



## Powershop Family Violence Policy

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## 1. Introduction

### 1.1 This Policy

Powershop is committed to providing confidential and respectful assistance to customers experiencing Family Violence. Powershop has developed this policy to assist people affected by Family Violence.

Our family violence policy and processes have been developed to be supportive and flexible. This policy will be reviewed at least every two years. If you are affected by family violence and need access to any or all of the support mechanisms detailed in this policy or there is another way by which Powershop can assist you, please do not hesitate to contact our team when it is safe to do so:

- Phone: 1800 462 668
- Email: [info@powershop.com.au](mailto:info@powershop.com.au)

We also have a Hardship Policy which provides assistance to customers experiencing payment difficulties. It is called 'Powershop ON' and can be found on our [website](#).

### 1.2 Scope

This policy applies to our customers who may be affected by Family Violence. It also sets out the process for employees to understand Family Violence and our commitment to provide affected customers privacy and support. In this policy 'you' or 'your' refers to an Affected Customer.

### 1.3 Interpreter Services

如果需要传译员，请拨打1800 462 668向您的Powershop代表提出要求

Se hai bisogno di un interprete, chiama il tuo rappresentante Powershop al numero 1800 462 668

إذا كنت بحاجة إلى مترجم ، نرجو التحدث مع مندوبك في محل الطاقة (Powershop) على الرقم 1800 462 668

Εάν χρειάζεστε διερμηνέα, σας παρακαλούμε να μιλήσετε στον αντιπρόσωπο του Powershop στον αριθμό 1800 462 668

यदि आपको दुभाषिए की जरूरत है, तो कृपया अपने Powershop प्रतिनिधि को 1800 462 668 पर फोन करें।

## 2. Policy Details

### 2.1 Defined Terms

<b>Affected Customer</b>	means any customer, including a former customer, who is or was a small customer and who may be affected by Family Violence.
<b>Confidential Information</b>	means any information that may be used to identify or locate an Affected Customer, including information about their location, contact details, or financial or personal circumstances. This includes name, phone numbers, email addresses, PO Boxes, and residential address
<b>Family Member</b>	means – (a) a person who is, or has been, the relevant person's spouse or domestic partner; (b) a person who has, or has had, an intimate personal relationship with the

- relevant person;
- (c) a person who is, or has been, a relative of the relevant person;
- (d) a child who normally or regularly resides with the relevant person or has previously resided with the relevant person on a normal or regular basis; or
- (e) a child of a person who has, or has had, an intimate personal relationship with the relevant person.
- (f) they are related according to Aboriginal or Torres Strait Islander kinship rules or are both members of some other culturally recognised family group; or
- (g) is the carer (within the meaning of the Carers Recognition Act 2005) of the other.

## **Family Violence**

means –

- (a) behaviour by a person towards a Family Member of that person if that behaviour—
  - (i) is physically or sexually abusive;
  - (ii) is emotionally or psychologically abusive;
  - (iii) is economically abusive;
  - (iv) is threatening;
  - (v) is coercive;
  - (vi) 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
- (b) behaviour by a person that causes a child to hear or witness, or otherwise be exposed to the effects of the behaviour referred to in paragraph (a).

## **2.2 Customer Rights**

You are entitled to additional account security. In all conversations we will firstly have regard to your safety. When providing you support we will consider your particular circumstances.

Powershop, or agents of Powershop, will not disclose or provide access to Confidential Information about you to any person without your prior consent. Including any person who is or has been listed on your account. If you are in New South Wales, Queensland or South Australia, we may disclose Confidential Information if there is a lawful purpose to do so. Powershop will work with you to determine a safe communication method, by:

- working with you to determine your preferred method of communication;
- contacting you by that preferred method of contact;
- pausing some or all communication to you for a period;
- setting up additional security for your account; and
- where your preferred method of communication is not reasonably practicable, offer alternative methods of communication.

Your preferred method identified above will take precedence for any communication over any other communication method. The support detailed in this policy takes precedent over any requirements in the relevant energy rules, our contract with you or our other policies.

Powershop will keep a record of your preferred method of communication.

### **2.3 Customer Service**

Powershop will provide a secure process that will avoid the need for you to repeatedly disclose or refer to your experience of Family Violence. Powershop will do this by:

- ensuring that your customer account readily identifies you as an Affected Customer; and
- provide ongoing engagement with you when you seek or request assistance.

### **2.4 Debt Management**

Powershop recognises that Family Violence is a cause of payment difficulty. Before Powershop takes action to recover arrears from you, including disconnection for non-payment, Powershop will take into account:

- the potential impact of debt recovery at that time on you; and
- whether other persons are jointly or severally responsible for the energy usage that resulted in the accumulation of those arrears.

With Powershop you have access to: a payment arrangement including payments by Centrepay, support that will help you in reducing your energy costs and information about various Government and Non-Government Schemes which you may be eligible for.

It may also be helpful to read our [Hardship Policy](#).

### **2.5 Evidence**

Powershop will not seek evidence from you to access the support detailed in this policy.

If you are a Victorian customer accessing the Utility Relief Grant Scheme (URGs) we may ask you to provide the Department of Families, Fairness and Housing evidence of your circumstances to assess your eligibility for the grant.

### **2.6 Training**

Powershop will provide training to any person (including employees, agents and contractors) acting on Powershop's behalf who:

- may engage with Affected Customers by any means of communication;
- is a manager of anyone that may engage with Affected Customers; and
- is responsible for systems and processes that guide interactions with customers.

Powershop's training addresses:

- the nature and consequences of Family Violence;
- the application of this policy;
- how to identify Affected Customers; and
- how to engage appropriately and effectively with Affected Customers.

### **2.7 External Services**

Powershop will provide you with information about the availability of support services that is safe, respectful and appropriate in your circumstances. In particular, Powershop may refer you to the

following support services:

Organisation	Support	Contact
<b>Immediate Danger</b>	Police, Fire or Ambulance Services	000
<b>1800 Respect</b>	Specialise in providing support to all people who may be affected by family violence	1800 737 732
<b>Lifeline</b>	Offer services to those experiencing a personal crisis or are thinking about suicide	13 11 14
<b>Relationships Australia</b>	Offer support groups for both abusive and abused partners.	1300 364 277
<b>Aboriginal Family Domestic Violence Hotline</b>	Provide dedicated assistance for Aboriginal people, including those affected by Family Violence.	1800 019 123
<b>Ask Izzy</b>	Support services directory to guide on local Family Violence support, legal support, addiction support and crisis accommodation.	Askizzy.org.au
<b>Mind Australia</b>	Mental health service provider	1300 286 463
<b>National Debt Helpline</b>	Provide support with financial/debt issues	1800 007 007
<b>Safe Steps</b>	Specialise in providing support to all people who may be affected by family violence	1800 015 188

There are also the below State Government support services available:

State	Organisation	Contact
<b>Victoria</b>	Orange Door	1800 319 353 <a href="https://www.vic.gov.au/about-the-orange-door">https://www.vic.gov.au/about-the-orange-door</a>
<b>New South Wales</b>	Department of Communities and Justice	1800 656 463 <a href="https://www.facs.nsw.gov.au/domestic-violence">https://www.facs.nsw.gov.au/domestic-violence</a>
<b>South Australia</b>	Domestic and family violence and sexual assault support services	1800 800 098 <a href="https://www.sa.gov.au/topics/family-and-community/safety-and-health/domestic-violence-and-sexual-assault/domestic-violence">https://www.sa.gov.au/topics/family-and-community/safety-and-health/domestic-violence-and-sexual-assault/domestic-violence</a>
<b>Queensland</b>	Domestic and family violence	1800 811 811 <a href="https://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence">https://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence</a>

### 3. Policy Information

This policy was last reviewed in December 2025.