



Family Violence Policy

	Call the Translating and Interpreter Service on 131 450 and ask for Next Business Energy on 1300 466 398.
	Gọi cho Dịch vụ Phiên dịch và Phiên dịch theo số 131 450 và yêu cầu Năng lượng Kinh doanh Tiếp theo theo số 1300 466 398.
	Chiama il servizio di traduzione e interpretariato al numero 131 450 e richiedi il Next Business Energy al numero 1300 466 398.
	Καλέστε την Υπηρεσία Μεταφράσεων και Διερμηνέων στο 131 450 και ζητήστε το Επόμενο Ενεργειακό στο 1300 466 398.
	致电131 450致电翻译和口译服务，并致电1300 466 398寻求下一商业能源。
	تدعيب لخدمات Translating and Interpreter Service بلطو 131 450 Next Business Energy بلطو 1300 466 398.
	Llame al Servicio de traducción e interpretación al 131 450 y solicite el de Next Business Energy al 1300 466 398.
	Hearing Impaired: TTY users call 133 677 and ask for 1300 466 398

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 giving our customers (including former customers, who may be affected by family violence) and staff a safe and supportive environment to access relevant information and manage their personal and financial security.

What is Family violence?

We recognise that there are many forms of family violence and for the purposes of this policy we define it as;

- (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.

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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 our customer?

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 repeatedly disclose of their violence circumstances, and provide for continuity of service for customers affected by family violence;
- Provide information on External family violence support services.
- Publish this Policy on our website and provide it to our customers and staff on request.

Account Security

We take our obligations regarding your personal information seriously and we manage this in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. A copy of our privacy policy is available [here](#).

When you inform us that you are experiencing family violence, we will:

- Provide you with support, such as flagging your account for family violence, to ensure that your information is only accessed by senior employees within our organisation.
- Request you at the time of notification if you would like to set up a password or security questions to protect your account details and confidential information.
- Send bills and other communications only via your new preferred method of communication.

Your personal information will be securely handled and will remain confidential. We will not disclose a customer's confidential information to any other person without your prior consent.

Training and Awareness

All our customer service staff and credit management staff will be trained in awareness of family violence. We will case manage your account(s) on an individual basis and all information will be treated privately and handled confidentially.

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

If our customer has disclosed family violence - We will discuss a safety plan with an impacted customer to confirm and ensure the customer's and their children's safety.

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We will provide information to customers regarding concessions, rebates and grants, and the availability of external family violence support services (see below)

Supporting Documentation:

We will never request you or a third party acting on your behalf to provide specific documentation or evidence before providing you with support under this policy or the Rules.

Debt Management Support

Customers experiencing family violence can access Next Business Energy's Payment Difficulty and Hardship program.

For more information please see Next Business Energy's Hardship Policy [here](#).

External Support

We will advise you of external support services, including access to a free interpreter service (see above).

We will also maintain a list of external support services that are published on our website (see below).

We will keep this information up to date, ensuring that customers affected by family violence can easily access this assistance.

Where to find help

If you or someone you know is experiencing sexual abuse or family violence contact:

- National Sexual Assault, Domestic Violence Counselling Service 24-hour helpline 1800 RESPECT on 1800 737 732
- 24-hour Emergency Accommodation helpline on 1800 800 588
- Safe At Home helpline on 1800 633 937
- National Violence and Abuse Trauma Counselling and Recovery Service on 1800 FULLSTOP (1800 385 578). They also have a specific line for the LGBTIQ+ community called the Rainbow Sexual, Domestic and Family Violence Helpline on 1800 497 212
- SHE (free and confidential counselling and support) on 6278 9090
- Sexual Assault Support Services on 6231 1811, or after hours 6231 1817
- Family Violence Crisis and Support Service on 1800 608 122
- Bravehearts – Sexual Assault Support for Children on 1800 BRAVE 1
- Kids Helpline is for young people aged 5 to 25 on 1800 551 800

Men who have anger, relationship or parenting issues, should contact:

- Men's Referral Service on 1300 766 491; or
- Don't Become That Man helpline on 1300 243 413

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Contact us & Complaint Handling:

At any time, if you have concerns about your well-being or need support with your energy account, please do not hesitate to contact us. You can reach us via email at <email address> or by phone at <phone number>.

We take all your concerns and complaints seriously and will handle them in accordance with our Complaints and Dispute Resolution Policy <include link>.

If you are not satisfied with the outcome of our investigation, you can also contact the state-specific Ombudsman for further assistance.

See below a list of state-specific energy ombudsman contact details.

Ombudsman	Contact no.	Website
Energy and Water Ombudsman (VIC)	1800 500 509	www.ewov.com.au
Energy and Water Ombudsman (SA)	1800 665 565	www.ewosa.com.au
Energy and Water Ombudsman (NSW)	1800 246 545	www.ewon.com.au
Energy and Water Ombudsman (QLD)	1800 662 837	www.ewoq.com.au
Civil and Administrative Tribunal (ACT)	02 6205 4855	www.acat.act.gov.au

Review

This policy will be reviewed every 2 years from the date of its publication on our website.