



Family & Domestic Violence Policy

(Residential and Small Business Customers)

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Family and domestic violence policy

If you're in a personal relationship that makes you feel unsafe, afraid or powerless – no matter what your background – then you may be experiencing family and/or domestic violence. It's more common than you think.

Family and domestic violence may be physical or mental abuse, or as simple as having financial or psychological control over a person. Either way when someone leaves such a situation, they need support and help.

Our team is here for you

We're always looking for ways to help customers who might be vulnerable, and to better understand their circumstances and be proactive in how we can help. We train our customer-facing staff to recognise customers who may be experiencing family and domestic violence, and to know what to do to help them. We also train their team leaders and the staff who design our processes, so that everyone contributes to creating the best possible experience.

If you're having trouble paying your bills

We realise that any form of family and domestic violence may cause payment difficulty and even financial hardship. Please reach out (sooner rather than later) if this is the case with you — we have a number of ways we can help, if you'd like a copy of our Financial Hardship Policy or Payment Assistance Policy, visit our website or give us a call and we'll send you a copy.

If you have outstanding debt

If you have an outstanding debt and we haven't been able to talk to you about your situation we may need to follow our debt management process.

This could result in the disconnection of your Service and we don't want this to happen. So please, make sure you contact us about what's going on so we can help you stay connected — we have payment assistance options available.

More help when you need it

Keeping your details secure and getting your bills under control are only a couple of ways we can help if you're facing a family or domestic violence situation. Remember, you are not alone – here are some other services that can provide help and support.

Organisation	What they Do	Contact Details
Government		
Police	Law enforcement services – call if you or your child/family is in immediate danger	Phone 000
Services Australia	Centrelink, Medicare, Child Support services – social workers can provide short term counselling, support and information, and refer you to other support services	Social Work Services, Tel: 13 28 50 Multilingual, Tel: 13 12 02 www.servicesaustralia.gov.au
Financial		

Money Minded	Website to help build skills, knowledge and confidence in managing money	www.moneyminded.com.au
National Debt Helpline	Free financial counselling services – get help in managing bills and debts	Tel: 1800 007 007 www.ndh.org.au
Legal		
National Association of Community Legal Centres	A directory of not-for-profit community law centres in Australia, focusing on the disadvantaged and people with special needs – request legal and related services	www.naclc.org.au
Women’s Legal Services Australia	A national network of community legal centres that specialise in women’s legal issues – request legal advice or a referral	www.wlsa.org.au
Wellbeing		
Lifeline	Crisis support services	Tel: 13 11 14 Open 24x7
1800 RESPECT	Free, confidential family violence and sexual assault counselling services	Tel: 1800 737 732 Open 24x7 www.1800respect.org.au
Family Relationship Advice Line	Information and advice on family relationship issues and parenting arrangements after separation	Tel: 1800 050 321 Open weekdays 8am–8pm, and 10am-4pm on Saturdays
Relationships Australia	Counselling, mediation and family dispute resolution services	Tel: 1800 364 277 Local call cost from anywhere in Australia
MensLine Australia	Telephone and online support services for men	Tel: 1300 78 99 78 www.mensline.org.au
WIRE Women’s Information	Free generalist information, support and referral service for Victorian women – visit the Walk-in Information Centre, call the phone support line or start an online chat.	Tel: 1300 134 130 www.wire.org.au Walk-in Information Centre 372 Spencer St, West Melbourne, Vic. Open weekdays from 9:30am–4:30pm.