
- consider what we can do to keep your private information confidential
- facilitate sensitive claims handling
- discuss financial hardship assistance and/or
- refer you to appropriate support agencies.

If you tell us or we identify that you need extra support to access our services due to vulnerability, we will work with you to find a suitable, sensitive, and compassionate option. We will do this as early as practical.

During your interactions with us we will not require you to contact the Police or the alleged perpetrator in your interactions with us.

## 6. Our employees are trained to support you

All PPS Mutual employees 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 you internally to our Business Support teams for further support
- refer you to external community services to provide additional support.

Our Business Support team will ensure your conversation is treated with the utmost confidentiality and minimise the number of times you need to disclose your situation.

They can also provide financial hardship assistance and refer you to community organisations to receive additional support if required.

## 7. 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 you and record this information
- where possible, accommodate your communication preferences, including the option to communicate with your preferred gender where possible
- ensure that your contact information is secure and confidential
- where possible, give you control over how your personal information is shared with third parties
- There may be times when legislation requires us to disclose information. We will work with you wherever possible in the instances of disclosure. For further information on PPS Mutual Privacy policy please go to <https://www.ppsmutual.com.au/legal-compliance/>

## 8. Sensitive claims handling

We will assist you in the claims process. This may include:

- fast-tracking your claim
- providing progress payments prior to making a final decision (where necessary)
- Telephonic support to complete claim forms if physically completing forms is an issue
- Telephonic support to identify other areas where we may be able to assist

If you let us know you are experiencing family and domestic violence, we can better support you during the claims process. It will not prejudice your claim.

## 9. Financial hardship support

If you have been impacted by family and domestic violence, you may be able to access financial hardship assistance, please discuss the various options with the Business Support team.

## 10. Other services that may be able to support you

**Always call 000 if you or your family are in immediate danger.**

- 1800 RESPECT**  
Phone: 1800 737 732  
Website: [1800respect.org.au](http://1800respect.org.au)  
National 24-hour family and domestic violence and sexual assault line.
- MensLine**  
Phone: 1300 78 99 78  
Website: [mensline.org.au](http://mensline.org.au)  
24/7 support, information and referral service for men with family and relationship issues.
- Lifeline**  
Phone: 13 11 14  
Website: [lifeline.org.au](http://lifeline.org.au)  
24/7 counselling and referral service for people in a crisis situation.
- Beyond Blue**  
Phone: 1300 224 636  
Website: [beyondblue.org.au](http://beyondblue.org.au)  
24/7 support to people experiencing anxiety or depression.
- National Debt Hotline**  
Phone: 1800 007 007  
Website: [ndh.org.au](http://ndh.org.au)  
Financial counselling is a free, confidential service to assist people in financial difficulty.
- National Association of Community Legal Centres**  
Website: [naclc.org.au](http://naclc.org.au)  
An independent not-for-profit community organisation that provides legal and related services to the public, focusing on the disadvantaged and people with special needs.

## 11. Supporting our employees

We recognise our employees may be affected by supporting customers experiencing family and domestic violence and require support in the same way that others do.

Employees may be adversely affected either by the impact of the customer's issues or when their interactions with a customer cause them to relive their own experiences of family and domestic violence.

We support employees who are impacted by interacting with customers experiencing family and domestic violence through training, additional leave and external referrals.

At PPS Mutual we have an Employee Family and Domestic Violence policy that is designed to support our employees affected by family and domestic violence ensuring they are supported in the workplace.

# IF YOU NEED ASSISTANCE

**T** PPS Mutual Business Support on 02 8292 2998  
**E** [businesssupport@ppsmutual.com.au](mailto:businesssupport@ppsmutual.com.au)  
**W** <https://www.ppsmutual.com.au/supporting-members>  
**P** Level 10/45 Clarence Street, Sydney NSW 2000