



Domestic & Family Violence Policy

(Residential and Small Business Customers)

1st Internet

A.B.N 71 604 999 706

How to contact us:

Phone 1300 898 962

Email internet@1stenergy.com.au

Website www.1stenergy.com.au

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Domestic and Family 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 domestic and/or family violence. It's more common than you think.

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

We know everyone's situation is different, and our support takes into account individual experiences, including cultural background, gender, disability, and identity.

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.

We design our processes with safety and accessibility in mind, making sure customers affected by family and domestic violence can get support in ways that work best for them.

We also understand that supporting customers through these situations can be emotionally challenging. That's why we make sure our teams feel supported too — through training, clear guidance, and access to leaders who can step in and help when needed.

Your safety is our priority

We're committed to protecting the privacy and security of anyone affected by family and domestic violence. That means carefully handling personal information and keeping records in a way that keeps people safe and their details confidential. We take extra care to make sure this information isn't shared without permission or put anyone at risk.

Ways that we can provide support

We're here to help you stay connected, especially during challenging times. Our team is trained to understand your circumstances and provide the support you need. Depending on your situation and guided by your circumstances, we can:

- Review and update your contact details and who can access your account
- Help you transfer or take ownership of your service
- Minimise the number of times you need to explain your situation
- Help you nominate a person to contact us on your behalf
- Remove services you no longer need
- Move your services to a new location

- Set up a new account if you need a fresh start
- Find flexible payment options if you need assistance

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.nacclc.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
1800 Elder Help	Elder help is a free call phone number that automatically redirects callers seeking information and advice on elder abuse with the phone service in their state or territory.	1800 353 374
Full Stop	Full Stop Australia provides free 24/7 telephone and online counselling	1800 385 578
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.