



ENGIE Family Violence Policy

If there is an immediate threat to your safety, call 000

Purpose

Electricity and gas services can potentially be exploited by perpetrators of family violence to harm their victim-survivors.

ENGIE's Family Violence Policy explains how customers affected by family violence can access safe, supportive, and flexible assistance to maintain their personal and financial safety, and keep their energy connected.

Who is eligible for assistance under our family violence policy?

We will provide assistance to any ENGIE customer affected by family violence. This includes both current and former ENGIE customers.

You do not need to be the primary account holder to access this assistance.

Who is affected by family violence?

Millions of Australians experience family violence every year. People who experience family violence can be from any socioeconomic background, religion, education level, age, gender, or sexual orientation. The impact of family violence is far-reaching, causing social isolation, unemployment, homelessness, financial destitution and serious injury and broader health issues. Family violence is a broad term to describe various abusive behaviours that are instigated by a person/perpetrator towards someone they have a relationship (or former relationship) with. These relationships can include, but are not limited to;

- Domestic relationships (for example, married or de facto partners).
- Intimate personal relationships.
- Parental and guardian relationships.
- Sibling and other familial relationships.
- Relationships according to Aboriginal or Torres Strait Islander kinship rules (or other culturally recognised family groups).
- A carer relationship.

What is family violence?

Family violence takes many forms. Examples can include, but are not limited to;

Physical violence

- Physically hurting or restraining.
- Sleep or food deprivation or forced feeding.

Sexual assault or sexually abusive behaviour

- Unwanted touching or rape.
- Unwanted exposure to pornography.
- Sexual jokes or using sexually degrading insults.

Verbal abuse

- Putting the person down and calling them names.
- Shifting the responsibility for abusive behaviour onto the person.
- Emotional or psychological abuse.
- Making the person feel afraid by using looks, actions and gestures.
- Making light of the abuse or saying the abuse didn't happen.

Stalking or surveillance

- Visiting at work in inappropriate ways.
- Sending repeated upsetting phone calls/emails/texts.
- Following, harassing or monitoring a person.

Financial abuse

- Stopping the person from getting or keeping a job.
- Making the person ask for money or restricting their access to money, for example by managing any allowance they get.

Social Abuse

- Confining or restraining the person.
- Preventing the person from keeping in touch with social networks, escaping the abusive relationship or seeking help and support.

Spiritual or cultural abuse

- Preventing the person from practising their religion or ridiculing their religious beliefs or practices.
- Misusing spiritual or religious beliefs and practices to justify other types of abuse and violence.

Damage to property or belongings

- Threatening damage to property.
- Breaking, hiding or damaging belongings.

Technology assisted abuse

- Using technology, such as smart phones, social media and apps to threaten, isolate, abuse, track or stalk the person.
- Using technology to control what the person does, who they see and talk to, what they read.

Reproductive coercion or abuse

- Stopping the person from making their own choices about reproduction.

Systems abuse

- Closely related to financial abuse. It involves using services and systems to harm and control the person.

Exposing children to family violence

- A child attempting to stop the violence or defend a parent.
- Being forced to watch, participate in, witness the violence, or spy on a parent.
- Being neglected as a consequence of a parent's injuries.
- Witnessing damage and destruction to furniture, toys and other family belonging.
- Witnessing harm to family pets, or becoming aware that a pet has been given away, harmed or killed.
- Sleeping during the violence, or overhearing the violence from another room and taking measures to avoid being affected, for example: turning up the volume; sleeping with pillows over the ears; leaving the house and walking the streets.

Animal abuse

- Exploiting the emotional bond between the person (adult or child) they are abusing and using threats or actual harm of pets to further control or intimidate the person.

Forced marriage

- Entering a marriage without freely and fully consenting as a result of being coerced, threatened or deceived, or because the person is incapable of understanding the nature and effect of a marriage ceremony, for reasons including age or mental capacity. This is different from an arranged marriage where both parties consent to the marriage being organised by their families.

Dowry abuse

- Dowry is the practice of transferring money, property, goods or other gifts from the person to their spouse's family.
- The practice of dowry is abused when coercive demands are made for further or larger gifts from a victim-survivor and their family. These demands are often coupled with acts of physical, emotional or economic abuse, threats, harassment or stalking.

What is coercive control?

Coercive control is almost always an underpinning dynamic of family violence. Perpetrators exert power and dominance of victim-survivors using patterns of abusive behaviour over time that creates fear and denies victim-survivors liberty and autonomy.



Coercive control can be subtle, difficult to identify and different in each relationship. Coercive control manifests, and is experienced, in various ways in different class and cultural contexts. The impacts are pervasive, intersecting and cumulative, rather than incident specific.

Victim-survivors experiencing coercive control may report they need to ask permission to do small everyday things and fear the repercussion of not fulfilling their abuser's expectations or demands. Use of self-defence against a perpetrator are not examples of coercive control.

Behaviours associated with coercive control can take many different forms including any of the forms of family violence. Common behaviours that may be used by perpetrators as part of coercive control include, but are not limited to:

- Emotional manipulation including humiliation and threats.
- Surveillance and monitoring, often carried out online.
- Isolation from friends and family.
- Rigid rules about where the person can eat, sleep or pray.
- Placing limits on economic autonomy.

Get in touch

Our priority is ensuring you stay safe.

To ensure we can provide the support you need, we encourage all customers to contact us via phone on **13 88 08**, (Mon-Fri, 8am-7pm AEST), via email at enquiry@support.engie.com.au or via our webchat as soon as possible.

We have a specialist Customer Advocacy Team that is able to provide you with support that is tailored to your particular circumstances.

Our Customer Advocacy Team has received training on our family violence policy and processes and have the skills to:

- Provide you with assistance in line with our family violence policy and the relevant regulations.
- Assess your financial situation and provide you with tailored payment assistance options as required.
- Identify signs or signals of family violence and engage safely, appropriately and compassionately with you.
- Support you in an accessible, inclusive and non-discriminatory way and use non-judgemental and non-victim blaming language.
- Understand how overlapping forms of discrimination and marginalisation may impact some members of the community.
- Help you to access specialist family violence services that can provide crisis support.

We are committed to making sure that relevant team members maintain their understanding of how to assist customers affected by family violence. We provide training to new staff members at the time of onboarding with ENGIE. We also provide ongoing training to the Customer Advocacy Team, all other call centre staff, managers of relevant call centre staff, and all people responsible for the systems and processes that are used for interacting with customers. This training ensures that our relevant staff are able to:

- Understand the nature and consequences of family violence.
- Effectively and appropriately identify and engage with customers affected by family violence.
- Assist customers affected by family violence in line with this policy and the relevant regulations.

We develop our family violence training internally and may also work with experienced external providers to design specialised family violence training for our staff. Family Violence Policy Customer Care: **13 88 08** (Mon-Fri, 8am-7pm AEST).

What happens when you contact us?

If we identify you may be affected by family violence, our call centre staff are trained to transfer you to our Customer Advocacy Team, our specialist team who have been trained to assist customers affected by family violence.

Customers may not always openly tell us that they are affected by family violence. Our staff are trained to recognise signs or signals of family violence and respond to this scenario on a case-by-case basis.

Our staff will handle these situations with empathy, sensitivity and care, and direct customers to resources or services that could be helpful.

For example, our call centre staff may offer to transfer you to our Customer Advocacy Team, inform you about this policy and the support available, make a note on your account, or inform you about free external support services.

If you contact us through other channels, our Customer Advocacy Team will be in touch via your preferred method of communication.

We will not ask for evidence before providing you support

We will not require that you provide documentary evidence of family violence as a pre-condition to receiving the support set out in this policy.

We will add extra security on your account

We understand that discussing the experience of family violence can be traumatic and repeatedly discussing your experience may threaten your safety and the security of your account. That is why we have developed a process to safeguard your account and avoid the need for you to repeatedly inform us of your experiences with family violence.

Once we have identified that you are affected by family violence, we will offer to add a Pin identifier to your account that only allows you to access the account. We will also offer to flag your account so that our call centre agents can easily identify that you are entitled to additional support. We also have the capability to directly transfer you to the Customer Advocacy Team any time that you call us.

If you are listed as a contact for the supply address, the primary account holder may have access to your personal information associated with the account. You can request to be removed from the account, or we can assist in setting up a new account in your name. We will guide you through the necessary steps to protect your account, which may involve creating a new account with you as the primary account holder.

We will identify your preferred method of communication

Our Customer Advocacy Team will work with you to identify and agree to a preferred method of communication. This may include a preference that all communication be through a third-party support worker.

Our Customer Advocacy Team will record your agreed preferred method of communication on your account to ensure that future communications with you follow this method where practical.

We will provide you payment assistance if you need it

Our Customer Advocacy Team will discuss whether you are experiencing difficulties in paying your bills and require additional support. We will explain the different forms of support that are available in our Hardship Policy and will help you access support that you may be entitled to. For example, customers in our hardship program will be provided:

- Information on if there is a better energy plan for them.
- Ideas about how to reduce your energy use.
- Payment arrangements that include a payment amount and frequency that suits your circumstances.

You can view our Hardship Policy by state, which has more detail on the support that is available: [engie.com.au/help-centre/billing-and-payment/financial-support](https://www.engie.com.au/help-centre/billing-and-payment/financial-support)

We will tailor the different forms of support and payment arrangements in response to your circumstances and we will consider the impact that different payment arrangements may have on you.

Other payment-related assistance that we will provide includes:

- In addition to our standard payment methods, we will also allow you to use Centrepay as a payment option if you request it.
- We will waive any late payment fees payable under your contract with us.
- We will tell you about government concessions, relief schemes or energy rebates you may be able to receive.
- We may reduce or waive debt, fees or charges where appropriate.
- We may refer you to a financial counsellor if appropriate, however this is not a precondition of receiving payment assistance.



Additional financial assistance will be provided

Our Customer Advocacy Team will consider whether others are responsible for the energy debt on your account. We will discuss your individual circumstances to determine if financial abuse has contributed to the debt. This includes assessing whether others are partly or fully responsible for previous cancellations of payment plans due to non-payment or illegal energy use at the supply address.

We recognise that debt recovery actions can significantly impact our customers and may be traumatic for those affected by family violence. While you are experiencing family violence we will not disconnect you or refer you to debt recovery action. We are here to support you.

If you are a Western Australian customer, we will not disconnect your energy for a period of nine months from the date on which we become aware you are affected by family violence unless:

- you inform us, or we otherwise become aware, that you no longer reside at the supply address;
- you request the disconnection;
- there are safety reasons warranting the disconnection;
- there is an emergency warranting the disconnection;
- energy is being illegally consumed at the supply address; or
- the disconnection is the result of a planned interruption.

Our contract will not be breached if we are providing you family violence support

There may be instances where we are unable to fulfil an obligation under our energy contract with you when we are providing you support in line with this policy. There may also be instances where you are unable to fulfil an obligation under our energy contract when using your preferred method of communication.

In all these instances, this policy will take precedence and there will be no breach of our energy contract.

When do you no longer receive support under this policy?

We will continue to provide you support under this policy until you inform us that you no longer require it.

You will continue to be eligible to receive support under this policy if you are a former ENGIE customer.

Additional Support Services

If you are in danger, call 000.

During your conversation with our Customer Advocacy Team, we will inform you about support services that are aligned to your unique requirements based on the nature of your circumstances. Our Customer Advocacy Team is trained to identify a time that is safe, respectful and appropriate to refer you to support services.

For information, support and counselling, you can contact the free external support services listed below.

You can also locate a financial counsellor based in your area at www.moneysmart.gov.au/managing-debt/financial-counselling

1800RESPECT

National sexual assault, domestic and family violence counselling service. This service is free and confidential. Available 24/7.

1800 737 732

www.1800respect.org.au

Full Stop Australia

National trauma counselling and recovery service for people of all ages and genders experiencing sexual, domestic and family violence. This service is free and confidential. Available 24/7.

1800 943 539

www.fullstop.org.au

Rainbow Sexual, Domestic and Family Violence Helpline

For anyone from the LGBTIQ+ community whose life has been impacted by sexual domestic and/or family violence. This service is free and confidential. Available 24/7.

1800 497 212

Well Mob

Social, emotional and cultural well-being online resources for Aboriginal and Torres Strait Islander peoples.

www.wellmob.org.au

Men's Referral Service

For anyone in Australia whose life has been impacted by men's use of violence or abusive behaviours. Available 7 days.

1300 766 491

www.ntv.org.au

My Blue Sky

Provides free legal and migration support to people experiencing forced marriage and other forms of modern slavery in Australia.

02 9514 8115

www.mybluesky.org.au

Say it out Loud

A national resource for LGBTQ+ communities and service professionals working with people who have experienced sexual, domestic and family violence.

www.sayitoutloud.org.au

Lifeline

A national charity providing all Australians experiencing emotional distress with access to 24-hour crisis support and suicide prevention services. Available 24/7.

13 11 14

www.Lifeline.org.au

National Debt Helpline

A not-for-profit service that offers a free, independent and confidential financial counselling service. Available 7 days.

1800 007 007

www.ndh.org.au

Women's Resource Information and Support Centre (WRISC) Aboriginal Family Violence Program

WRISC strongly believes in understanding and respecting Aboriginal and Torres Strait Islander cultures and our shared history as Indigenous and non-Indigenous Australians.

(03) 5333 3666

www.wrisc.org.au/aboriginal-family-violence-program.php

Privacy

We will comply with all relevant privacy legislation in relation to your personal information. We will ensure that we do not disclose, or provide access to your information to any other person without your consent, except to the extent that this is required by law.

This may include where we are compelled to provide information about customers to the government, police, or regulators and other government agencies. We are also legally obliged to share contact information (names and phone numbers) with electricity distribution businesses for the purposes of their role to maintain the supply of essential electricity supply.

You can find a summary of our privacy policy on our website engie.com.au/privacy. If you have any questions, you can contact our Privacy Officer at privacy@help.engie.com.au

Policy

This Family Violence Policy is effective from 1 October 2024 and will be formally reviewed at least once every 2 years. This formal review does not preclude us from reviewing the policy at more regular intervals, should this be necessary, such as to maintain consistency with leading practice. Following a review, an updated policy will be placed on the ENGIE website at engie.com.au/help-centre/policies-and-commitments/family-violence

During a formal review, we will assess the policy against the relevant regulatory requirements and the latest best practice support for customers affected by family violence. We may also engage with relevant advocacy groups and those with lived experience to ensure the policy clearly explains the support available and is written in plain, inclusive, and sensitive language.



The policy is designed with oversight and endorsement from ENGIE'S senior leadership and is a resource promoted across the organisation.

We are also committed to continually improving our processes. We assess the quality of ongoing training and staff, as well as our compliance with the relevant regulatory requirements. We also collect and use customer and staff feedback on our family violence policy and processes to help us improve.

Note: In QLD, NSW, ACT, and SA the National Energy Retail Rules will not take precedence over this policy.

Feedback & Complaints

We understand that sometime things don't turn out as expected, here at ENGIE we want to fix it. If a customer wishes to submit feedback or lodge a complaint this can be done by:

Contacting our Customer Care team on **13 88 08** (Mon-Fri, 8am-7pm AEST), Contacting us online at engie.com.au/contact-us or, writing to us at GPO Box 4408, Melbourne, Victoria 3001.

For full information on ENGIE 's Complaints and Dispute Resolution Policy please visit engie.com.au/help-centre/policies-and-commitments/dispute-resolution

If you are not satisfied with the outcome and would like to pursue the matter further, you may contact the Energy and Water Ombudsman in your state or territory.

Name of ombudsman	Phone	Website
Energy and Water Ombudsman NSW (EWON)	1800 246 545	www.ewon.com.au/
Energy and Water Ombudsman Victoria (EWOV)	1800 500 509	www.ewov.com.au/
Energy and Water Ombudsman South Australia (EWOSA)	1800 665 565	www.ewosa.com.au/
Energy and Water Ombudsman Queensland (EWOQ)	1800 662 837	www.ewoq.com.au/
Energy and Water Ombudsman Western Australia	1800 754 004	www.energyandwater.ombudsman.wa.gov.au/
Australian Capital Territory Civil & Administrative Tribunal (ACAT)	(02) 6207 1740	www.acat.act.gov.au/

Translation Services

ENGIE offers a free translation service that is tailored specifically for our customers. Please give us a call on **1300 408 265** if you need help with this document. This service is available from 8am to 7pm AEST (Monday to Friday).


For TTY assistance, please use one of the following 24-hour relay call numbers:

- TTY/voice calls: **133 677**
- Speak & Listen: **1300 555 727**
- SMS relay: **0423 677 767**

1800 RESPECT, the national family violence support service, also provides access to interpreters for those that do not speak English. You can call **1800 RESPECT** on **1800 737 732** and find more information at www.1800respect.org.au

TIS

If you do not speak English and need help with this document, call the Translating and Interpreting Service (TIS) on **13 14 50** for assistance by an interpreter.



Interpreter Service 1300 408 265 - 8:00am to 7:00pm, Mon – Fri AEST
TTY Service 1800 555 630 - 8:00am to 600pm, Mon - Fri AEST

Per il servizio interpreti chiamare il numero indicato sopra.

للحصول على خدمات الترجمة الشفهية إتصل بالرقم المدرج أعلاه.

Για υπηρεσία διερμηνέων, τηλεφωνήστε στον παραπάνω αριθμό.

Para comunicarse con el servicio de interpretación llame al número indicado arriba.

Muốn liên lạc với sở thông dịch, xin vui lòng gọi số điện thoại trên đây.

如需口译服务, 请通过以上电话联系我們。

如需口譯服務, 請撥打以上電話。