



Discover Energy Pty Ltd

Family and Domestic Violence Policy

All States

This policy applies to Discover Energy customers and employees affected by family and domestic violence.

Purpose

This policy sets out Discover Energy's commitment to effectively support customers and employees affected by family violence.

Discover Energy recognises anyone can be exposed to family violence. As an essential service provider, Discover Energy is committed to actively supporting our customers and employees that may be affected by family violence.

We will provide a supportive, confidential and safe environment where customers can advise us of their situation and needs, we will provide ongoing training and support to our staff to help reduce the impacts of domestic violence for customers and employees and conversations will be managed in a respectful, sensitive and empathetic manner.

Discover Energy recognise that family and domestic violence is a broad range of behaviours and is not limited to physical violence and that our engagement and consultation with affected individuals will provide the best outcomes for everyone.

So, that we can provide the best level of support, we ask that you talk to us about your situation. You can do this by whatever method you are most comfortable with. Our contact information is at the end of this policy and on our website.

You can choose to have someone contact us on your behalf. This may include:

- Financial counsellor;
- Social worker;
- Family member or friend;
- Someone who helps you manage your energy bills.

If you would like someone else to contact us on your behalf you must let us know who that person or representative is when we speak with you and provide consent for them to act on your behalf. With your approval, we'll communicate with them as we would with you, consistent with your instructions and in line with our privacy obligations. Visit discoverenergy.com.au/family-violence to view or print our family & domestic violence policy.

What is Family & Domestic Violence?

Family & domestic violence is not limited to physical abuse, other forms of family & domestic violence can include but are not limited to:

- Economic abuse is a form of abuse when one partner has control over the other partner's access to economic resources, diminishing their capacity to support themselves so they become financially dependent on the perpetrator.
- Emotional or Psychological abuse,
- Sexual abuse,
- Threatening or coercive behaviour, and/or
- Any other behaviour that controls or dominates you and causes you to fear for your safety or wellbeing, or that of someone else

Respectful Communication & Specialised Staff

You will be treated with respect and dignity whenever you contact us. Our staff have undergone and have regular update training to help understand and respond to family & domestic violence and are ready to support you by:

- Answering any questions, you may have about Discover Energy's Family & Domestic Violence policy;
- Keeping your information secure;
- Assisting customers experiencing payment difficulties due to family & domestic violence;
- Confirming with you, your preferred method of communication; and
- Helping you connect with support services that may be better placed to respond to your individual circumstances.

Account Security

Keeping you safe is our highest priority. Our privacy policy sets out what we do to ensure your privacy. Visit discoverenergy.com.au/privacy to find out more.

We understand that how we communicate with you can be a concern, sometimes it may not be safe to send information to your home address or to contact you by phone. So, we've developed ways to make sure you receive the information you need, while keeping your information secure. You can select your preferred method of contact via our secure online MyAccount application and communicate with us directly through this service is necessary.

Payment Assistance

We understand that family and domestic violence may cause payment difficulty and even financial hardship. Please contact us, in whatever method is preferred by you if you require assistance, we have a number of ways we can help, including our Payment Assistance program in Victoria or our Hardship Program in other states.

Visit discoverenergy.com.au for more information. You can find a copy of our Hardship Policy [here](#), or give us a call and we'll send you a copy.

Overdue Amounts and Debt Management

If you have an overdue amount with Discover Energy and we have not been able to discuss it with you or you have not yet applied for or joined a payment assistance or hardship program we may need to follow our debt management process. This could result in disconnection of your energy supply. So please, make sure you contact us about your situation so we can help you stay connected through one of payment assistance options available to you.

Help when you need it

Keeping your details secure and getting your energy bills under control are only a couple of ways we can help if you are 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 d	Phone 000
Department of Human Service	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.humanservices.gov .
Financial		
Money Minded	Website to help build skills, knowledge and confidence in managing money	Money Minded
National Debt Helpline	Free financial counselling services – get help in managing bills and debts	Tel: 1800 007 007 www.ndh.org.a
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.wisa.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
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 – Any Issue	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