

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 customers who are experiencing family violence with empathy and sensitivity. We will ensure the security and privacy of your account information and financial circumstances.

If you are named on the account of another customer as a secondary contact, you have the right to remove your information for security purposes.

What is Family and Domestic Violence?

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.

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 and will engage with you to determine your preferred methods of communication. We will take reasonable steps, at all times, to protect your information.

You may:

- a. provide us with more than one preferred communication method;
- b. ask us not to use a particular method to contact you;
- c. change your preferred contact methods at any time; and
- d. Add a security question or PIN number for additional account security.

We will keep a record of any method of communication that has been agreed between us.

Our team will ensure you receive the help you need promptly and efficiently. You will not have to repeat any information about your situation already provided to us. If you require support or wish to discuss your account with our dedicated Alinta Assist team, call us on **1800 218 433** or email us at **wc_prioritycare@alintaenergy.com.au**

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

- a. a financial counsellor.
- b. someone who helps you manage your energy bills; or
- c. 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 **wc_prioritycare@alintaenergy.com.au**

Once completed, please return this form to us.

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 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. setting up periodic instalment payment plans;
 - i. [assisting you to set up] Centrepay and direct debit;
 - ii. referring you to external organisations that can provide you with financial counselling;
 - iii. assisting you to obtain relevant Government and non-Government grants via utility assistance programs; and
 - iv. providing practical energy efficiency advice to reduce your ongoing energy usage.

We are here to support our customers who are facing payment difficulties due to family and domestic violence. We understand that debt can sometimes result from financial abuse, and we're committed to helping you through this challenging time. We will always consider the potential impact of debt collection on your account where you are liable for the debt. Each situation is assessed individually, and we will work with you to find the best solutions, such as payment plans, extensions, or deferrals.



We may also consider reducing or waiving the debt on your energy account, particularly if another person has contributed to the amount owing for energy supplied to your address.

We will always take your circumstances into account and will not disconnect your supply address for a period of 9 months from the date you advise us of your situation unless:

- a. you inform us that you no longer reside at the supply address;
- b. you request disconnection;
- c. there are safety reasons or an emergency warranting disconnection;
- d. energy has been consumed illegally at the supply address; or
- e. it is required by energy laws and regulations.

Get in touch

We recognise that facing these challenges can be sensitive and we understand that each situation is unique. Whether your account is active or closed, we encourage you to reach out to us on **1800 218 433** or email us at **wc_prioritycare@alintaenergy.com.au** to ensure we offer the support you require.

- a. Speak & Listen service
To use this service, please call **1300 55 727**
- b.  National relay service
To use the Teletypewriter (TTY) service, please call **13 36 77**. This is available for the cost of a local call
- c.  Interpreter service
To use this service, please call **1300 195 575**
- d. if you require a copy of our policy in a larger print, please call us on **1800 218 433** or email us at **wc_prioritycare@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
Australia Wide:	
Emergency	000
National 1800 RESPECT	1800 737 732 www.1800respect.org.au 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.
MensLine Australia	1300 789 978 mensline.org.au 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.
Lifeline	13 11 14 www.lifeline.org.au Lifeline is a national charity all Australians experiencing emotional distress with access to 24 hour crisis support and suicide prevention services.
Ask Izzy	https://askizzy.org.au/ Ask Izzy is a website that connects people in need with various services, including housing, meals, financial assistance, family violence support, counselling, and more. It is free, anonymous, and features thousands of services listed across Australia. If you're on the Telstra or Vodafone mobile networks, you can access Ask Izzy on your phone even if you don't have credit or access to Wi-Fi.
Victoria:	
Safe Steps	1800 015 188 www.safesteps.org.au Victoria's 24/7 family violence response centre
Elizabeth Morgan House Aboriginal Women's Family Violence Services	(03) 9403 9400 www.emhaws.org.au 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.
Safe + Equal	safeandequal.org.au Provides Victorian family violence workers and other professionals to find information, evidence-based resources and services to help them respond to family violence.
WIRE	1300 134 130 www.wire.org.au A generalist information, support and referral service run by women and non-binary people for women, non-binary and gender-diverse people.
New South Wales:	
NSW Domestic Violence Helpline	1800 656 463 www.facs.nsw.gov.au Providing counselling and referrals to women experiencing domestic and family violence 24/7.
Queensland:	
DVConnect	1800 811 811 www.dvconnect.org Helps Queenslanders find pathways to safety, away from domestic, family and sexual violence.
South Australia:	
Domestic Violence Crisis Line	1800 800 098 www.womenssafetyservices.com.au/index.php 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.
Western Australia:	
Women's Domestic Violence Helpline	1800 007 339 www.wa.gov.au/service/community-services/ community-support/womens-domestic-violence-helpline A state wide 24 hour service providing support for women, with or without children who are experiencing family and domestic violence.
13YARN (13 92 76)	13 92 76 https://www.13yarn.org.au/ Offer a confidential one-on-one yarning opportunity with a lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporter who can provide crisis support 24 hours a day, 7 days a week.