



Family Violence Policy

SUPA ENERGY PTY LTD (**SUPA**)



We're against family violence

SUPA recognises that family violence is a serious issue in the community and is committed to providing its residential and small business customers (including former customers) affected by family violence with support, account and information security and flexible payment arrangements to help manage their needs.

Family violence can occur between (including former) spouses or partners, parents or stepparents or a person acting in a parental role and children or stepchildren including adopted children, siblings, or individuals related according to Aboriginal or Torres Strait Islander kinship rules or another culturally recognised family group.

It can take many forms, including behaviour that is:

- physically or sexually abusive;
- emotionally or psychologically abusive;
- economically abusive;
- threatening or coercive; or
- in any other way controlling or dominating and causes a person to live in fear for their safety or wellbeing or that of another person.

Behaviour, or threatened behaviour, which is family violence includes assault or sexual assault, intentionally damaging property, stalking, deprivation of liberty, misuse of service providers and government organisations and causing harm to an animal. Family violence also includes when a child hears, sees or is exposed to such behaviour.

We will make sure this policy is easy to find on our website so that you can print it or read it online, and we can send you a copy of this policy if you would like us to. We will review this policy from time to time as needed to reflect changes in circumstances or maintain consistency with leading practice, and no less than once every two years regardless.

Our team is here to help

Training is provided to every SUPA employee who may engage with customers affected by family violence (including agents and contractors), their managers, and anyone responsible for systems and processes that guide interactions with small customers so that they are able to assist affected customers on an ongoing basis. The training covers:

- the nature and consequences of family violence,
- identifying and engaging appropriately and effectively with affected customers, and
- assisting affected customers in line with the rules and this policy.

For a confidential conversation with us about your circumstances, please get in touch:

- call on 1300 509 779 (9 am – 5 pm weekdays excluding public holidays)
- email us at prioritycare@supaenergy.au

If you need an interpreter service, call 13 14 50.

If you're speech or hearing impaired, use the National Relay Service (NRS) Telephone Typewriter (TTY) service on 133 677 or 1800 555 677.

You can also make assisted calls using NRS Chat or with Auslan via NRS Video Relay. Find out more at www.accesshub.gov.au/about-the-nrs.

You can nominate any third-party support person to communicate with us on your behalf. If you ask us to communicate with you through a nominated person, we will accept your nomination, record it on your account and deal with them in line with the authority you give us.

What customers affected by family violence can expect from us

- Our priority in any dealing with you is your safety, and we will always take your particular circumstances into account and be respectful and understanding.
- We will listen to any circumstances that you choose to share with us in a sensitive, supportive and non-judgmental manner.
- We will not ask you, or any nominated support person, to provide any documentary evidence of your circumstances in order to be supported under this policy.
- We have a secure process in place that enables us to readily identify your account and avoid the need for you to repeatedly tell us about or refer to your experience.
- We will provide you with all of the support set out in this policy.

Account security and safe communication

- We will offer to set up a secure PIN or password that we will need to be given in future for anyone to access your account details (including you).
- We will not disclose or provide access to any information about you or your account to any other person without your consent.
- We will ask you to give us a safe and secure communication method and use only these details to contact you.

Managing your energy account

- We recognise family violence as a likely cause of hardship and payment difficulties and will offer you the additional support available under our hardship policy (which can be found online at www.supaenergy.au/supa-energy-policies)
- If you do not participate in our hardship program, there is other payment assistance that we will tell you about such as payment plans and government support programs including rebates and concessions that you may be eligible for.
- You will be able to set up Centrepay as a payment option, if that's available to you, and we will not charge you a late payment fee (if one would otherwise apply).
- Before taking action to recover any arrears on your account, including transferring it to a third-party collector or disconnecting your premises, we'll consider the potential impact to you at the time and whether another person might have been responsible

for some or all of the energy use relating to the debt.

If you have a complaint, question, or feedback

We take all complaints, questions and feedback seriously and will handle them sensitively and in accordance with our Complaints and Dispute Resolution Policy available online here: <https://supaenergy.au/help-support/>.

If your complaint relates to your experience as a customer affected by family violence, we will respond using your safe communication method and will not ask you to repeat your experience or provide documentary evidence. We welcome your feedback on this policy. If you have any questions or concerns, please do not hesitate to contact us.

External support available

The below external resource details are also published on our website, and if you are affected by family violence and let us know, then at an appropriate time and using your safe communication method we will send these to you.

External support services	Contact details
1800RESPECT (https://1800respect.org.au) <i>Confidential support for people impacted by family or sexual violence</i>	1800 737 732 (24/7)
Safe Steps (https://safesteps.org.au) <i>High-risk support, safety plan, crisis accommodation</i>	1800 015 188 (24/7)
1800FULLSTOP (https://fullstop.org.au) <i>National violence and abuse trauma counselling and recovery service</i>	1800 385 578 (24/7)
Rainbow Helpline (https://fullstop.org.au) <i>Sexual and domestic violence trauma counselling (ACON trained)</i>	1800 497 212 (24/7)
Kids Helpline (www.kidshelpline.com.au) <i>Chat about anything that's on your mind</i>	1800 55 1800 (24/7)
Bravehearts (https://bravehearts.org.au) <i>Prevention and treatment of child sexual abuse</i>	1800 272 831 (8.30-4.30 Mon-Fri)
13YARN (www.13yarn.org.au) <i>Confidential support for Aboriginal or Torres Strait Islander people</i>	13 92 76 (24/7)
Men's Referral Service (https://mrs.org.au/) <i>For men who have chosen to use violence and want to change</i>	1300 766 491 (24/7)
Don't Become That Man (www.dontbecomethatman.org.au/) <i>Early intervention and prevention programs for men who have concerns about their behaviour</i>	1300 24 34 13 (2-7pm Mon-Fri)
White Ribbon Australia (https://whiteribbon.org.au/helplines) <i>Additional helpline contact details including for Lifeline, MensLine Australia, Elder Abuse Help Line, Beyond Blue, Financial Counselling Australia and Family Drug Support</i>	