

QENERGY FAMILY VIOLENCE POLICY

QEnergy has prepared this Family Violence Policy to ensure that our customers who may be experiencing family or domestic violence receive support, understanding and assistance.

What is Family Violence?

Family violence may include each or all of the following:

- physical abuse;
- verbal abuse;
- emotional abuse.
- social abuse; such as isolating a person from their support networks or family.
- economic abuse; where one person is financially dependent on a perpetrator and that person takes advantage of their position.

How we will assist our customers

Our staff have received training to understand and respond to family and domestic violence. We will assist our customers, including:

- Providing assistance to customers on payment options and deferrals;
- Providing information on available Government grants and concessions;
- Ensuring information concerning customers affected by family violence is handled confidentially;
- Referring customers to family violence support services.
- Ensuring that all frontline staff receive ongoing training;

If there is an immediate threat to your safety, call emergency 000.

If you are experiencing family violence please contact 1800RESPECT.

Help and Support

If you or someone you know is experiencing violence and need help or support, please contact one of the support hotline numbers below.

Government Services

Police and Ambulance. Call 000 for Police and Ambulance help if you are in immediate danger.

Department of Human Services. The department is responsible for delivering a range of health, social and welfare payments and services through Medicare, Centrelink and Child Support programs for the Australian Government. Call 13 28 50 (Multilingual) or 13 12 02. Visit their website www.humanservices.gov.au

Financial

Money Minded. MoneyMinded is an education program that builds knowledge and confidence to help you make informed decisions about how to manage money. Visit their website www.moneyminded.com.au

National Debt Helpline. Call the National Debt Hotline on 1800 007 007 for free and confidential advice from professional financial counsellors. Visit their website www.ndh.org.au

Legal

National Association of Community Legal Centres. Community Legal Centres (CLCs) are independently operating not-for-profit community organisations that provide legal and related services to the public, focusing on the disadvantaged and people with special needs. Visit their website www.naclc.org.au

Women's Legal Services Australia. Their individual member centres regularly provide advice, information, casework and legal education to women on particularly family law and family violence matters but can also provide advice on more general legal issues. Visit their website www.wlsa.org.au

Well being

Lifeline. Lifeline has a national number who can help put you in contact with a crisis service in your State. Anyone across Australia experiencing a personal crisis or thinking about suicide can call 13 11 14. Visit their website www.lifeline.org.au

1800RESPECT. 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. Call toll-free 1800 737 732. Visit their website www.1800respect.org.au

Family Relationship Advice Line. A Family Relationship Centre can help you by providing information about family relationships at all stages – forming new relationships, overcoming relationship difficulties or dealing with separation. Call 1800 050 321.

Relationships Australia. Support groups and counselling on relationships, and for abusive and abused partners. To be connected to the nearest Relationships Australia, call 1300 364 277 (for the cost of a local call).

Mensline Australia. Supports men and boys who are dealing with family and relationship difficulties. 24/7 telephone and online support an information service for Australian men. Call 1300 789 978 for help.

WIRE Women's Information – Any woman. Any issue. The Women's Information and Referral Exchange (WIRE) offers women information, advice, support and referrals on a range of issues such as how to deal with family violence or relationships, how to find accommodation, work or study, or how to find legal advice or counselling. Call 1300 134 130 or visit www.wire.org.au