



## **Family Violence Support Policy**

Platform Partners Pty Ltd (including our Corporate Authorised Representatives) ("we", "us" or "our") recognise that family and domestic violence can significantly affect a person's safety, wellbeing and financial circumstances. We are committed to supporting customers who may be experiencing family violence with compassion, confidentiality and respect.

### **How We Can Help**

If you tell us that you are affected by family violence, or we identify that you may need additional support, we may:

- Provide a dedicated point of contact where appropriate
- Communicate with you in a safe and confidential manner
- Minimise the need for you to repeat your circumstances
- Consider flexible arrangements for claims, payments and policy servicing
- Provide information about financial hardship assistance where relevant
- Refer you to specialist support services if requested

### **Confidentiality and Privacy**

Your safety and privacy are important to us. Information relating to family violence will be handled sensitively and confidentially, and will only be shared where necessary or required by law. We will work with you to determine the safest way to communicate with you.

### **Claims and Financial Support**

Where appropriate, we will consider additional support during the claims process and may provide access to financial hardship arrangements in accordance with our Financial Hardship Policy.

### **Contact Us**

If you would like support or wish to discuss your situation confidentially, please contact us:

**Email:** [contact@platformpartners.au](mailto:contact@platformpartners.au)

### **Emergency and Support Services**

If you are in immediate danger, call **000**.



For confidential support and advice:

- **1800RESPECT:** 1800 737 732 | [www.1800respect.org.au](http://www.1800respect.org.au)
- **Lifeline:** 13 11 14 | [www.lifeline.org.au](http://www.lifeline.org.au)
- **MensLine Australia:** 1300 789 978 | [www.mensline.org.au](http://www.mensline.org.au)
- **Beyond Blue:** 1300 224 636 | [www.beyondblue.org.au](http://www.beyondblue.org.au)
- **National Debt Helpline:** 1800 007 007 | [www.ndh.org.au](http://www.ndh.org.au)

### **Our Commitment**

We are committed to treating all customers affected by family violence with dignity, fairness and respect, and to providing support consistent with the General Insurance Code of Practice.