Domestic and Family Violence Policy

Introduction

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. 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.

Fusion & Machinery Surveyors Australia 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.

The purpose of this Policy

This policy outlines our procedures to interact with vulnerable insurer employees or insureds affected by family violence.

Fusion & Machinery Surveyors Australia attempts to help minimise the risk of harm that may be being experienced from family or domestic violence. Our policy aims to help provide safe, timely, consistent and targeted assistance whilst ensuring insurer employees or insureds are treated with dignity and respect.

We will ensure our employees, agents, partners, distributors and suppliers are appropriately trained. We aim to minimise the number of times that information about the situation is disclosed during the claims process and will always act with the utmost care.

Privacy

Privacy can be critical to individual's safety in any domestic and family violence situation. During our interaction with any vulnerable person, we will ensure our data/personal information is secure and confidential in our systems. IT security will be managed with due diligence. Where possible, we will take precautions when communicating.

Any disclosure of sensitive information in relation to experiencing domestic and family violence will be dealt with on a confidential basis. Personal information provided will be used solely for the purpose of assessing that individual's needs in relation to the claims process.

Management of claims

Fusion & Machinery Surveyors Australia will endeavour to handle insurance claims with sensitivity, flexibility and care. We will ensure retelling of the situation is minimised and that anyone completing an assessment via desktop assessment or to an onsite home visit on our behalf is trained and aware that there may be in danger.

Employees

While providing services to insurer employees or insured's is our priority, Fusion & Machinery Surveyors Australia also recognise that our own employees can be affected by domestic and family violence. We will offer any required support in additional to training and providing of necessary resources.

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