

# FAMILY VIOLENCE POLICY

April 2026

New South Wales  
Queensland  
South Australia  
Tasmania  
Victoria

Version	3.1
Policy Owner	Head of Regulatory and Compliance
Approved by	Chief Executive Officer
Date of Release	07 April 2026

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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 behavioural 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 recognising 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 WILL WE DO

- ✓ Case-manage customers affected by family and domestic violence by appropriately trained staff so they can assist our customers in a respectful and appropriate manner and not add stress to their complex circumstances.
- ✓ Provide ongoing trauma-informed training for staff members who may engage with affected customers, including:
  - a. any person with authority or capacity to act on behalf of the energy retailer, who engages with affected customers, and
  - b. those responsible for systems and processes that guide interactions with small customers
- ✓ Ensure safe support processes are designed to:
  - a. avoid disclosure of family violence stories more than once
  - b. ensure information pertaining to customers affected by family violence is handled securely and confidentially
  - c. utilise an affected customers preferred method of contact
  - d. keep records of agreed arrangements
  - e. provide effective communication channels for affected customers
  - f. assess our processes for misuse by persons using family violence
  - g. consider alternative arrangements for reducing financial or safety harm to affected customers
- ✓ Customers are encouraged to tell us how much information they wish to share, how they prefer to be contacted, and who else may have authorised access to their account. We will ensure confidentiality of disclosures and records, storing them securely and limiting access to staff who need to know.
- ✓ Where an account is shared or joint and one party is affected by family violence, 1st Energy will work to protect the safety, dignity, and financial independence of the affected individual. This may include separating liabilities, adjusting contact points, and ensuring communications or account notices do not endanger or re-expose the person to harm.
- ✓ We will endeavour to provide support under this policy without requiring customers to supply formal documentation or proof of family violence, such as police reports or restraining orders.
- ✓ Support customers experiencing family and domestic violence with debt or payment difficulties including:
  - a. offering them access to our Hardship Program and tailored assistance
  - b. individually tailored payment plans, and additional payment plans when required
  - c. advice about government grants and concessions, and the different payment options available
  - d. 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.
- ✓ 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 DEVELOPMENT AND REVIEW

1st Energy will assess this policy at least once every two years. We will develop this policy with input from people with lived experience of family violence and/or advocates for our customers who can provide expert advice.

## 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: <a href="http://1800respect.org.au">1800respect.org.au</a>
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: <a href="http://safesteps.org.au">safesteps.org.au</a>
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: <a href="http://mensline.org.au">mensline.org.au</a>

## OTHER IMPORTANT INFORMATION

### HOW TO CONTACT OUR SAFE SUPPORT TEAM



Call us on 1300 426 594, Monday - Friday  
9am to 5pm (AEST)



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



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



Email [safesupport@1stenergy.com.au](mailto:safesupport@1stenergy.com.au)



Interpreter Services 13 14 50

Servizio Interpreti  
Servicio de interpretación  
Dịch vụ phiên dịch  
تامخدمخ قمررتلا ةيروفلا  
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### 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 to via your preferred method of receiving written communication.



This policy is easily accessible for you to read or print from our website homepage [1stenergy.com.au/safe-support](https://www.1stenergy.com.au/safe-support). 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 <http://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 13 18 12 Email: <a href="mailto:admin@svdop.org.au">admin@svdop.org.au</a></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 Ph 1800 888 236 (24 hours)</p> <p>Gambling – Gambler's Help Ph 1800 858 858 (24 hours)</p>

### CENTREPAY INFORMATION

Customers receiving Centrelink benefits can apply for energy payments to be made via Centrepay. Our Centrepay reference number is 555117312V.

## COMPLAINTS

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](mailto: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.

Here's how you can contact your state's Ombudsman:

New South Wales 1800 246 545  
Queensland 1800 662 837  
South Australia 1800 665 565  
Victoria 1800 500 509  
Tasmania 1800 001 170

## PRIVACY

Privacy is important to us, and we're committed to the Australian Privacy Principles. Our privacy policy is available at [1stenergy.com.au](https://www.1stenergy.com.au).

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, updated in line with regulatory changes in NERR states
2.1	20 May 2024	Aneta Graham	Annual review, formatting changes, updated weblinks
2.2	May-September 2025	Aneta Graham	Annual review, updated after consultation with Safe Steps and review of the ESC's Better practice in responding to family violence handbook
2.3	07 April 2026	Amanda Karaoulis	Annual review, formatting changes, amendments to contact info for support services