



Energy Bay Family Violence Policy

1. Our acknowledgement of Family Violence

Energy Bay recognises that family violence is a serious and widespread issue that affects the whole community and may affect our customers and our employees.

As an exempt seller, we are committed to providing a safe and confidential environment to support our customers (including current and past customers) experiencing family violence.

We can send you a copy of this policy if you would like us to. We will make sure this policy is easy to find on our website so that you can print it or read it online.

2. Scope

This policy applies to all residential and small business energy customers of Energy Bay who may be affected by family violence. It explains how we will help you if you tell us that you are experiencing family violence, including our obligations to protect your energy-related information, and support you if you are having trouble paying your energy bills.

This policy is in addition to any rights you may have under your relevant state or territory legislation (for example, tenancy legislation).

If you consider that you or a family member is in immediate danger, please call 000

3. How do we define Family Violence

We recognise that there are many forms of family violence. Family violence is any behaviour that occurs in a family, domestic or intimate relationship that is threatening or coercive; or is in any other way controlling, that causes a person to live in fear for their safety or wellbeing or that of another person.

Family violence can include, but is not limited to:

- **physical abuse:** such as intentionally using physical force against you, another person or animal;
- **sexual abuse:** including any forced, unwanted or exploitative sexual activity;

- **emotionally or psychologically abuse:** such as manipulation, intimidation or behaviours that undermine you or make you feel controlled;
- **financial abuse:** such as controlling your money, taking away your financial independence, or refusing to provide necessary financial support for you or your dependent's living expenses;
- **social abuse:** such as isolating you from your family, friends or culture; and
- **elder abuse:** such as a single or repeated act or failure to act, including threats, that results in harm or distress to an older person.

Family violence is also defined as behaviour by any person that causes a child to hear or witness or otherwise be exposed to the effects of the above behaviour.

4. How do we support customers affected by Family Violence?

- **Customer engagement:** We will manage all engagement with affected customers in a respectful, understanding, and sensitive manner. We will be aware of potential indicators of family violence to allow us to identify and support affected customers.
- **Account security:** We will implement additional levels of customer verification and security of account information based on your preference. We will register affected customers accounts on our system so that the teams can readily identify and offer support. These measures are designed to keep your account safe and will be applied based on your preferences.
- **Information handling and privacy:** We will handle your information securely and confidentially. We will ensure that consent is obtained before disclosing personal information to a third party (unless required by law).

All customers information remains private and confidential and is in line with our Privacy Policy. You can refer to our Privacy Policy which is accessible here: <https://energybay.com/privacy-policy>

- **Preference in communication:** We will work with you to identify a safe and preferred method of communication (including contacting a support person) and preferred contact time, including offering alternative communication methods if the preferred method is not practicable.
- **Payment assistance and support:** We recognise that family violence is a potential cause of financial difficulty. We have payment options to assist you, including flexible payment arrangements, waiving fees associated with late

payment, pausing collections cycles and ensuring that your premises is not de-energised for an overdue bill if it results from family violence or would impact your safety.

We will consider each customer's individual circumstances and take into consideration the impact of debt recovery action on affected customers. We will aim to find a suitable solution and offer support in accordance with our hardship policy.

- **Information about support available:** We will provide information regarding government support programs, including concessions and state-based grants, the availability of external family violence support services and access to free interpreter services.
- **Staff training and maintaining best practices:** We will provide ongoing training to our employees to enhance their understanding of the nature and impacts of family violence and how to effectively identify, respond and engage with affected customers.

5. Contacting us for support

Energy Bay engages authorised third party billing providers to issues invoices, process payments and administer this policy. If you receive bills directly from a billing agent and need support with your energy account, the agent remains the **single point of contact** for your energy account. The agent's contact details appear on your invoices.

If you receive bills directly from Energy Bay and need support with your energy account, please contact Energy Bay. You can reach us via email at customerservice@energybay.com or by phone at 03 9967 1618 Monday to Friday, 9:00am–5:00pm (AEST/AEDT)

If your first language is not English, interpreter services can be arranged, if necessary, by contacting TIS – Translating & Interpreting Service – which is a free service. Their number is 131 450

6. What external support is available

If you are experiencing family violence, there are some external support services that are available:

If you or a family member is in immediate danger, please call 000

Family violence support services

Service	Phone	Website	Support provided
1800 RESPECT (National)	Call: 1800 737 732 Text: 0458 737 732 (24/7)	www.1800respect.org.au	24/7 counselling, information, and referral for people impacted by family, domestic or sexual violence. This site has a quick exit button.
Lifeline (National)	Call: 13 11 14 (24/7)	www.lifeline.org.au	24/7 crisis support and suicide prevention for people in emotional distress.
Kids Helpline (National)	Call: 1800 55 1800 Web chat available (24/7)	www.kidshelpline.com.au	Confidential counselling for children and young people aged 5 to 25
Services Australia (National)	13 28 50	www.servicesaustralia.gov.au	Social work and support information, including crisis payments, available Monday - Friday

National Debt Helpline (National)	Call: 1800 007 007	https://ndh.org.au/	Financial counselling on how to manage debt, available Monday - Friday
MensLine (National)	Call: 1300 78 99 78 (24/7)	https://mensline.org.au/	24/7 support, referrals and counselling for men
Men's Referral Service (National)	Call: 1300 766 491 (24/7)	www.ntv.org.au/get-help/	Confidential telephone counselling service to help men involved in family and domestic violence matters.
13YARN (First Nations – National)	Call: 13 92 76 (24/7)	www.13yarn.org.au	Crisis support line for Aboriginal and Torres Strait Islander people, run by Indigenous people.
QLife (National)	Call: 1800 184 527 Web chat available (3 – 9 pm, 7 days a week)	https://qlife.org.au/	Support and referral for LGBTIQ+ Australians wanting support around gender, sexuality and relationships.
Elder Abuse Hotline (National)	Call: 1800 ELDERHELP (1800 353 374) (~9am – ~5pm, Mon – Fri)	N/A	Automatically redirects callers seeking information or advice on elder abuse to their state or territory phone line service.
Full Stop Australia	Call: 1800 385 578 (24/7)	https://fullstop.org.au/	Confidential counselling for people impacted by

(National)			domestic and family violence.
Safe Steps (Victoria)	Call: 1800 015 188 Web chat available (24/7)	https://safesteps.org.au/	24/7, inclusive and confidential, family and domestic violence crisis support service. This site has a quick exit button.
DVConnect (Queensland)	Call: 1800 811 811 (Women 24/7), Call: 1800 600 636 (Men 9am – midnight, 7 days)	www.dvconnect.org	Crisis counselling, transport, safety planning and shelter referrals (QLD) This site has a quick exit button.
Women's Safety Services (South Australia)	Call: 1800 800 098 (24/7)	www.womenssafetyservices.com.au	Safety planning, accommodation and support for women and children (SA) This site has a quick exit button.

Last Updated: 1 January 2026