

# TRAVELCARD VULNERABLE CUSTOMERS DOMESTIC FAMILY VIOLENCE POLICY



## Our Commitment To You

TravelCard is committed to providing support to our customers affected by family violence. TravelCard will achieve this through training and support of our employees and distributors, engaging you with sensitivity, dignity, respect and compassion and protecting your information and privacy. We will also refer you to specialist support services that can help you with family violence.

<b>TravelCard</b>	Our employees have been trained so that they are aware of the family violence procedures, so that they can identify and deal appropriately and sensitively with customers affected by family violence.
<b>Privacy &amp; Confidentiality</b>	We will protect private and confidential information of our customers affected by family violence through our Privacy Policy ensuring that their information is secure.
<b>Minimise Conversations</b>	We will minimise the number of times that our customers will need to tell us they have been affected by violence.
<b>Sensitive Claims Handling</b>	Our claims handling processes will be appropriate and sensitive should our customer need to make a claim on their insurance policy with us and they are affected by family violence.
<b>Different Process for DFV</b>	We will adopt a different process and consider the risk if we are aware that a customer's debt involves family violence.
<b>Financial Hardship Assistance</b>	We will arrange for our customers to access Financial Hardship help and include Customers affected by family violence in our financial hardship guidelines.
<b>Information &amp; Assistance</b>	We will inform our customers, employees and service suppliers about information and assistance for our customers that are experiencing family violence.
<b>Specialist Services</b>	We will refer our customers and employees to specialist services.
<b>Support</b>	We will support our employees who are affected by family violence or where they have assisted customers affected by family violence.

## Your safety is paramount to us

Whenever family violence is identified or suspected, our priority is the safety of the person affected by family violence and the protection of their family. We will strive for the early recognition of family violence.

## What is family violence?

Family violence is “violent, threatening or other behaviour by a person that coerces or controls a member of the person’s family ... or causes the family member to be fearful.” (Family Law Act 1976 (CTH), section 4AB). Family violence includes physical violence, emotional abuse, financial or economic abuse and damage to property.

## Domestic violence advice and support

- **1800RESPECT: [www.1800respect.org.au](http://www.1800respect.org.au) or at 1800 737 732 (24 hours)**  
24 hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.
- **NSW Domestic Violence Line: [www.facs.nsw.gov.au](http://www.facs.nsw.gov.au) or at 1800 656 463 (24 hours)**  
The Domestic Violence Line is a NSW statewide telephone crisis counselling and referral service for women, including trans women.
- **Lifeline: [www.lifeline.org.au](http://www.lifeline.org.au) or at 13 11 14**  
Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services.
- **Relationships Australia: [www.relationships.org.au](http://www.relationships.org.au) or at 1300 364 277**  
A leading provider of relationship support services for individuals, families and communities. It aims to support all people in Australia to achieve positive and respectful relationships.
- **Men’s Line Australia: [www.mensline.org.au](http://www.mensline.org.au) or at 1300 789 978**  
Supports men and boys who are dealing with family and relationship difficulties. 24 hour telephone and online support an information service for Australian men.
- **ACON: [www.acon.org.au](http://www.acon.org.au) or at (02) 9206 2000**  
LGBTI health organisation offering information, referrals, counselling, advocacy and practical support for LGBTI people in NSW experiencing family and domestic violence.