

FAMILY AND DOMESTIC VIOLENCE POLICY

1. PURPOSE

Macarthur Energy is committed to providing a secure and respectful environment for all customers. We acknowledge that family and domestic violence can impact customers and their interactions with our company. This policy outlines our dedication to addressing family and domestic violence concerns and supporting affected customers.

As part of our commitment to providing support, we will offer comprehensive training and implement processes to mitigate the impact of this issue on our customers. We approach these matters with respect, sensitivity, and empathy. Our staff members have received thorough training to ensure they are well-prepared to provide the necessary support our customers may require.

2. SCOPE

This Policy applies to employees and customers identified by themselves, Macarthur Energy, or notified to Macarthur Energy by an independent financial counsellor or case worker as individuals who are, or may be, affected by family violence.

3. DEFINITION OF FAMILY VIOLENCE

Family violence, also known as domestic violence, refers to abusive behaviour or violence that occurs within a familial or intimate relationship. It involves a pattern of power and control exerted by one person over another, which may include physical, sexual, emotional, psychological, or financial abuse. Family violence can occur between current or former spouses or partners, parents and children, siblings, or individuals who share a close relationship.

The term "family violence" acknowledges that abuse and violence can occur within various types of family or domestic relationships, extending beyond the traditional concept of a nuclear family. It encompasses a range of harmful behaviours intended to intimidate, manipulate, or harm the victim, exerting control and instilling fear. Family violence is a significant social issue with profound impacts on the physical and mental well-being of individuals, as well as families and communities. Addressing and preventing family violence require education, awareness, support services, and legal protections.

4. IDENTIFICATION OF AFFECTED CUSTOMERS

- **Recognizing Signs:** Our employees are trained to identify potential indicators of family and domestic violence, such as emotional distress, changes in behaviour, or disclosures by the customer.
- **Sensitivity and Non-Judgmental Approach:** We emphasise the importance of maintaining a non-judgmental and empathetic approach when engaging with customers, creating a safe space for them to disclose their situation if they choose to do so, recognising that family and domestic violence situations can be highly sensitive and confidential.

5. COMMUNICATION AND SUPPORT

- **Active Listening and Empathy:** Our employees listen attentively, show empathy, and respond with sensitivity when customers disclose or hint at experiencing family and domestic violence.
- **Providing Information:** We ensure that affected customers are informed about available support services, both internal and external, that can assist them in accessing appropriate resources and assistance.
- **Referral Process:** We have established a clear referral process to connect affected customers with external support services, including helplines, counselling, legal aid, and community organizations specialized in addressing family and domestic violence.

Below is a list of services related to family of domestic:

Organisation Name	Contact Number	Website
Emergency Response Triple Zero	000	
1800RESPECT	1800 737 732	https://www.1800respect.org.au/
Domestic Violence Resource Centre Victoria	1800 737 732	https://safeandequal.org.au/
Safe Steps Family Violence Response Centre	1800 015 188	https://www.safesteps.org.au/
Relationships Australia		https://www.relationships.org.au/

6. TRANSLATION SERVICES

If you do not speak English and need help with this document, call the Translating and Interpreting Service (TIS) on 13 14 50 for assistance by an interpreter.

7. CONFIDENTIALITY AND PRIVACY

- **Confidentiality:** Macarthur Energy understands the importance of maintaining customer confidentiality. Any information disclosed by a customer relating to family and domestic violence will be handled with utmost confidentiality, except where disclosure is required by law or necessary to protect the safety of individuals.
- **Privacy and Data Protection:** Customer data related to family and domestic violence will be handled in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Customers can view a copy of our privacy policy on our website.
- **Communication:** We will work with you to identify and agree on a preferred method of communication. This preference will be recorded on your account and used for all forms of communication related to your account.

8. DEBT MANAGEMENT AND PAYMENT DIFFICULTIES

- **Debt Recovery Consideration:** Before taking debt recovery action or transferring affected customer debt to a third-party collector, Macarthur Energy will consider the potential impact on the affected customer and assess whether other individuals are jointly or individually responsible for the accumulated arrears.
- **Debt Waivers and Fee Waivers:** Macarthur Energy may choose to waive, suspend, or repurchase the debt of an affected customer. Fees related to compliance, such as late payment fees for affected customers, will be waived.
- **Disconnection:** Macarthur Energy will not disconnect service for an affected customer without considering the impact on the customer and whether other individuals are jointly or individually responsible for the accumulated arrears.

9. HARDSHIP

Family and domestic violence can be a likely cause of customer hardship. Please refer to our [Hardship Policy](#) on our website.

10. REVIEW AND CONTINUOUS IMPROVEMENT

Macarthur Energy will review and update this policy at least once every two years to ensure its effectiveness and compliance with changing legal requirements and best practices in addressing family and domestic violence concerns. This Policy was last updated in May 2023.

Note: This policy primarily focuses on customer interactions related to family and domestic violence. For incidents that pose an immediate threat or require urgent attention, appropriate emergency services and authorities should be contacted.

11. CONTACT

If you have questions regarding this policy, please contact us on: 4606 3524 Email: info@macarthurenergy.com.au