



# **Family Violence Policy**

**PowerHub Pty Ltd**

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## 1. Introduction

PowerHub is committed to providing a safe and supportive environment for our customers, especially those who are experiencing family violence.

We recognise that family violence is a serious issue that affects many individuals and families, and we acknowledge the role we can play in supporting our affected customers. We are here to help.

**In an emergency or if you're not feeling safe, always call 000.**

## 2. Purpose.

The purpose of this policy is to set out PowerHub's approach in dealing with and supporting customers who may be affected by family violence.

## 3. Definition of family violence

Family violence refers to any behaviour that is used to control or intimidate a family member, or to cause them fear, regardless of whether this occurs within or outside the home.

It can take various forms, including:

- Behaviour by a person towards a family member of that person if that behaviour is:
  - Physically or sexually abusive; or
  - Emotionally or psychologically abusive; or
  - Economically abusive; or
  - Threatening; or
  - Coercive; or
  - In any other way controls or dominates the family member and causes that family member to fear for the safety or wellbeing of that family member or another person; or
- Behaviour by a person that causes a child to hear or witness, or otherwise be exposed to the effects of behaviour referred to above.

## 4. Company Commitment

PowerHub is committed to protecting the safety, dignity and privacy of our customers impacted by family violence. Our company adheres to all relevant state and federal laws and regulations governing family violence, and we provide a range of services and support to our customers.

It is important that anyone experiencing family violence know they are not alone, and that help is available.

## 5. Support and Assistance

### 5.1 Account security & confidentiality

PowerHub respects the safety and privacy of its customers and is committed to protecting the confidentiality of customer information. We will ensure that contact information and personal

details of customers experiencing family violence is secure, including from joint account holders or other authorised persons.

All engagement with us will be treated as confidential and access to information will be provided only with the customer's consent. Only staff who are directly involved will have access to the information provided by affected customers.

We will also ensure all information is appropriately secured and protected.

We will work with affected customers to agree on a safe and practical method of communication.

We will ensure we have processes in place so that affected customers don't need to repeatedly disclose their experience of family violence.

## **5.2 Debt Management**

At PowerHub, we understand that family violence can also be a cause of payment difficulty and we offer support and resources to those affected.

Our team will work with you to find a customised, compassionate solution that fits your unique situation. We will maintain your energy supply and will work to make the repayment process as flexible as possible.

Our hardship policy is available on our website here: <https://powerhub.net.au/hardship-program/>

## **5.3 Employee training & awareness**

We aim to engage with affected customers in a respectful and sensitive manner and provide supportive and flexible assistance. To do this, we train our customer support staff to recognise customers who may be experiencing family and domestic violence, and to know what to do to help them.

This awareness training will support staff to:

- Ensure they are aware of this policy and how it is to be applied;
- Understand the nature and consequences of family violence; and
- Identify and sensitively engage with customers who may be affected.

## **5.4 External support**

We have identified external support services who can provide assistance to customers affected by family violence. We may refer you to these services for further assistance.

For immediate support, you can contact:

**1800 RESPECT**

Call: 1800 737 732

Open 24x7

[www.1800respect.org.au](http://www.1800respect.org.au)

## Additional Support

Organisation	What they do	Contact details
Police	Law enforcement services. Call if you or your child/family is in immediate danger.	Phone 000
Services Australia	Centrelink, Medicare, Child Support services. Short term counselling, support and referrals to other services.	Call: 13 28 50
National Debt Helpline	Free financial counselling services.	Call: 1800 007 007 <a href="http://www.ndh.org.au">www.ndh.org.au</a>
Community Legal Centres Australia	A directory of not-for-profit community law centres.	<a href="http://www.clcs.org.au">www.clcs.org.au</a>
Women's Legal Services Australia	A national network of community legal centres that specialise in women's legal issues.	<a href="http://www.wlsa.org.au">www.wlsa.org.au</a>
Lifeline	Crisis support services.	Call: 13 11 14 Open 24x7
Family Relationship Advice Line	National telephone service that helps families affected by relationship or separation issues, including information on parenting arrangements after separation.	Call: 1800 050 321
Mensline Australia	Counselling service offering support for Australian men and boys, including dealing with family and relationship difficulties.	Call: 1300 789 978
Relationships Australia	Relationship support services for individuals, families and communities.	Call: 1300 364 277

## 6. Continual Improvement

PowerHub has systems in place to enable us to meet our obligations with respect to customers affected by family violence.

PowerHub will work with staff, customers and other interested parties to improve this policy on a regular basis. This Policy is to be reviewed annually to ensure it is delivering effective outcomes.

## 7. Contact us

If you have any questions about our Family Violence Policy, please call us on 1300 196 673 (Monday to Friday, 9.00am to 5.00pm AEST), or email us at [support@powerhub.net.au](mailto:support@powerhub.net.au)