



# Family Violence Policy

## Abstract

Elysian Energy's education and response to suspected Family Violence situations

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Version 1.3

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## Version History

V1.0	20/7/2018		AM
V1.1	24/12/2019	Added do not contact processes and information	AM
V1.2	08/09/2020	Content update	DS
V1.3	06/05/2021	Review and formatting changes	DS



**If you need an interpreter, please call 131 450 and ask to be connected to Elysian Energy during normal business hours**

Si necessita un intérprete, llame al 131 450 y pida que lo conecten a Elysian Energy durante el horario laboral normal

Se hai bisogno di un interprete, chiama il 131 450 e chiedi di essere collegato a Elysian Energy durante il normale orario di lavoro

Εάν χρειάζεστε έναν διερμηνέα, καλέστε 131 450 και ζητήστε να συνδεθείτε με την Elysian Energy κατά τις κανονικές ώρες λειτουργίας

Wenn Sie einen Dolmetscher benötigen, rufen Sie bitte die Nummer 131 450 an und bitten Sie, während der normalen Geschäftszeiten mit Elysian Energy verbunden zu sein

如果您需要口译员，请拨打131 450并要求在正常工作时间内与Elysian Energy联系

خلال ساعات العمل Elysian Energy إذا كنت بحاجة إلى مترجم فوري، فيرجى الاتصال بالرقم 131 450 واطلب الاتصال بشركة العادية

Nếu bạn cần một thông dịch viên, vui lòng gọi tới số 131 450 và yêu cầu được kết nối với Elysian Energy trong giờ làm việc bình thường

**If you are Hearing Impaired - Speak and Listen call – 1300 555 727 TTY users call 133 677 SMS Relay text 0423 677 767. Ask to be connected to Elysian Energy during normal business hours**

## Overview

Domestic and family violence is a pattern of behaviour that tries to control another person in a family relationship. The family relationship can be between people of the same or opposite sex, a parent and a child, siblings and other relatives.

This document sets out Elysian Energy's high-level policy and processes. We also outline our overall approach to meeting its community responsibility to improving outcomes for those impacted by family violence.

## Policy

Elysian Energy's Family Violence Policy and Procedures seeks to assist customers affected by family violence the ability to manage their personal situation, security and energy related finances. This policy will provide direction for all employees on how to ensure that affected customers are provided the resources and latitude they need when dealing with Elysian Energy to ensure that they have access safe, understanding and effective assistance.

We will achieve this by:

- showing empathy to affected customers;
- avoiding the requiring proof as an eligibility criterion for family violence assistance;
- supporting the agency of affected customers
- minimising repeat disclosures by affected customers
- protecting their private and confidential information; and
- responding to the financial impacts of family violence on customer energy bills.

Elysian Energy will ensure all staff are trained on this policy:

- how to identify potentially affected customers,
- how to respond appropriately to such affected customers,
- hardship and debt management of affected customers,
- security of personal information, and
- what support is available to affected customers.

Elysian Energy recognises that family violence is overwhelming impacts women and children but can also be directed at men. Elysian Energy will provide support to all its customers, will provide affected customers with referral to expert support services, and address those factors which may increase the likelihood of customers experiencing family violence, and those which can make accessing our services more difficult.

**If there is an immediate threat to your safety call emergency 000.**

## Your Account and keeping your details safe

Elysian Energy is committed to supporting the affected customers of Family Violence. If you are a victim of family violence, please let us know, our staff are trained to support in an appropriate manner.

We can help you with:

- Changing your account details and changing your account to a new premise
- We will keep your details secure;
- We can help you with payment plans if you are in payment difficulty;
- We will assign someone to help you with your account and provide ongoing energy account assistance;
- We will keep secure records, so you don't have to tell you story to us every time you call;
- We will secure your account details from abusive partners;
- We will ensure our collection activities are undertaken in recognition of your circumstances;
- You will have access to our Hardship program and payment difficulties assistance; and
- We will provide you will information on other support services that may assist you.

## Family Violence Resources

**Please contact these dedicated resources if you are experiencing family violence.**

### 1800RESPECT

1800 737 732

24-hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.

Call toll-free 1800 737 732.

### Relationships Australia

1300 364 277

Support groups and counselling on relationships, and for abusive and abused partners. To be connected to the nearest Relationships Australia, call 1300 364 277 (for the cost of a local call).

### Men's Referral Service

1300 766 491

This service from No to Violence offers assistance, information and counselling to help men who use family violence. Call 1300 766 491 if you would like help with male behavioural and relationship concerns.

