

# Eglinton Village Energy Family Violence Policy

CE-EVE-CS-NA-POL-000001

## 1. Need help with this policy?

If you don't read or speak English and need help with this policy, call the telephone interpreter service (TIS National) on 13 14 50 to arrange an interpreter or visit their website [tisnational.gov.au](http://tisnational.gov.au).



ከዚህ ሰነድ ጋር በተያያዘ እርዳታ ያስፈልግዎታል? የሰልክ ትርጉሚያን አገልግሎትን (TIS National) በ13 14 50 ደውለው አስተርጓሚ እንዲዘጋጁልዎ ያድርጉ።

هل أنت بحاجة إلى المساعدة بشأن هذه الوثيقة؟  
اتصل بخدمات الترجمة الفورية الهاتفية (TIS National) على الرقم ١٣ ١٤ ٥٠ لتندبر لك مترجما.

ဤစာစောင်နှင့်စပ်လျဉ်း၍ သင်အခက်အခဲ ရင်ဆိုင်နေရသလား၊ အကူအညီလိုပါသလား။ တယ်လီဖုန်း စကားပြန် ဝန်ဆောင်မှုအဖွဲ့ (တီအိုင်အက်စ် အင်တာနေရှင်နယ်) 13 14 50 သို့ ဖုန်းဆက်၍ စကားပြန် တစ်ဦး စီစဉ်ပေးရန် တောင်းဆိုပါ။

آیا شما در رابطه با فهمیدن این نوشته ضرورت به کمک دارید؟  
به تلفون ١٣ ١٤ ٥٠ به خدمات ترجمانی کربک بزیتد با بۀ سما ترجمانی معرفی گردد.

Te ye yin kuöny duët wïc tenöŋ athör kenë?  
Cöl thëlëpun dugër koc kuony (TIS Kutnhom) ten  
13 14 50 tenöŋ ajuer ee dugër.

شما در مورد این مدرک به کمک نیاز دارید؟  
به خدمات مترجم تلفنی (تیس ملی) با شماره ٠  
زنگ بزیتد تا یک مترجم شفاهی فراهم شود.

需要有人帮助翻译这份文件吗？  
请拨打13 14 50联系电话口译服务处  
(TIS National) 让我们为您安排一位翻译。

Je unahitaji usadizi kuhusu hati hii? Piga simu  
kwa huduma ya mkalimani (TIS Taifa) kwa 13 14 50  
kupanga mkalimani.

## 2. Purpose and Scope

- 2.1 We have developed this policy to outline how we can help our customers who may be vulnerable and experiencing or recovering from family violence.
- 2.2 We adopt the definition of Family Violence outlined in the Restraining Orders Act 1997.
- 2.3 **Family violence** refers to:
- (a) violence, or a threat of violence, by a person towards a family member of the person; or
  - (b) any other behaviour by the person that coerces or controls the family member or causes the member to be fearful.
- 2.4 Examples of behaviour that may constitute family violence against a family member include (but are not limited to):
- (a) an assault, sexual assault or other sexually abusive behaviour;
  - (b) stalking or cyber-stalking;
  - (c) repeated derogatory taunts;
  - (d) damaging or destroying property;
  - (e) causing death or injury to an animal;
  - (f) unreasonably denying the family member the financial autonomy that they would otherwise have had;
  - (g) unreasonably withholding financial support needed to meet the reasonable living expenses of the family member, or their child, at a time when the family member is entirely or predominantly dependent on the person for financial support;
  - (h) preventing the family member from making or keeping connections with their family, friends or culture;
  - (i) unlawfully depriving the family member, or any member of the family member's family, of their liberty.
- 2.5 This policy sets out how we will identify, assist and afford protections to you.
- 2.6 To the extent of any inconsistency, this policy will take precedence over the terms and conditions of your retail contract with us.
- 2.7 This policy should be read in conjunction with our Financial Hardship and Privacy policies which are available on our [website](#).

### 3. We are here to support you

- 3.1 We know that family violence can happen to anyone and includes a range of abusive, threatening and coercive behaviours that control and dominate another family member.
- 3.2 Family violence can have a serious and detrimental effect on a person's physical and emotional health, as well as their financial wellbeing.
- 3.3 We understand that essential services, including electricity, can be exploited by perpetrators of family violence to cause harm.
- 3.4 If you are experiencing problems paying your electricity bill or need our support with your family violence situation, the first thing you should do is **give us a call** and let us know so we can find the right solution to keep you connected and safe. The last thing we want to do is disconnect your electricity.
- 3.5 **Important note:**
- (a) If you are at immediate risk call emergency services on 000 now.
  - (b) For crisis support or to speak to someone about your options, call 1800 737 732 (that's 1800 RESPECT).
- 3.6 There are multiple ways you can communicate with us:
- (a) By telephone: [08 6186 9858](tel:0861869858)
  - (b) By email: [customerservice@eglintonvillageenergy.com.au](mailto:customerservice@eglintonvillageenergy.com.au)
  - (c) By post: [Eglinton Village Energy GPO Box 186, Melbourne, VIC 3001](#)
  - (d) Interpreter Service: Translating and Interpreting Service (TIS) [13 14 50](tel:131450) 
  - (e) Speech or hearing impairment service: National Relay Service (NRS)
    - (i) By SMS: [0423 677 767](tel:0423677767),
    - (ii) By phone: [1300 555 727](tel:1300555727), or
    - (iii) By TTY: [1800 555 677](tel:1800555677).
    - (A) Customers can ask the NRS to connect them to us on 08 6186 9858.
    - (B) More information about other NRS call options (including Chat, Captions, and Video Relay) is available at <https://www.accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links>.
- 3.7 Large Print versions of this Family Violence Policy are available upon request.

### 4. We can help

- 4.1 With the information you provide us, we can work out the best way to help you. Our team is here to help you. We will always handle your communications with us in confidence, with fairness, sensitivity, dignity, respect, and compassion.
- 4.2 If you identify or your consumer advocate advises us that you are requiring support because of a family violence situation, we can help in the following ways:
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- 4.3 Whether you are in arrears or not, we can give you help with managing bill payments and accessing payment support.
- 4.4 We are aware that debt can be accrued as a form of abuse. Where debt is jointly held, we will take all reasonable steps to ensure that you are not disadvantaged if you leave a situation of family violence.
- 4.5 We will consider reducing or waiving (no payment) of any fees, charges or debts – by taking into account your circumstances, including the extent to which another person may have contributed to any outstanding debt to us.
- 4.6 We will not disconnect you for a period 9 months after we become aware that you or someone named on your account is affected by family violence, unless:
- (a) you inform us, or we become aware that you no longer reside at that supply address;
  - (b) you request disconnection;
  - (c) there are safety reasons or an emergency warranting the disconnection; or
  - (d) electricity has been illegally consumed at the supply address.
- 4.7 We will consider the potential impact of debt collection on you in relation to bills you are required to pay and will take into account your circumstances before disconnecting your premises or proceeding with a third-party debt collector for failure to pay an outstanding bill.
- 4.8 Dependent on your situation, we will offer a payment plan or refer you to our Financial Hardship Policy if you are experiencing payment difficulties. You will also be able to access any supports and solutions that are offered in our Financial Hardship policy.

## **5. What we can do to help keep you safe.**

- 5.1 We take the safety and privacy of our customers very seriously and we acknowledge that if you are experiencing or recovering from family violence that we may need to consider additional measures,
- 5.2 We will do this by:
- (a) Protecting your information.
    - (i) We ensure your privacy is maintained with information security in place to ensure that there is no inappropriate disclosure of your personal details. This might include communicating with you via your preferred method or creating a new account for you.
    - (ii) Once family violence is disclosed to us, we will secure your account so that internal account access is limited on a need-to-know basis. In line with the Australian Energy Regulator's recommendations, a customer remains a customer affected by family violence until they inform us otherwise.
    - (iii) We will take all reasonable steps to communicate directly with you.
    - (iv) We will not disclose or provide access to information about you to any other person (including a current or former joint account holder), without

- your consent. However, we may share your information if required by law.
- (v) We will not require that you provide any documentary evidence of family violence as a precondition for receiving family violence protections. However, we may require such evidence where it is reasonably necessary to enable us to determine the most appropriate way to manage your account (e.g. failure to pay a bill, debt collection or a proposed disconnection).
- (b) Providing you with an efficient and secure ID process.
- (i) With your consent, our internal computer systems will tag your account to ensure that, whenever you contact us, you can be directly transferred to our staff members who are aware of your circumstances and have specialised training to assist you.
  - (ii) We can provide a dedicated and appropriately trained team for ongoing support with your energy account, so you do not need to repeatedly refer to, or disclose, your situation when you contact us.
  - (iii) You understand that being named on the account without being tagged means that you will be contacted via the preferred communication method listed on your account, and your account information will be accessible to any authorised contact persons listed on your account.
- (c) Using your preferred method of communication.
- (i) We will take reasonable steps to identify and establish a safe method of communication with you and use reasonable efforts to share information with you using that safe method of communication.
  - (ii) This might include authorising a third-party contact (support person) to communicate with us on your behalf (such as your financial counsellor or anyone else you deem appropriate).  
  
To authorise a contact (support) person, you will need to CONTACT US to notify us of your intention to authorise a contact (support) person. We will then work with your contact (support) person in line with your authority.
  - (iii) If your preferred method of communication is not reasonably practicable, we will work with you to find a suitable alternative method of communication.
  - (iv) We will keep a record of the method of communication that has been agreed between us.
- (d) Assisting you with managing your account.
- (i) We can provide support with your energy account, such as increasing security or helping to update your passwords or other information.
  - (ii) We can provide options related to moving house and changing your account.
  - (iii) If you are not the account holder but an authorised authority on another person's account, we will give you information about how we can protect your information if you ask us to, as well as explaining what information would need to be disclosed to the account holder.

- (e) Ensuring our customer support representatives have received specialised family violence training.
  - (i) We will ensure that our customer support representatives receive training to:
    - (A) identify the signs of family violence and its impacts;
    - (B) apply this policy;
    - (C) help customers experiencing family violence or are in vulnerable situations.
- (f) Assisting you to make informed and safe account arrangements.
  - (i) Where you are a vulnerable customer and you are considering being added to an existing electricity account held by another residential customer who is not a vulnerable customer, we will explain the potential consequences to you before proceeding. This may include the following advice:
    - (A) Access to information - the account holder may have access to information about electricity usage, billing, payment history and account activity at the supply address, which could affect your privacy or safety.
    - (B) Financial responsibility - depending on the account arrangements, you may become jointly responsible for charges incurred on the account, including any existing or future arrears.
    - (C) Account control - the account holder may be able to make changes to the account (such as payment arrangements or authorised contacts) without your consent.
    - (D) Future changes - removing your name from the account later may require changes to the account structure or the establishment of a separate account in your own name, which may involve connection or administrative processes.
    - (E) Alternative options - you may request an electricity account in your own name, and we will provide information and assistance to help you understand available options and supports.
    - (F) We will provide this information in your preferred method of communication, allow you reasonable time to consider your options, and record your consent before proceeding with any account arrangement.
- (g) Providing you with information about external support services.

## 6. Access Support

- 6.1 If it's not an emergency and you need support the organisations listed below are there to help you, or anyone you know, experiencing or recovering from family violence.

Service	Purpose	Website
<b>1800RESPECT National Sexual Assault, Domestic Family Violence Counselling Service</b>	This is a national phone and online counselling and referral service.	<a href="https://1800respect.org.au/">https://1800respect.org.au/</a> 1800 737 732
<b>Djinda Service</b>	<p>This service is designed for Aboriginal and Torres Strait Islander women and children in the Perth metropolitan area who have been affected by family violence and/or sexual assault.</p> <p>You can speak with Aboriginal and non-Aboriginal women, mothers and sisters who care about the future of Aboriginal communities. They have personal and professional experience and understanding of family violence.</p>	<a href="https://www.relationshipswa.org.au/djinda">https://www.relationshipswa.org.au/djinda</a> 1300 364 277
<b>Crisis Care</b>	This helpline is an information and counselling service that you can call if you're in crisis and need urgent help.	<a href="https://www.wa.gov.au/service/community-services/community-support/crisis-care">https://www.wa.gov.au/service/community-services/community-support/crisis-care</a> 1800 199 008
<b>Men's Domestic Violence Helpline</b>	This helpline provides counselling and referrals for male victims of family and domestic violence.	<a href="https://www.wa.gov.au/service/community-services/community-support/mens-domestic-violence-helpline">https://www.wa.gov.au/service/community-services/community-support/mens-domestic-violence-helpline</a> 1800 000 599
<b>MensLine Australia</b>	This is a free telephone and online counselling service offering support for men anywhere, anytime	<a href="https://mensline.org.au/">https://mensline.org.au/</a> 1300 78 99 78

<b>Sexual Assault Resource Centre</b>	Get access to a range of free services available to people affected by sexual violence.	<a href="https://www.kemh.health.wa.gov.au/Other-Services/SARC">https://www.kemh.health.wa.gov.au/Other-Services/SARC</a> 1800 199 888
<b>Aboriginal Family Law Service</b>	Find legal and support services if you're an Aboriginal or Torres Strait Islander person who has experienced family violence or sexual assault.	<a href="https://afls.org.au/">https://afls.org.au/</a> (08) 9355 1502
<b>National Debt Helpline</b>	If family violence has caused financial hardship, you can get support from a free financial counsellor.	<a href="https://ndh.org.au/">https://ndh.org.au/</a> 1800 007 007
<b>Luma – Centre for women's safety and wellbeing</b>	Free counselling, health and community services for women and families, available in person, online and by phone.	<a href="https://luma.org.au/">https://luma.org.au/</a> (08) 6330 5400
<b>Ishar Multicultural Women's Health Services Inc.</b>	Free health, counselling and support services for women from culturally diverse backgrounds.	<a href="https://www.ishar.org.au/">https://www.ishar.org.au/</a> (08) 9345 5335
<b>Women's Legal Service WA</b>	Free legal support, education and advocacy for women across WA who face disadvantage, with a focus on those experiencing family, domestic or sexual violence.	<a href="https://www.wlswa.org.au/">https://www.wlswa.org.au/</a> (08) 9272 8800