

# GICOP 2020 – Obligations on Service Suppliers and Persons Experiencing Vulnerability

## Course Objectives

This training module was developed in response to the findings of the Royal Commission into the Financial Services sector and the recommendations of the Insurance Council of Australia's review of the General Insurance Code of Practice.

The aim of this course is to provide professional development for Service Suppliers working on behalf of Insurers that subscribe to the General Insurance Code of Practice. The aim of this course is to outline the obligations Service Providers have in terms of the requirements of the Code and also in terms of dealing with people who may be experiencing vulnerability.

Learning outcomes:

- General Insurance Code of Practice – overview relevant parts
- Obligations on Code Subscribers and their distributors
- Obligations on Service Suppliers
- How to engage with people experiencing vulnerability
- Responding to episodes/evidence of vulnerability
- How to develop personal attributes in dealing with vulnerable/ hostile subjects
- Self-care

## Course Overview

In the module, participants will cover:

- Introduction
- Part 3 - Standards for us and our Distributors
- Part 4 - Standards for our Service Suppliers
- Part 9 - People experiencing vulnerability
- Part 10 – Financial hardship
- Part 11 - Complaints
- Who is considered a vulnerable person?
- Background to mental health and vulnerability
- Overview and symptoms of mental health disorders
- Engaging with people who may be experiencing vulnerability
- Indicators of vulnerability or hardship
- Sources of support
- Duty of care
- Self-care

## Accreditation

Accredited 1.5 ANZIIF CIP points

## Course Delivery

Online

## Registration

For pricing and registration contact Hywel Williams at [hwilliams@procaregroup.com.au](mailto:hwilliams@procaregroup.com.au) or 0428 236 390.

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