

Family Violence Policy

EnergyAustralia



Easy English



EnergyAustralia
LIGHT THE WAY



Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about



- find more information.

About this book



This book is written by Energy Australia.

This book is about our **family violence policy**.

Family violence can include when a family member



- hurts your body



- uses or takes control of your money



- makes you feel unsafe



- makes you do things you do **not** want to do.

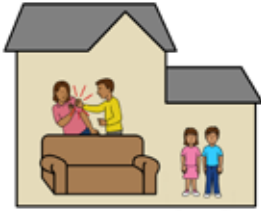
We want to make sure our customers and staff who experience family violence



- can get the right help from us

- are respected by us.

Our policy

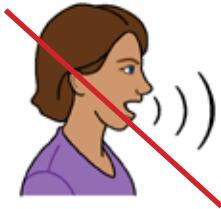


Our policy is for

- customers who have or might have experienced family violence



- staff who have or might have experienced family violence.



We will make sure you do **not** have to tell us about your family violence more than once.



We can help you get in touch with other people and places who can help you.

Your safety

We will



- keep your information private
- **not** tell anyone what we talk to you about



- only tell someone your information if you say **yes**



- give you information in a way that is safe for you.

Your debt



We know that family violence can make it hard to pay your energy bills.



We will

- help you as quickly as we can



- help you fix your debt



- **not** turn off your energy if you have debt.

Our staff



Our staff will

- help you



- respect you



- give you information in ways that are safe for you.

We will train our staff to

- know what can happen because of family violence



- find out who might have experienced family violence



- use this policy

- talk to you in a way that suits you.

What we do for our staff



We want our staff to know they can ask for help with family violence.



We can help our staff

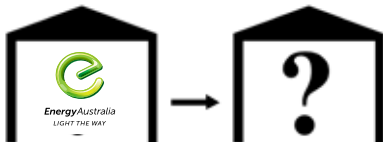
- get help from other people and places



- take time off work



- be safe at work



- work in a different place or at different times.

Your privacy



We will follow the law to keep your **personal information private**.



Personal information can include

- your name



- your address

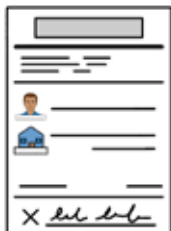


- your phone number.



Private means we will **not** tell anyone your personal information

- unless you say **yes**



- even if their name is also on your account.

Complaints

You can make a **complaint** about our policy.



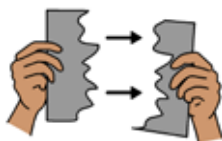
A complaint is when you

- are **not** happy

and



- tell someone why you are **not** happy.



We will try our best to fix your complaint.

If you are still **not** happy you can talk to the Energy **Ombudsman** who will look at the complaint again.

The Ombudsman

- works for the government



- listens to complaints

- makes sure public services are fair.

Notes

Notes

Notes



More information

For more information contact
Energy Australia.



Call 133 466



Website www.energyaustralia.com.au

Online chat

www.energyaustralia.com.au/livechat

National

Relay

Service

If you need help to speak or listen

Contact Energy Australia through the
National Relay Service or NRS.

Call the NRS help desk

1800 555 660

Go to the NRS website

communications.gov.au/accesshub/nrs

If you need to make a complaint

Call 133 466

If you need to talk to the Ombudsman

Australian Capital Territory

Call 02 6207 1740

Website www.acat.act.gov.au



New South Wales

Call 1800 246 545

Website www.ewon.com.au



Queensland

Call 1800 662 837

Website www.ewoq.com.au



South Australia

Call 1800 665 565

Website www.ewosa.com.au



Victoria

Call 1800 500 509

Website www.ewov.com.au

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Scope's Communication and Inclusion Resource Centre wrote the Easy English version in January 2020.

To contact Scope call 1300 472 673 or visit www.scopeaust.org.au

To see the original contact EnergyAustralia.

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