

# Family Violence Policy

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## 1. Purpose

This Family Violence Policy outlines the commitment from Hamilton Island Services Pty Ltd, Hamilton Island Enterprises Limited and its related entities (HIS, HIE, we, our) to support customers affected by family violence in a respectful and flexible manner.

We note that HIS is the nominated provider for electricity services and HIE is the nominated provider for water services. Please direct any complaints to the appropriate service provider.

### 1.1 Introduction

We acknowledge that family violence can and does impact our customers. This policy applies to all small customers, including former customers, who have been, or are still, being affected by family violence.

Family or domestic violence can take many forms including:

- social abuse;
- physical abuse;
- psychological/emotional abuse;
- financial abuse;
- sexual abuse;
- stalking;
- verbal abuse;
- technology facilitated abuse;
- coercive control.

This policy explains:

- how we can assist you;
- how we will identify if you are an affected customer and what we will do to prevent you; having to repeatedly disclose this to us;
- how we will consider your safety;
- what we can do to assist with your electricity bill;
- how we will protect your personal information;
- how we will communicate with you; and
- outline the additional support you can access in Queensland.

## 2. How we can assist you

HIS and HIE operates in regional Queensland. We understand the geography, diversity and the needs of our regional Queensland customers.

Our staff receive specialist training to ensure they understand the nature and consequences of family violence. This training includes the ability to identify and engage appropriately with an affected customer. We will never ask you to provide documentary evidence that you have been impacted by family violence. Just letting us know is all we need, and this allows us to work with you and tailor our response to your needs.

Once we identify you as an affected customer we will offer flexible support depending on your circumstances.

This may include:

- referral to our hardship program if you are experiencing payment difficulties;
- adding a password and other system protections to your account;
- referral to a specialist family violence support service;
  - only communicating with you via your preferred method.

### **3. Identifying affected customers**

Our staff are trained to identify indicators of people experiencing family violence and we will ensure we engage respectfully and with empathy to provide the support you need with your electricity bill.

### **4. How we will consider your safety**

We understand a one size fits all approach does not work. Our trained staff will consult with you to understand your safety needs whilst considering your unique circumstances and will work with you to ensure your safety is always considered.

Once you disclose to us that you are impacted by family violence, we have systems in place that will ensure you do not need to repeat this information to us again in the future.

### **5. What can we do to assist with your electricity bill?**

We recognise family violence as a potential cause of payment difficulty. We will work with you to determine a suitable solution tailored to your needs.

In working with you we will take into consideration:

- a. the potential impact of debt recovery action; and
- b. whether other persons are also responsible for the electricity usage that resulted in the accumulation of arrears.

This may include:

- management of your account by our specialist hardship team;
- offering you flexible payment plan options;
- preventing de-energisation or the referral to a debt collection agency for non-payment of account. we will never charge you a late payment fee;
- potential deferral of debt or other measures deemed appropriate to your individual circumstances.

We can also work jointly with your appointed authorised representatives to assist with communication and management of your financial situation in relation to your electricity accounts.

### **6. How we will protect your personal information**

We will not disclose or provide access to information about you to any other person without your consent unless required by law or it is a lawful requirement. This includes not providing any information that may be used to identify, communicate with or locate you, such as information about your whereabouts, contact details, financial or personal circumstances. This also includes not providing access to confidential information to a person who is, or has been, a joint account holder with you. HIS and HIE are bound by the Privacy Act 1988 and full details of Hamilton Island's Privacy Policy can be viewed at <http://hamiltonisland.com.au/general-business-privacy-policy>.

### **7. How we will communicate with you**

We will work with you to agree your preferred communication method and will offer alternative options of communication if your preferred method is not practicable. We would strongly encourage you to provide a password for your HIS or HIE account as an additional protection for your information.

### **8. Additional Support within Queensland**

While we are here to help, you can also access specialist support services available in regional Queensland.

**If you are in immediate danger, then call 000.**

Otherwise the following support services provide support in regional Queensland.

SERVICE	WHAT THEY DO	PHONE OR WEBSITE
<b>1800 RESPECT</b>	A 24-hour national counselling line for those who have experienced (or are at risk of) sexual assault, family and domestic violence.	1800 737 732
<b>Lifeline Australia</b>	Crisis Support. Suicide Prevention. Information and support services.	13 11 14
<b>Refugee and Immigration Legal Service</b>	Free legal assistance in immigration and refugee matters for people in need.	rails.org.au
<b>QLD Government</b>	Information, services and support for people impacted by domestic and family violence.	qld.gov.au/community
<b>Central Queensland Indigenous Development (CQID) Family Violence Support</b>	Providing support to Aboriginal and Torres Strait Islander people who live across Central Queensland and surrounds.	cqid.com.au/services/family-violence-support/
<b>Escaping Violence Payment from Uniting Care</b>	This payment is available to anyone experiencing violence from their partner. Up to \$1500 in financial assistance such as vouchers for essential items, goods and services, such as removalists, bonds or basics for new home.	unitingcareqld.com.au
<b>DV Connect</b>	Providing support for men and women	dvconnect.org 1800 811 811

### 9. Complaints and Compliance Management

We manage complaints in accordance with AS/NZS 10002:2022 – Guidelines for complaints handling in organisations, and we aim to resolve customer complaints at the first point of contact. Where this is not achieved, you will be offered the opportunity to escalate your concerns in accordance with the Complaints Management Policy available for your review at: <https://www.hamiltonisland.com.au/energy>.

### 10. Contact Us

If you are experiencing family violence and need assistance with your account contact HIS or HIE between 8.30am and 4.00pm Monday to Friday on 1300 657 844.