

Family Violence Policy

Family violence is a serious issue that requires collective action. We have the chance to make a meaningful difference for our most vulnerable customers. Providing this support is not just our responsibility—it's the right thing to do. Importantly, the safety and wellbeing of our customers is our highest priority.

Red Energy is committed to delivering flexible ongoing support for vulnerable customers. This policy outlines how we will identify and assist affected customers. We commit to helping, respecting, and caring for each customer during 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 customer's 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 perpetrator's name and not paying bills, resulting in disconnection, and
- d) holding the account in the perpetrator's name and threatening to have the service cut off or having it cut off when they leave the family home.

We will:

- Always have consideration for the safety of affected customers and work with them in a manner that takes into account their circumstances.
- Be aware of potential indicators of family violence in our engagement with customers to allow us to readily identify potential affected customers. These potential indicators may include customers stating they have experienced family violence or are concerned for their safety, mentioning relevant legal protections being in place, needing to urgently relocate premises, being concerned about a family member of a joint account holder knowing their personal details or behavioural signs such as nervousness or fearfulness.
- If an affected customer consents, register an affected customer's account in our systems so that our team can readily identify their account and are aware that they are an affected customer to avoid the need for the affected customer to disclose or refer to their experience of family violence repeatedly.
- Provide affected customers with the option to add a password and security question and answer to their account to increase the protection of the account from perpetrators or unauthorised third parties.
- Work with affected customers to identify a safe and preferred method of communication, including offering alternative communication methods if the affected customer's preferred method is not practicable. This may also include authorising someone else to act on behalf of the affected customer, such as a financial counsellor, social worker or family member. Once identified, we will keep a record of the affected customer's preferred communication method and use that method in communicating with them.
- Ensure information regarding affected customers is handled securely, confidentially, and in line with our Privacy Policy. That is accessible at <https://www.redenergy.com.au/privacy-policy>.
- Recognise family violence being a likely cause of an affected customer experiencing financial difficulties. We will:
 - case manage affected customers individually with consideration given to hardship assistance including payment plans, debt waiver

or deferment, hardship grants and access to Utility Relief Grants and concessions;

- waive any late payment fees for affected customers;
 - where requested by affected customers, allow payment by Centrepay; and
 - take into account the potential impact of any debt recovery or disconnection of premises by us on an affected customer, and the particular circumstances of the affected customer, including whether other persons are responsible for energy usage that resulted in the accumulation of the affected customer's debt, before we take any related actions.
- Provide information to our affected customers about support programs, including energy efficiency information, Government grants and concessions, dispute resolution processes and available payment options.
 - Refer affected customers, in a respectful and safe manner, to specialist family violence service(s).
 - Provide ongoing training to employees to
 - enhance awareness and understanding of the complex issues related to family violence, including the various forms it can take, the impact of intersectionality and the potential financial and safety consequences for affected customers;
 - identify and respond to potential indicators a customer is impacted by family violence, even where a customer does not explicitly disclose their circumstances;
 - appropriately implementing the family violence guidelines of the business (including this policy) and any other family violence protections under the energy laws; and
 - effectively and appropriately engage with affected customers by working with them in a safe and non-judgemental manner, respecting their decision about whether to disclose family violence and proactively offering relevant support and information.

- Not ask or require customers to provide documentary evidence about their circumstances.
- Not disclose or provide access to affected customer's information to any other person without the consent of the affected customer unless required by law.
- Publish and provide a copy of this policy (on request) and details of external support services for affected customers on our website.
- In the event of any inconsistency between the terms and conditions of a customer's energy contract and this policy, the policy, and the protections within it, will take precedence but only to the extent of the inconsistency.

We will retain records:

- sufficient to evidence our compliance with this policy and relevant energy laws; and
- for the longer of two years, as long as the affected customer continues to receive family violence assistance or, where the affected customer has made a complaint or referred a dispute to an ombudsman related to our provision of family violence assistance, as long as the complaint or dispute is unresolved.

If you are experiencing family violence, support services are available.

REFERRAL GROUP:

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

Review of Policy

We will review this Policy at least once every two years to ensure it remains relevant to affected customers and aligned with good practice. We may make changes from time to time. If we do so, we will update the Policy on our website to reflect those changes.

Date Reviewed: 18 December 2025