



## Family Violence Policy – Connected Energy

POL-000033 & Revision 0

Issue Date: 11/04/2024

Due Date for Review (1 year(s) from review): 11/04/2025

If you don't speak English and need help with this guide, call the telephone interpreter service (TIS National) on 13 14 50 to arrange an interpreter.

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

هل أنت بحاجة إلى المساعدة بشأن هذه الوثيقة؟ اتصل بخدمات الترجمة الفورية الهاتفية (TIS National) على الرقم ١٣ ١٤ ٥٠ لندبر 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 زبک بزیید تا به شما ترجمانی معرفی گردد.

Te ye yin kuöny duët wic 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 بزنید 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.

## We are here to support you

Domestic and family violence can have a serious and detrimental effect on a person's physical and emotional health, as well as their financial wellbeing.

Family violence can happen to anyone and include a range of abuse and threatening, coercive or other behaviour that controls and dominates one family member.

Important note:

- If you are at immediate risk call emergency services on **000** now.
- For crisis support or to speak to someone about your options, call **1800 737 732** (that's 1800 RESPECT).

## Help with your electricity bills

Our customer support representatives have received specialised training to help customers experiencing family and domestic violence or are in vulnerable situations.

If you are affected or impacted by family or domestic violence, we can support you with options related to moving house, changing your account, managing your electricity bills – and accessing the support and resources that you need, as well as considering reducing or waiving any fees, charges or debt that would otherwise be payable by you.

## How we can help

We can provide support with your energy account, such as increasing security or helping to update your passwords or other information.

We can give you help with managing bill payments and accessing payment support.

We can provide a dedicated 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.

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.

We will take reasonable steps to establish a safe method of communication with you and use reasonable efforts to share information with you using that safe method of communication.

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 for failure to pay a bill, noting that 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.

## Access support

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 or domestic violence.

### **1800RESPECT National Sexual Assault, Domestic Family Violence Counselling Service**

This is a national phone and online counselling and referral service.

[Visit website](#)

[Call 1800 737 732](tel:1800737732)

### **Women's Domestic Violence Helpline**

This helpline provides support and counselling for women experiencing family and domestic violence and can provide a referral to a women's refuge if you need.

[Visit website](#)

[Call 1800 007 339](tel:1800007339)

### **Djinda Service**

This service is designed for Aboriginal and Torres Strait Islander women and children in the Perth metropolitan area who affected by family violence and/or sexual assault.

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.

[Visit website](#)

[Call \(08\)6164 0650](#)

### **Crisis Care**

This helpline is for information and counselling service you can call if you're in crisis and need urgent help.

[Visit website](#)

[Call 1800 199 008](#)

### **Men's Domestic Violence Helpline**

This helpline provides counselling and referrals for male perpetrators, as well as male victims of family and domestic violence.

[Visit website](#)

[Call 1800 000 599](#)

### **MensLine Australia**

This is a 24/7 support service for men and boys dealing with family and relationship difficulties. Support for men who are concerned that their behaviour is hurting the people they care about.

[Visit website](#)

[Call 1300 78 99 78](#)

### **Sexual Assault Resource Centre**

Get access to a range of free services available to people affected by sexual violence.

[Visit website](#)

[Call 1800 199 888](#)

### **Aboriginal Family Law Service**

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="#">Visit website</a>	<a href="#">Call (08) 9355 1502</a>
-------------------------------	-------------------------------------

### **National Debt Helpline**


If family violence has caused financial hardship, you could get the help you need through this service.

<a href="#">Visit website</a>
-------------------------------

### **Daisy**

Daisy is a free app that connects you to services in your local area. This app was developed and safety features to help protect your privacy.

<a href="#">Visit website</a>
-------------------------------

Need help with this guide? Call  13 14 50 to arrange an interpreter or visit their website [tisonational.gov.au](http://tisonational.gov.au).

Hamish Moffat :

Signature:

Date:

---

---