

FAMILY VIOLENCE POLICY

Our Commitment

If you are in immediate danger or feel unsafe, please contact emergency services on **000**.

SEAC Energy recognises that family and domestic violence can have serious and lasting impacts on individuals and households. We are committed to supporting customers who may be affected by providing safe, respectful and flexible assistance, protecting the confidentiality of their information, and meeting our obligations under applicable energy laws and regulatory guidance. SEAC Energy will handle all interactions with affected customers with care, sensitivity and respect.

1. Purpose

SEAC Energy knows that family violence can have a serious impact on customers and their ability to manage essential services such as electricity.

This policy explains how we support customers who are experiencing, or have experienced, family violence. Our aim is to provide assistance in a way that prioritises safety, respects privacy, and complies with the National Energy Retail Law and Rules and the Australian Energy Regulator (AER) Family Violence Guidance.

We are committed to treating all customers with respect, sensitivity and confidentiality.

2. Scope

This policy applies to *residential and small business customers*, including former customers, who may be affected by family violence.

It also applies to all SEAC Energy employees, contractors and representatives who interact with customers or manage customer information.

3. What is Family Violence?

Family violence occurs when one person uses abusive or controlling behaviour to maintain power over another person in a family or close relationship.

Family violence can take many forms and is not limited to physical violence. It may include:

- Emotional or psychological abuse
- Verbal abuse or intimidation
- Financial or economic abuse
- Physical or sexual violence
- Threatening or coercive behaviour
- Stalking, harassment or controlling behaviour

Financial abuse can include forcing someone to take on bills, preventing access to money, or using essential services such as electricity to control or harm another person.

Family violence can affect anyone regardless of gender, age, culture or background.

4. Our Commitment to Customers

SEAC Energy is committed to supporting customers affected by family violence.

When a customer tells us they are experiencing family violence, we will:

- Prioritise their safety and wellbeing in all interactions
- Treat their situation sensitively and respectfully
- Maintain strict confidentiality of their information
- Work with them to find practical solutions for their energy account

Customers will not be required to provide documentary evidence of family violence in order to receive assistance.

We will be guided by the customer's individual circumstances and safety needs.

5. Protecting Customer Privacy and Safety

SEAC Energy understands that protecting personal information is critical.

We will:

- Keep all information about family violence confidential
- Only share information with others with the customer's consent, unless required by law
- Record account notes in a way that protects the customer's privacy
- Offer additional account security measures such as passwords or account identifiers
- Communicate using the customer's preferred contact method

We will also take steps to minimise the need for customers to repeatedly explain their circumstances.

6. Supporting Customers with Their Energy Account

Family violence can create financial stress and make it harder to manage energy bills.

SEAC Energy may offer assistance such as:

- Flexible payment plans
- Payment extensions or deferrals
- Referral to our Hardship Program
- Waiving late payment fees or charges where appropriate
- Assistance accessing government concessions or grants

We will work with each customer to find a safe and sustainable solution based on their individual situation.

7. Disconnection Protections

Before taking any action to disconnect a customer for non-payment, SEAC Energy will consider whether family violence may be affecting the customer's circumstances.

Disconnection will always be treated as a last resort, and we will prioritise support and assistance wherever possible.

8. Staff Training

SEAC Energy provides training to employees who interact with customers to ensure they understand:

- The nature and impacts of family violence
- How to recognise possible signs of family violence
- How to communicate with affected customers respectfully
- How to apply this policy and provide appropriate support

This training is reviewed and updated regularly.

9. External Support Services

SEAC Energy can assist customers by providing information about specialist support services.

The following is a list of support services. This list is not exhaustive, and additional services may be available online.

Australia wide

- **Emergency Services:** 000
- **1800RESPECT:** 1800 737 732
- **Services Australia:** 13 28 50 Multilingual: 13 12 02
- **Lifeline:** 13 11 14
- **National Debt Helpline:** 1800 007 007
- **Community Legal Centres Australia:** [Community Legal Centres](#)
- **Qlife:** 1800 184 527
- **MensLine Australia:** 1300 789 978

Queensland

- **Womensline:** 1800 811 811
- **Mensline:** 1800 600 636
- [DVConnect](#)

New South Wales

- **NSW Domestic Violence Helpline:** 1800 656 463

South Australia

- **Domestic Violence Crisis Line (DVCL):** 1800 800 098

Victoria

- **Women's Information & Referral Exchange – WIRE:** 1300 134 130
- **Safe Steps:** 1800 015 188

These services can provide confidential counselling, legal advice, and financial support.

10. Complaints

If a customer is not satisfied with how SEAC Energy has handled a matter relating to this policy, they can contact us to lodge a complaint.

If the complaint cannot be resolved, customers may contact their state Energy Ombudsman, which provides a free and independent dispute resolution service.

11. Policy Review

This policy will be reviewed regularly to ensure it remains consistent with:

- The National Energy Retail Law and Rules
- AER guidance on family violence
- Industry best practice

Updates may be made to reflect changes in legislation or regulatory requirements.