

# Family & Domestic Violence Policy



## Your safety is important to us:

If there is an immediate threat to your safety, please call **000**. For additional assistance, please contact 1800 Respect (**1800 737 732**).

## We're here to support you

We recognise that family and domestic violence (family violence) is a serious and widespread occurrence in our society. We are committed to supporting our residential and business customers who are experiencing family violence with empathy and sensitivity. We will ensure the security and privacy of your account information and financial circumstances.

## What is Family and Domestic Violence?

Family violence affects members of all communities, but because of institutionalised systems of power, it can be more likely to occur for people who experience other forms of discrimination (including First Nations people, individuals with a disability and/or chronic health conditions, culturally and linguistically diverse people, including recently arrived migrants and customers that are LGBTQIA+).

The Australian Government defines family violence as any behaviour that is violent, threatening, controlling, or intended to make you or your family feel scared and unsafe (Unwanted Behaviour). Family violence is not perpetrated only through physical violence.

It may also include, but is not limited to, the following kinds of Unwanted Behaviour:

- a. sexual
- b. emotional or psychological
- c. verbal
- d. spiritual or cultural
- e. economic or financial
- f. technological
- g. social

## Our Training

Your safety is our priority.

We understand that family violence is complex and sensitive. That's why we train relevant staff to understand the potential severity and consequences of family violence, treat you with respect and provide you with practical support.

There may be circumstances where you may not overtly disclose that you are affected by family violence; our staff are trained to identify signs of family violence and ensure your account is flagged for easy identification and so you don't have to repeat your situation on future calls. We will also inform you of our Family Violence policy and protections offered under it.

Training includes:

- a. how to identify the signs of family violence,
- b. how to engage effectively and appropriately with affected customers
- c. how to apply this policy

Training is delivered to staff who:

- a. engage with customers;
- b. manage, train or otherwise direct staff who engage with customers; and
- c. are responsible for the development and deployment of relevant products, processes and systems.

## Your Account Security & Privacy

We are committed to the security of your personal information. We will inform you of any information that we may need to share with relevant government agencies or your distributor, as required under the law. We will also engage with you to determine your safe preferred methods of communication.

You may:

- a. provide us with more than one preferred communication methods
- b. inform us of a safe time of day to contact you
- c. ask us not to use a particular method to contact you
- d. change your preferred contact methods at any time
- e. place your communications on hold when it is unsafe to receive any communications
- f. add a PIN and/or security questions and answer as part of your account safety

Your account will be managed by our specially trained team, so you have a direct line of communication, and you won't need to repeat your situation. Our staff will ensure you are only contacted by your agreed contact method and at your preferred time. We will help you connect with external support services that may be better placed to respond to your individual circumstances. We will also provide you with payment assistance tailored to your situation.

We understand it may be difficult for you to speak with us safely or conveniently. You can therefore authorise us to liaise with the support person of your choice, who may be:

- g. a financial counsellor
- h. someone who helps you manage your energy bills
- i. anyone else you deem appropriate

To authorise a support person:

- contact us on **1800 218 433** to add your support person;
- request a 'Letter of Authority', which will allow you to detail who your support person is, and when we may speak with them.

We will then work with your support person in line with your authority.

If you wish to have our 'Letter of Authority' form sent to you via email or in the post, please contact us on **1800 218 433** or email us at **prioritycare@alintaenergy.com.au**

Once completed, please return this form to us.

## Moving out or transferring out

If you are moving out or moving into a new property, we will assist you with your request and apply the same account protections to ensure your safety.

We will also monitor your account movement to ensure any requests to transfer your account to another retailer have been requested by you. We will contact you by your preferred contact method to confirm this.

We take your privacy very seriously and protecting your personal information is our top priority.

## Managing Debt and Payment Difficulty

Alinta Energy understands that financial difficulty can affect anyone, and we will provide you with assistance during these trying times.

We believe in treating our customers with respect, empathy and in a non-judgemental manner. We also understand that your circumstances are unique: we and will work with you to identify the type of assistance that best suits your situation.

Our options are designed to assist you, whether you are in arrears or not.

We can assist you with:

- a. managing your ongoing cost of energy
- b. overcoming your energy debt on active and closed accounts

We monitor overdue accounts as part of our normal business operations, which helps us identify who may need extra support. We also encourage you to contact us to access assistance as soon as possible after you start to experience financial difficulties.

Specific practical assistance we can offer includes:

- a. arranging more time for you to pay
- b. tailored payment plans to help manage your debt and future usage
- c. information about government and non-government assistance, schemes, concessions, and grants that may benefit you
- d. information about independent financial counsellors
- e. provide energy efficiency advice to help reduce your future energy use
- f. (assisting you to set up) Centrepay and direct debit

Our hardship policy is also available at **[alintaenergy.com.au/paymentassistance](https://alintaenergy.com.au/paymentassistance)** which details these entitlements and others available to you.

### **Interpreter Service**

To access an Interpreter Service, please call **1300 297 727** or you can find further information at **[alintaenergy.com.au](https://alintaenergy.com.au)**.

This policy is reviewed annually to ensure all information and assistance available to you is up to date and continues to reflect best practice.



External Support	Contact number and information
<b>Australia Wide:</b>	
<b>Emergency</b>	<b>000</b>
<b>National 1800 RESPECT</b>	<b>1800 737 732</b> <a href="http://www.1800respect.org.au">www.1800respect.org.au</a> National support available 24/7 for people experiencing sexual assault, domestic or family violence, their friends and family and for professionals supporting someone experiencing, or at risk of experiencing sexual assault, domestic or family violence.
<b>MensLine Australia</b>	<b>1300 789 978</b> <a href="http://mensline.org.au">mensline.org.au</a> The national telephone and online support, information and referral service for men with family and relationship concerns. Callers have access to 24-hour support, anywhere anytime.
<b>Lifeline</b>	<b>13 11 14</b> <a href="http://www.lifeline.org.au">www.lifeline.org.au</a> Lifeline is a national charity all Australians experiencing emotional distress with access to 24 hour crisis support and suicide prevention services.
<b>Victoria:</b>	
<b>Safe Steps</b>	<b>1800 015 188</b> <a href="http://www.safesteps.org.au">www.safesteps.org.au</a> Victoria's 24/7 family violence response centre
<b>Elizabeth Morgan House Aboriginal Women's Family Violence Services</b>	<b>(03) 9403 9400</b> <a href="http://www.emhaws.org.au">www.emhaws.org.au</a> Provides refuge accommodation and specialist family violence services to Aboriginal women and their children. Their support also extends to parents of Aboriginal children, as well as partners and ex-partners of Aboriginal people.
<b>WIRE</b>	<b>1300 134 130</b> <a href="http://www.wire.org.au">www.wire.org.au</a> A generalist information, support and referral service run by women and non-binary people for women, non-binary and gender-diverse people.
<b>New South Wales:</b>	
<b>NSW Domestic Violence Helpline</b>	<b>1800 656 463</b> <a href="http://www.facs.nsw.gov.au">www.facs.nsw.gov.au</a> Providing counselling and referrals to women experiencing domestic and family violence 24/7.
<b>Queensland:</b>	
<b>DVConnect</b>	<b>1800 811 811</b> <a href="http://www.dvconnect.org">www.dvconnect.org</a> Helps Queenslanders find pathways to safety, away from domestic, family and sexual violence.
<b>South Australia:</b>	
<b>Domestic Violence Crisis Line</b>	<b>1800 800 098</b> <a href="http://www.womenssafetyservices.com.au/index.php">www.womenssafetyservices.com.au/index.php</a> Supports women and their children who are experiencing domestic and family violence and are committed to helping people find safety and support during and after experiencing abuse.
<b>Western Australia:</b>	
<b>Women's Domestic Violence Helpline</b>	<b>1800 007 339</b> <a href="http://www.dcp.wa.gov.au">www.dcp.wa.gov.au</a> A state wide 24 hour service providing support for women, with or without children who are experiencing family and domestic violence.