

# Family Violence Policy

At Hutch, our purpose is to support customers in their times of need. This includes a commitment to support our staff and customers affected by family violence.

In Australian Law, family violence is defined as “violent or threatening behaviour, or any other form of behaviour, that coerces or controls a family member or causes that family member to be fearful.”

A form of family violence is financial abuse, which occurs when an abuser uses money as a means to gain power and to control their partner or family member.

It occurs in many different forms and can affect anyone.

## Our support to you

At Hutch, your safety is paramount and if you are impacted by family violence, we encourage you to talk about the situation and we commit to supporting you in any way we can.

- Our staff are trained to help identify customers affected by family violence and respond appropriately and sensitively and have procedures in place.
- We will take extra care to protect private and confidential information of customers affected by family violence, and
- Minimise the number of times a customer affected by family violence needs to disclose information about their circumstances.

## Claims, collection and financial hardship:

- Where we identify or you inform us that you are affected by family violence and make an insurance claim, we will discuss this with our insurers and their representatives, ensuring sensitivity, flexibility and care.
- Access to Financial Hardship help will be arranged as necessary, and
- If required, we will ensure collection arrangements are handled sensitively.

## Other information

If you're in danger, please call the police on 000.

If you or someone you know is experiencing family violence, there are free services you can access.

- [1800 RESPECT](https://www.1800respect.org.au/) on 1800 737 732,
- [Family violence law help](#), or
- Legal Aid in each state / territory for legal advice.

