



A HELPING HAND WHEN AFFECTED BY FAMILY VIOLENCE

Has a family member or partner:

- Placed you in a difficult position with your bill, or
- Left you with a debt to Energy Locals, or
- Required you to seek an urgent connection of electricity at your current or another property

All these could be a form of family violence, and we are here to help you.

CONFIDENTIALITY

We will always respect your privacy and safety. Any information that you provide to us will not be shared with anyone else.

PROVIDING INFORMATION

We will do our best to ensure you only have to explain your circumstance once, the first time when you contact us. We will not require you to provide proof and will be guided by the information you share in the initial conversation.

TRAINED MEMBERS OF STAFF

Our team members have been trained to help people who are being impacted by family violence.

Energy Locals will provide you with an ongoing primary contact person as well as a secondary contact person, in case your primary contact is unavailable. Any time you call, you will be put in contact with either of these people.

These are difficult circumstances, and you will always be treated with respect and understanding. We will clearly explain how we can help and provide you time to think about the best option for you.

HELPING WITH A DEBT AND ONGOING PAYMENTS

We are here to help. If you have been left with an Energy Locals debt, please call us on **1300 693 637** between 8.30am and 6.30pm (Eastern Time) Monday to Friday.

Every circumstance is different, and we will work closely with you to develop a solution that best works for your situation. Your electricity supply will not be disconnected

FURTHER ASSISTANCE

In an emergency call 000.

There are a number of organisations that specialise in supporting and working with those experiencing family violence – whether immediate or longer term:

1800 RESPECT (1800 737 732): The National Sexual Assault & Domestic Family Violence Counselling Service. A 24/7 helpline for information, support and counselling. Will help direct customers to more specific services to help in their particular situation.

Safe Steps (1800 015 188): A 24/7 family violence response service for women and children. Can provide information on specific family violence support services, legal rights and accommodation options.

INTERPRETER SERVICE AND CONTACT ASSISTANCE

For language assistance please contact our interpreter service on **131 450**:

Italian: Servizio Interpreti

Spanish: Servicio de interprete

Vietnamese: dịch vụ phiên dịch

Arabic: خدمة الترجمة الفورية

Greek: υπηρεσία διερμηνείας

Hindi: दुभाषिया सेवा

Chinese: 口譯服務

National Relay Service:

If you are deaf, or have a hearing or speech impairment, please contact us through the National Relay Service (TTY) on **133 677**. Give them Energy Locals number **1300 693 637** to call. For more information, visit www.relayservice.gov.au.

ADDITIONAL INFORMATION

The information provided in this document represents Energy Locals' Domestic Violence Policy and has been developed for customers across all states and territories that Energy Locals operates.

This policy will be reviewed from time to time to ensure ongoing relevance and effectiveness.

If you have a question regarding this policy or any other matter, please contact us:

Email: hello@energylocals.com.au

Telephone: 1300 693 637

Chat: via our [website](#).