

Family Violence Policy

(NSW, VIC, SA, QLD & ACT)

EnergyAustralia



EnergyAustralia
LIGHT THE WAY

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Introduction

EnergyAustralia recognises our customers and employees may be exposed to family violence. As an essential service provider, EnergyAustralia is committed to actively supporting customers and employees that may be affected by family violence.

This policy sets out EnergyAustralia's commitment to effectively supporting customers and employees affected by family violence.

A key priority of the EnergyAustralia's Family Violence Policy is to ensure all customers and employees affected by family violence are provided safe, supportive and flexible assistance and all interactions are undertaken in a respectful and sensitive manner.

EnergyAustralia promotes measures to reduce family violence in the community.

In an emergency or if you're not feeling safe, always call [000](tel:000).

For immediate support, you can contact:

1800 RESPECT ([1800 737 732](tel:1800737732)) <https://www.1800respect.org.au/>

1.1 Purpose

The purpose of this policy is to set out EnergyAustralia's approach in dealing with and supporting customers and employees who may be affected by family violence.

1.2 Definition of family violence

Family violence, as defined in the Family Violence Protection Act 2008 (Vic), is:

- Behaviour by a person towards a family member of that person if that behaviour is:
- Physically or sexually abusive; or
- Emotionally or psychologically abusive; or
- Economically abusive; or
- Threatening; or
- Coercive; or
- In any other way controls or dominates the family member and causes that family member to fear for the safety or wellbeing of that family member or another person.
- Behaviour by a person that causes a child to hear or witness, or otherwise be exposed to the effects of behaviour referred to above.

Family violence is also commonly referred to as domestic violence.

1.3 What is economic abuse in a family violence situation?

Economic or financial abuse is a serious form of family violence that occurs when a perpetrator uses money as a means of power, to control their partner or family member. It occurs in many different forms and can affect anyone.

1.4 Why it matters

Financial abuse is one of the most powerful ways a perpetrator can keep their partner or family member trapped in an abusive relationship and may also impact on that person's ability to stay safe once they leave the relationship. Essential services can be used by perpetrators of family violence to coerce and cause harm as a form of economic abuse, due to the critical function essential services play in daily life.

2. Our family violence policy

This Policy applies to employees and customers identified by themselves, EnergyAustralia or notified to EnergyAustralia by an independent financial counsellor or case worker, as someone who is, or may be, affected by family violence.

3. Our commitment

3.1 Our commitment to customers

Account security

EnergyAustralia respects your safety and privacy. Unless you instruct us otherwise, we will not disclose your information to anyone else, even if their name is on the account. All conversations are confidential and access to confidential information will be provided only with the customer's consent. Only staff who are directly involved will have access to the information you provide.

EnergyAustralia will work with you to identify a safe and practicable method of communicating with or providing information to you.

EnergyAustralia does not require affected customers to provide any documentary evidence of family violence as a precondition to applying the rules set out in the Family Violence policy.

Debt management

EnergyAustralia recognises family violence is a potential cause of payment difficulty.

EnergyAustralia provides support and assistance to customers left with debt as a result of family violence. We'll work with you to find a solution for your individual situation and won't restrict your energy supply.

As part of our commitment to supporting all customers, including those impacted by family violence, EnergyAustralia aims to provide hardship assistance as quickly as possible, where possible. This could include minimising the need for additional documentation or providing longer term assistance with repayments.

You can access EnergyAustralia's hardship policy on our website at energyaustralia.com.au/home/bills-and-accounts/hardship-policy.

Employee training & awareness

EnergyAustralia will treat you with understanding and respect, explain how we can assist you in this difficult situation, and give you as much time as you need to consider your options.

We have provided awareness training for all employees who engage affected customers by any means of communication (including employees, contractors and agents, including call centre and marketing personnel) and their managers, and employees who are responsible for the systems and processes that guide or define our interactions with customers. This awareness training will support them in:

- Understanding the nature and consequences of family violence,
- Identifying and appropriately engaging with customers who may be affected by family violence, and
- Ensuring they are aware of how this Policy is applied, so they may engage with affected customers in a respectful and sensitive manner and provide safe, supportive and flexible assistance in accordance with the Rules and the retailer's family violence policy.

Family violence disclosure

EnergyAustralia has a secure process designed to ensure you only have to explain your situation once. We will be guided by the information you provide to us regarding your particular circumstance.

Support and assistance

EnergyAustralia has identified external support services who can provide assistance to customers affected by family violence. We may refer you to these services for further assistance at a time and in a manner that considers your immediate circumstances.

In an emergency or if you're not feeling safe, always call **000**.

For immediate support, you can contact:

1800 RESPECT (1800 737 732) <https://www.1800respect.org.au/>

3.2 Our commitment to employees

EnergyAustralia maintains a supportive work environment for employees who feel comfortable requesting assistance for family violence related concerns. We all have a role to play in creating and maintaining this environment.

The support EnergyAustralia offers to employees affected by family violence will be tailored according to the employee's needs and circumstances, but may include:

- Assistance in accessing relevant support services
- Access to leave arrangements as set out in the Leave Policy
- Access to flexible working arrangements
- Support for implementing security and privacy measures at work
- A safety plan designed in conjunction with EnergyAustralia's Security Lead
- Use of EnergyAustralia's Family Violence Toolkit
- Support from staff trained in EnergyAustralia's established protocols for confidential management of personal records.

For immediate support, employees can contact:

1800 RESPECT (1800 737 732) <https://www.1800respect.org.au/>

EMPLOYEE ASSISTANCE PROGRAM (EAP) 1800 808 374

3.3 Our commitment to our communities

EnergyAustralia promotes measures to reduce family violence in the community. This may include:

- Participation in internal or external events which raise awareness of family violence
- Supporting organisations which directly or indirectly assist people affected by family violence (e.g. via
- EnergyAustralia's Workplace Giving program, or through community partnerships).

4. Complaints

We want to make our Family Violence Policy work for our customers and employees, and we will do what we can to resolve your concerns.

If you are a customer and have a complaint about our Family Violence Policy, we will do our best to work towards an early resolution. Our Customer Resolutions team is available to discuss your concerns via online chat at energyaustralia.com.au/livechat (Monday to Friday, 8.00am to 9.00pm & Saturday, 9.00am to 6.00pm AEST) or you can call us on **133 466** (Monday to Friday, 8.00am to 8.00pm AEST).

If you are unhappy with the outcome of our enquiry into your complaint, you can contact the Energy Ombudsman in your state to request a free and independent review.

Australian Capital Territory Civil & Administrative Tribunal

[acat.act.gov.au](https://www.acat.act.gov.au)

Phone: **(02) 6207 1740**

Energy & Water Ombudsman NSW

[ewon.com.au](https://www.ewon.com.au)

Freecall: **1800 246 545**

Energy & Water Ombudsman Queensland

ewoq.com.au

Freecall: [1800 662 837](tel:1800662837)

Energy & Water Ombudsman SA

ewosa.com.au

Freecall: [1800 665 565](tel:1800665565)

Energy & Water Ombudsman of Victoria

ewov.com.au

Freecall: [1800 500 509](tel:1800500509)

If you are an employee and have a complaint about our Family Violence Policy, speak with your Leader or a member of the People team.

5. Privacy

EnergyAustralia is committed to respecting our customers' and employees' privacy. We protect the personal information of our customers and employees in accordance with the Privacy Act 1988 (Commonwealth) and the Australian Privacy Principles.

More information on how we collect, use, store and disclose personal information can be found in our Privacy Policy - visit energyaustralia.com.au/privacy, chat with us online at energyaustralia.com.au/livechat (Monday to Friday, 8.00am to 9.00pm & Saturday, 9.00am to 6.00pm AEST) or call us on [133 466](tel:133466) (Monday to Friday, 8.00am to 8.00pm AEST) to request a hard copy.

6. Contact us

If you have any questions about our Family Violence Policy, call us on [133 466](tel:133466) (Monday to Friday, 8.00am to 8.00pm AEST, or chat with us online at energyaustralia.com.au/livechat (Monday to Friday, 8.00am to 9.00pm & Saturday, 9.00am to 6.00pm AEST).

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Effective 2 May 2023

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