

# SMALL CUSTOMER DOMESTIC AND FAMILY VIOLENCE POLICY

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## Introduction

Stanwell Corporation Limited (Stanwell Energy Solutions) is committed to give small customers (affected customers<sup>1</sup>) who may be affected by family violence an entitlement to safe, supportive and flexible assistance when managing their personal and financial security.

This policy applies to all Stanwell Solutions small customers affected by family and domestic violence.

Stanwell employees should refer to Stanwell's Domestic and Family Violence Guide (HSE-WI-05).

## Definition of "family violence"

Family violence<sup>2</sup> is any violent, threatening, or other abusive behaviour by a person against a member of the person's family or household (current/former).

This definition includes behaviour that:

- Is physically or sexually abusive; or
- Is emotionally or psychologically abusive; or
- Is economically abusive; or
- Is threatening; or
- Is coercive; or

In any other way controls or dominates the family member and causes that family member to feel fear for the safety or wellbeing of that family member or another person; or causes a child to witness or otherwise be exposed to the effects of such behaviour.

Family violence can affect people of all cultures, religions, ages, genders, sexual orientations, educational background, and income levels – it is non-discriminatory.

## How we will help you

Our team is trained to provide affected customers with support that is tailored to their particular circumstances.

We are committed to:

- provide affected customers with assistance in line with this policy and the relevant regulations;
- identify and engage appropriately and effectively, being sensitive and respectful of customer circumstances;
- understand the nature and consequences of family and domestic violence;
- ensure customers' confidential information<sup>3</sup> and personal details are secure, including from joint account holders;
- agree on a safe method of communication with you and keep a record of arrangements reached;

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<sup>1</sup> The term "affected customers" has a meaning defined under Part 1, Division 1 of the National Energy Retail Rules to mean any customer, including a former customer of a retailer, who is or was a small customer and who may be affected by family violence.

<sup>2</sup> Section 8(8) of the Intervention Orders (Prevention of Abuse) Act 2009.

<sup>3</sup> Refers to any information that may be used to identify/locate an affected customer, including information about their whereabouts, contact details, or financial or personal circumstances.

- ensure secure processes are in place so customers avoid having to repeatedly disclose or refer to their experience of family violence;
- recognise family violence as a potential cause of payment difficulty and take into account the impact of debt recovery action on affected customers;
- We will only seek documentary evidence of family violence when considering debt management and recovery, or restrictions on disconnection;
- Provide affected customers with information on the availability of external family violence support services in a manner that is safe, respectful and appropriate given customer circumstances and also publish this information on our website.

We encourage customers having difficulty paying their electricity usage bills affected by family violence to contact us at 1800 300 351 for a confidential discussion on ways in which assistance can be provided.

## External Family Violence Support Services

Organisation	What they do	Contact details
Lifeline	Crisis support Services.	Tel: 13 11 14 Open 24/7
1800 RESPECT	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.	Tel: 1800 737 732 Open 24/7 <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>
DV Connect – Mensline	Mensline is a free, confidential telephone, counselling, referral and support service especially set up for men.	Tel: 1800 600 636 Open: (9 am – 12 midnight, 7 days a week). <a href="https://www.dvconnect.org/mensline/">https://www.dvconnect.org/mensline/</a>
Men’s Referral Service	No to Violence is the largest peak body in Australia representing organisations and individuals working with men to end family violence.	Tel: 1300 766 491 Open: 8am–9pm Monday–Friday / 9am–6pm Saturday–Sunday. <a href="https://ntv.org.au/about-us/">https://ntv.org.au/about-us/</a>
Beyond Blue	Information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.	Tel: 1300 224 636 Open 24/7 <a href="https://www.beyondblue.org.au">https://www.beyondblue.org.au</a>
Elder Abuse Help Line	Free information and support services for people who experience or witness the abuse of an older person.	Tel: 1300 651 192 (within Qld) 07 3867 2525 (outside Qld) Operating hours vary <a href="http://www.eapu.com.au/elder-abuse-helpline/">http://www.eapu.com.au/elder-abuse-helpline/</a>

## Review of Policy

This policy is scheduled to be reviewed no less than once every two years or as required to ensure that it is operating effectively and whether any changes are required to the Policy.