

## Family Violence Customer Policy

### What is family violence?

In 2017 the Australian Bureau of Statistics found that 1 in 4 Australian women and 1 in 13 men have experienced violence by an intimate partner, and those affected include people in any form of relationship such as;

- marriage or domestic partnerships
- children and parents, guardians, siblings, or other family members
- carer-client relationships
- or kinship rules or culturally recognised relationships.

Family violence can take many forms, some examples include,

- physical violence or threats
- sexual assault or abuse
- psychological abuse
- verbal abuse
- stalking
- financial abuse or control
- spiritual or cultural abuse
- damage of property
- abuse or threat of loved ones or pets
- neglect
- technology assisted abuse

We acknowledge that family violence may affect our customers and staff and commit to provide meaningful support to those affected. Electricity is an essential service and can be exploited by perpetrators of family violence to harm or coerce as a form of financial abuse. We may also be the target of identity or privacy attacks seeking information to assist a perpetrator in other forms of abuse.

This policy explains what support we can provide if you, our customer, are affected by family violence. Also, what planning we make to prepare for such situations.

### How can you get help?

If you would like help, you can let us know through any of our contact options. All our team members, contractors, and agents, that you may have contact with have received training in this policy, in identifying and understanding the nature and consequence of family violence, and in dealing with or escalating your individual experience with family violence in a respectful way.

If you would prefer, at any time you can ask to speak with one of our Compliance team who receive ongoing training to support your specific circumstances. Our Compliance team members can:

- Provide detailed advice and assistance with our policies
- Assess and tailor support to your financial situation as related to your energy account
- Identify signs and signals of family violence and engage with you safely
- Conduct risk assessments relating to how you deal with us, and implement safety plans to minimise risk to you or your family
- Advise how to access family violence services and crisis support

We will never ask you to provide documented evidence of family violence to access supports under this policy.

As customers may not always tell us openly, if we suspect that you may be impacted by family violence then the Compliance team will reach out with sensitivity and provide this policy and other support information to you.

If you require accessibility support to access this policy or its services, let us know and we will make every reasonable effort to engage the accessibility as required.

### What help can you expect?

Our number 1 priority will be ensuring your safety in all dealings with us. To achieve with, this we will:

- Enact internal processes to enhance security of your account information so that access to your information is protected unless, we are required by law to share it, or to a 3rd party we engage and is required to perform our services
- Ensure that wherever possible, all communications between us are using your preferred method to reduce the risk to you. If not possible, we will work with you to find a suitable alternative

We will offer you a dedicated Compliance team member who you can contact directly. They can ensure that:

- You won't need to repeatedly disclose or discuss your experience of family violence
- If your account is or becomes in arrears, your individual circumstances are considered before any action is taken, and they can engage with you about our hardship policy. This will include consideration whether other people are responsible for debt on your account.

### **What else can you expect?**

There may be times when, due to action taken under this policy, either you or we are unable to meet our usual obligations under the energy contract. In these circumstances no breach will be found, this policy will take precedent.

### **What do we expect from you?**

We ask that you meaningfully engage with us, working together for the best outcome.

### **How long do I receive this support?**

Until you advise us that you no longer require it. The supports under this policy continue for as long as you require it.

### **External support services**

IF A LIFE IS IN IMMEDIATE DANGER, DIAL 000

Northern Territory Police  
Phone: 131 444

1800RESPECT - National Domestic Family and Sexual Violence Counselling Service  
Phone: 1800 737 732  
Web: 1800respect.org.au

Lifeline - national personal crisis support service  
Phone: 13 11 14  
Web: lifeline.org.au

Kids Helpline - for young people aged 5 to 25 years  
Phone: 1800 551 800  
Web: kidshelpline.com.au

Mensline Australia  
Phone: 1300 789 978  
Web: mensline.org.au

Qlife - LGBTI+ peer support and referral  
Phone: 1800 184 527  
Web: qlife.org.au

Other local (including regional) community services are available in the NT Council of Social Service (NTCOSS) NTcommunity directory  
Web: ntcommunity.org.au