



1st Energy

Family Violence Policy

New South Wales, Queensland, South Australia,
Tasmania & Victoria

May 2023

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| Version | 2.0 |
| Policy Owner | Head of Regulatory and Compliance |
| Approved by | Managing Director |
| Date of release | May 2023 |

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1st Energy's family violence policy

We're committed to providing safe support to our customers and employees impacted by domestic and family violence. Safety is a paramount consideration for 1st Energy when dealing with affected customers and employees.

Through raising awareness about family violence, sharing knowledge, ongoing training, and application of best practices across our organisation we are determined to win trust and provide tailored assistance for our employees and customers exposed to domestic and family violence.

We understand that exposure to family and domestic violence can cause substantial and significant emotional, psychological, economic, social, and behavioral harm to our customers and employees.

The 1st Energy approach to responses to family and domestic violence cases adheres to the following principles:

1. 1st Energy prioritise a "Recognise, Respond, Refer" model when dealing with affected customers, which involves recognizing the signs of family violence, responding appropriately, and referring customers to appropriate support services.
2. Customers affected by family violence are entitled to safe, supportive, and flexible assistance in managing their personal and financial security;
3. We listen to our customers and employees without judgement and with sensitivity and respect, taking their particular circumstances into account in all interactions;
4. Appropriate confidentiality of discussions regarding personal information will be maintained in line with 1st Energy policies and relevant legislation;
5. Promote the available assistance for affected customers experiencing family violence by providing ongoing training to relevant staff, a direct phone number and assistance available on the 1st Energy website and sending the copies of this family violence policy on request to our customers or community organisations.
6. Endeavour to develop an understanding of family violence through an intersectional lens by recognising that many factors shape how people from different communities' experience family violence.



1st Energy has developed this policy recognising a collaborative approach involving Government, corporate and community sectors is essential to effect long term systemic change for those experiencing family violence.



Objectives

The objective of this policy is the provision of safe support and various types of assistance to people affected by family violence that ensure energy supply is maintained; free up time, money, and space to concentrate on other aspects of survival; and encourage the victim-survivor in their path to build a life free from violence.

This policy will adhere to the requirements of the Energy Retail Code of Practice, and the National Energy Retail Rules, and will be applied across all states 1st Energy provides energy retail services in.

Scope

This policy applies to 1st Energy employees and customers who experience domestic and family violence. Employees or customers who experience or are at risk of experiencing domestic and family violence are encouraged to seek our support.

This policy also outlines 1st Energy's approach and forms of support available within and outside 1st Energy that will help to create a family violence framework to provide a safe environment and achieve the best possible outcomes for our customers and employees.

Our Commitment to our Customers

What we will do

- Case-manage customers affected by family and domestic violence by a specifically trained staff member so they can assist our customers in a respectful and appropriate manner and not add stress to their complex circumstances;
- Provide training for staff members who may engage with affected customers, including:
 - ✓ any person with authority or capacity to act on behalf of the energy retailer, who engages with affected customers, and;
 - ✓ those responsible for systems and processes that guide interactions with small customers
- Enact safe support processes to:
 - ✓ avoid disclosure of family violence stories more than once
 - ✓ ensure information pertaining to customers affected by family violence is handled securely and confidentially
 - ✓ utilise an affected customers preferred method of contact
 - ✓ keep records of agreed arrangements
- Support customers experiencing family and domestic violence with debt or payment difficulties including:
 - ✓ offering them access to our Hardship Program and tailored assistance
 - ✓ individually tailored payment plans, and additional payment plans when required
 - ✓ advice about government grants and concessions, and the different payment options available
 - ✓ consider debt relief
- Take affected customers particular circumstances into consideration before taking action to recover debt or transferring debt to a third-party debt collector;
- Ensure 1st Energy's additional procedures around disconnections for non-payment are followed and reviewed by management
- Refer customers who may be affected by family and domestic violence to external specialist family violence services;



- Publish this policy and external counselling and referral services on the 1st Energy website;
- Provide a copy of this policy to customers on request; and
- Reflect any regulatory amendments in this policy and implement Essential Services Commission's and Australian Energy Regulator's Family and Domestic violence requirements.

Roles and Responsibilities

All employees are responsible for developing knowledge of family and domestic violence aspects understanding of how their work functions and attitudes can help 1st Energy to support affected co-workers and customers.

The Credit Manager is responsible for directing, reviewing, and reporting on progress of the implementation of the Family Violence Policy regarding the 1st Energy customers.

The Compliance team are responsible for an additional review of any potential de-energisation for non-payment of affected customers and ensuring all options and the customers' circumstances have been considered.

The Senior Leadership Team is responsible for assigning responsibilities under this policy and overseeing its incorporation into our business planning activities.

Policy review

1st Energy will assess this policy at least once every year.

Internal References

- Residential Hardship Guidelines
- Residential Hardship Policy
- Procedure for Managing Enquiries and Complaints



External Support

Call 000 if you are in danger

| Resource | Description | Contact |
|--------------------|--|---|
| 1800RESPECT | National Sexual Assault, domestic family violence counselling service. Confidential information, counselling and support service. | Phone: 1800 737 732 Website: 1800respect.org.au |
| Safesteps | National family violence support service is available 24/7 with safety planning, risk assessment and further support services. Can arrange refuge for women. Website has a 'quick escape' button redirecting to Google. | Phone: 1800 015 188 (Avail 24/7) Website: safesteps.org.au |
| Mensline Australia | Mensline Australia is the national telephone and online support, information and referral service for men with family and relationship concerns. Mensline provides 'male-friendly' counselling both online and by telephone. | Phone: 1300 789 978 (Avail 24/7) Website: mensline.org.au |

Other important information

HOW TO CONTACT OUR SAFE SUPPORT TEAM



Call us on 03 7064 9375, Monday to Friday 9.00am to 5.00pm (AEST).



Write to us at Safe Support Team, PO Box 16029, Collins St West VIC 8007



Online at [1stenergy.com.au/contact-us](https://www.1stenergy.com.au/contact-us)



Email safesupport@1stenergy.com.au

INTERPRETER SERVICES

Servizio Interpreti
Servicio de interpretación
Dịch vụ phiên dịch
تامدخ قمچرتلا ةيروفلا
译服务
Υπηρεσία Διεμνηέων

Call 13 14 50

CONSENT INFORMATION

You can authorise another person to act on your behalf. Contact 1st Energy and we can organise for your nominated contact to be added to your account.

HOW TO ACCESS THIS POLICY

Let us know if you would like a copy of this family violence policy and how you would like it sent to you; we're here to assist you. A copy of this family violence policy will be sent via your preferred method of receiving written communication.



This policy is easily accessible for you to read or print from our website homepage www.1stenergy.com.au/support/safesupport. Click on the payment difficulties button for this family violence policy and information on how we can help you.



This policy is easily accessible for customers that don't have access to our website. Let us know and we can post you a copy of this family violence policy.

CONCESSIONS, REBATES & GOVERNMENT ASSISTANCE

Information about concessions, rebates and government assistance is available by contacting 1st Energy or on our website at <https://www.1stenergy.com.au/billing-payment/concessions-rebates>.

| FINANCIAL COUNSELLING SERVICES | EMOTIONAL SUPPORT & PRACTICAL ADVICE |
|---|--|
| <p>Financial Counselling Australia Ph 1800 007 007</p> <p>National Debt Helpline Ph 1800 007 007</p> <p>Salvation Army Ph 13 SALVOS (13 72 58)</p> <p>St Vincent de Paul Ph 03 9895 5800 Email: info@svdv-vic.org.au</p> | <p>Crisis support – Lifeline Ph 13 11 14 (24 hours)</p> <p>Depression or anxiety – Beyond Blue Ph 1300 22 46 36 (24 hours)</p> <p>Domestic violence and abuse – 1800respect Ph 1800 737 732 (24 hours)</p> <p>Drug and alcohol addiction – Counselling online 1800 888 236 (24 hours)</p> <p>Gambling – Gambling Help online 1800 858 858 (24 hours)</p> |
| <h3>CENTREPAY INFORMATION</h3> | |
| <p>Customers receiving Centrelink benefits can apply for energy payments to be made via Centrepay. Our Centrepay reference number is 555117312V.</p> | |
| <h3>COMPLAINTS</h3> | |
| <p>Customers can let us know if we haven't got something quite right and contact our helpful Customer Service Team on 1300 426 594. We'll do our best to help and a customer can ask to speak to a Team Leader if we haven't sorted out the problem. Or customers can email complaints@1stenergy.com.au. If you feel we have not resolved your complaint and are still unhappy with your situation you can lodge your complaint with your relevant State Energy Ombudsman, an independent, free service.</p> <p>Here's how you can contact your state's Ombudsman:</p> <p>New South Wales 1800 256 545 Queensland 1800 662 837 South Australia 1800 665 565</p> <p>Victoria 1800 500 509 Tasmania 1800 001 170</p> | |
| <h3>PRIVACY</h3> | |
| <p>Privacy is important to us, and we're committed to protecting your personal and sensitive information in line with the Australian Privacy Principles. Our privacy policy is available at www.1stenergy.com.au.</p> | |

| Version | Version Date | Author | Nature of Amendment |
|---------|------------------|----------------------------|--|
| 1.0 | December 2019 | Linda Varno & Aneta Graham | Document creation |
| 1.1 | 11 February 2021 | Aneta Graham | Annual review, added SA references, minor formatting |
| 1.2 | 01 August 2021 | Aneta Graham | Updated 1st E contact phone number |
| 1.3 | 22 March 2022 | Aneta Graham | Annual review, minor formatting changes |
| 2.0 | 10 April 2023 | Ben Devine | Annual review, update in line with regulatory changes in NERR states |