

Aon's Family Violence Policy

Version – November 2024 | Policy Owner – Australia Compliance

Policy Summary

Aon is committed to dealing with clients who are experiencing family violence with empathy, sensitivity and with the utmost consideration to their security and individual financial circumstances.

Aon recognises that family violence is a serious and prevalent occurrence in Australian society. Aon aims to provide clients affected by family violence with safe, supportive, timely and flexible assistance.

1. Introduction

Aon's Family Violence Policy outlines how Aon will support clients experiencing family violence. In Australian law, 'family violence' is defined as:

"violent, threatening or other behavior 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 1975 (Cth), section 4AB.

Family violence is more than physical violence and may also include, emotional, psychological, financial/economic, sexual abuse and threats of abuse. Family violence can include damage to property and animals.

2. Aon's support to clients experiencing family violence

Where a client discloses, or we suspect that a client may be experiencing family violence, we will, consider various measures that can be initiated to support the client, such as:

- Ensuring the client is treated with dignity, respect, and compassion while recognising that family violence is unacceptable in any relationship.
- Prioritising their safety and privacy.
- Managing how we communicate with the client so that we do not place them in further risk.
- Maintaining confidentiality of the information disclosed by the client Making it easier for the client to communicate with us.
- Ensuring the client is directed to support services who can assist
- Ensuring that we treat any disclosure of a client's circumstances to a third party with sensitivity and confidentiality.
- Recognising that we may need to be flexible depending on clients' individual circumstances.

3. Aon's management of situations where family violence is identified or suspected

Aon will:

- Take additional care when dealing with clients affected by family violence and provide additional support and assistance in connection with the provision of insurance services, where reasonable.
- Protect personal information as this is critical to ensuring the safety of the customer.
- Discuss with the customer the best method of communicating with them and keeping a record of those communication requirements.
- Work with the customer to determine if communication should involve the customers professional financial counsellor, lawyer, community services worker, legal aid officer or family and domestic violence specialist.

- Where possible, provide customers with consistency in speaking to one staff member that has knowledge of the customer's details including personal situation.
- Provide appropriate training to our staff that considers the nature of consequences of family violence including how to identify the signs of family violence
- Refer customers to specialist, external family violence and financial hardship services such as:

Organisation	Phone	Website	Services provided
1800 RESPECT	1800 737 732	https://www.1800respect.org.au/	National 24-hour Domestic and Family Violence and Sexual Assault line
MensLine Australia	1300 789 978	https://mensline.org.au/	24/7 support, information and referral service for men with family and relationship issues
Lifeline	131 114	https://www.lifeline.org.au/	24/7 counselling and referral service for people in a crisis situation
Beyond Blue	1300 224 636	https://www.beyondblue.org.au/	24/7 support for people experiencing anxiety or depression
National Debt Helpline	1800 007 007	https://ndh.org.au/	Free service to assist people experiencing financial difficulty

4. Contact us

If you are experiencing family violence or have any questions relating to this policy, please contact us via one of the following options:

To contact our country's head office:

Level 33
 201 Kent Street
 Sydney NSW 2000
 Switchboard: +61 2 9253 7000
 Fax: +61 2 9253 7001

[Find other branch locations in Australia](#)

5. Version

Policy Version	Approved by	Date	Status
Nov 2022	Head of Compliance	22.11.2022	Superseded
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