

Family Violence Policy

Policy Statement

Next Business Energy (NBE) recognises family violence is a serious and widespread issue that affects the whole community. At Next Business Energy, we try our best to effectively support customers who may be experiencing family violence directly or indirectly.

Purpose

This policy outlines the support available to all customers who may be experiencing or perpetrating family violence.

We are committed to give our customers (Including a former customer, who may be affected by family violence) and staff a safe and supportive environment to access relevant information and to manage their personal and financial security.

What is Family violence?

Under the Victorian Family Violence protection Act 2008, A Family Violence is;

- (a) behaviour by a person towards a family member of that person if that behaviour —
 - (i) is physically or sexually abusive; or
 - (ii) is emotionally or psychologically abusive; or
 - (iii) is economically abusive; or
 - (iv) is threatening; or
 - (v) is coercive; or
 - (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, behaviour referred to above.

Scope

This Policy applies to employees and customers identified by themselves, an independent financial counsellor or case worker, as experiencing family violence.

What are your rights?

As a customer or a staff member who is experiencing family violence, we are committed to;

- Ensure you are safe and supported.
- Ensure your personal information is managed privately and sensitively.
- Ensure information pertaining to customers and staff affected by family violence is handled securely and confidentially
- Ensure we manage customers affected by family violence on a case by case basis. We will consider the debt on the account and other supports available to our customers. E.g. – Grants and Concessions etc..
- Ensure processes are in place to avoid customers having to repeat disclosure of their family violence, and provides for continuity of service for customers affected by family violence;
- Provide information of External family violence support services.
- Publish this Policy on our website and provide it to our customers and staff on request.

Training and Awareness

All our customer service staff, and credit management staff will be trained in awareness of family violence. We will case manage the accounts on an individual basis and all information will be treated privately and handled confidentially.

NBE staff will contact the emergency services (Police and or the Ambulance) on request by customer or if we believe you need further assistance.

If our customer has disclosed family violence - NBE staff will discuss our safety plan with our customer to confirm and ensure customer's and their children's safety.

Other available support

Customers experiencing family violence can access Next Business Energy's Payment Difficulty program. For more information visit <https://nextbusinessenergy.com.au/customer-support-services-and-hardship-policies>

This policy will be reviewed every 2 years from the date of issue.