



FAMILY VIOLENCE POLICY

Red Energy has developed Family Violence guidelines to deliver flexible ongoing support for our residential and small business customers experiencing family violence. These guidelines will help us respect and care for each affected customer in every interaction.

If you are experiencing family violence please contact 1800 Respect for professional support.

Family violence can be defined as:

- a) physical abuse; including any use of physical force against another person
- b) sexual abuse; including any form of forced or unwanted sexual activity
- c) verbal abuse; including yelling, screaming or consistently making statements that negatively label a person
- d) emotional abuse
- e) social abuse; such as preventing a person from spending time with family and friends, and isolating them from their support networks.

Family violence can also be economic in nature impacting affected customers by:

- a) insisting an energy account is in an affected customers name and refusing to contribute to the cost
- b) holding an energy account jointly and refusing to contribute to the cost
- c) holding an energy account in the perpetrators name and not paying bills, resulting in disconnection, and
- d) holding the account in the perpetrators name and threatening to have the service cut off or having it cut off when they leave the family home.

We understand that family violence causes many difficulties (not just financial) and we will assist our customers to get the best possible outcomes.

We will:

- Case-manage customers affected by family violence on an individual basis with consideration given to debt waiver or deferment, allocation of debt and debt collection activities, hardship grants and access to Utility Relief Grants and concessions.
- Make sure information regarding customers affected by family violence is handled securely and confidentially.

- Make sure processes are in place to avoid customers having to repeat disclosure of their family violence, and provide for continuity of service for customers affected by family violence.
- Provide information to customers on our support programs including: energy efficiency, Government grants and concessions, dispute resolution processes and payment options that are available.
- Refer customers who may be affected by family violence to specialist family violence service(s).
- Provide ongoing training to all relevant employees to gain awareness and understanding of issues related to family violence as well as training on identifying and responding to the complex issues associated with family violence, so that they can work with customers in a respectful and appropriate manner.
- Provide training to all relevant employees on how to appropriately implement the family violence guidelines of the business and provide support to affected customers.
- Only seek documentary evidence where it is appropriate when considering debt management or de-energisation of a site and will limit our request to what is accessible or reasonably required.
- Publish and provide a copy (on request) of these guidelines and referral agencies for customers on our website.
- Review this policy every two years to ensure it remains relevant to affected customers.

If you are experiencing family violence support services are available.

REFERRAL GROUP:

<p>1800 RESPECT</p>	<p>National Counselling helpline available 24/7 with support services and resources, available in 28 languages other than English. Has a 'quick exit' button to Google</p>	<p>Phone: 1800 737 732 (avail 24/7) 1800respect.org.au</p>
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