

Family Violence Policy

(For residential and small business energy customers)

1. Our commitment

Family and domestic violence is serious and can affect anyone. It can involve physical, emotional, psychological, sexual or financial abuse, coercive or controlling behaviour, stalking, technology-facilitated abuse, or any behaviour that makes you feel unsafe.

We are committed to:

- keeping affected customers safe in all our interactions
- protecting your privacy and personal information
- providing flexible, confidential support with your energy account
- meeting our obligations under the National Energy Retail Law and Rules and the Australian Energy Regulator's Family Violence Guidance.aer.gov+2If you are in immediate danger, call 000.

2. Who this policy is for

This policy applies to any current or former residential or small business customer who is experiencing, has experienced, or is affected by family or domestic violence ("affected customer").

You can contact us yourself, or you can authorise a trusted support person (for example, a financial counsellor, community worker, family member or friend) to speak to us on your behalf.

3. How we will work with you

When you tell us you are affected by family or domestic violence, we will:

- listen without judgement and treat you with respect and sensitivity
- prioritise your safety and be guided by what you tell us you need
- not require you to provide documents or proof of family violence in order to receive support under this policy
- minimise the need for you to repeat your story to different team members.

We will clearly explain your options and agree next steps with you. You can ask us to stop or change the conversation at any time.

4. Keeping you and your information safe

We take extra care with the information of customers affected by family violence.

4.1 Confidentiality and access controls

We will:

- not disclose your personal or account information to another person (including other account holders) without your consent, unless the law requires us to do so
- record a confidential flag on your account so our trained team can recognise your circumstances and apply this policy without you needing to re-explain them

SEAC ENERGY

54 ALEXANDRA PLACE, MURARRIE QLD 4172
1 CHIFLEY DRIVE, MOORABBIN AIRPORT VIC 3194
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PH:1300 236 906 ABN 17 640 563 248

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- limit access to your information to staff who need it to support you
- ensure our contractors and service providers follow the same protections.

4.2 Safe communication

We will ask how it is safest to contact you (for example, email, SMS, phone, postal address, time of day) and record this preference on your account.

At your request, we can:

- change your contact details
- update your communication method (for example, from mail to email)
- remove or change additional authorised contacts or account holders, where this is safe and legally possible
- add a password, PIN or code word that we will use before we discuss your account with anyone.

We also encourage you to review and update passwords to any online accounts or apps associated with your energy account to prevent unauthorised access.

5. Help with bills, debt and disconnection

Family and domestic violence is recognised as a likely cause of payment difficulty and hardship. If you are having trouble paying your bills, please contact us as early as you can so we can support you.

5.1 Payment assistance and hardship

Depending on your situation and where you live, we may be able to offer:

- affordable and flexible payment plans
- longer-term repayment arrangements
- payment extensions or bill deferrals
- assistance to set up Centrepay or other suitable payment methods
- checks for eligibility for concessions, rebates or grants
- removal of late payment fees and some other fees or charges
- access to our hardship or payment difficulty programs with flexible entry and assessment.

We will consider whether another person is partly or fully responsible for the debt on your account when discussing payment and debt options, including whether some debt, fees or charges can be reduced or waived where appropriate and consistent with our regulatory obligations.

5.2 Debt collection and credit reporting

Before starting or continuing debt recovery (including using a collection agency or selling a debt) for an affected customer, we will consider:

- the impact that debt recovery may have on your safety and wellbeing
- your individual circumstances and vulnerability
- whether someone else is also responsible for the energy usage that led to the debt.

We will handle any credit reporting in line with privacy law and our hardship and collections policies, and we will not threaten disconnection or recovery action in a way that is harassing, coercive or unsafe.

5.3 Disconnection (de-energisation)

Disconnection for non-payment is a last resort. Before arranging disconnection for an affected customer, we will:

- consider the information you have given us about your circumstances and safety
- consider whether another person is jointly or severally liable for the charges
- ensure we have offered appropriate support, including hardship options, where applicable.

We will not disconnect your energy while you are actively participating in our hardship or payment difficulty programs or while other specific regulatory protections apply in your state or territory.

6. How our staff are trained

We train all relevant staff, including leaders and those who design our systems and processes, so they can:

- understand the nature, drivers and impacts of family and domestic violence
- recognise possible signs that a customer may be affected
- communicate in a trauma-informed, respectful and safe way
- apply this policy, including offering payment assistance and other supports
- protect affected customer information and handle safety risks appropriately.

Training is mandatory, role-appropriate and refreshed regularly to reflect updated AER guidance and best practice.

7. External support services

We can support you with your energy account, but you may also want specialist help with safety planning, counselling, housing, legal or financial issues. These services are independent of us and are generally free.

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

If it is unsafe to keep written information, you can ask us to read out contact details over the phone instead.

8. Complaints

If you are unhappy with how we have applied this policy or handled your situation, you can lodge a complaint with us. We will:

- handle your complaint with care, confidentiality and in line with our standard complaints and dispute resolution process
- try to resolve your concern as quickly as possible and at the first point of contact where we can
- offer to escalate your matter to a senior staff member if you are not satisfied

If you remain dissatisfied after we have reviewed your complaint, you can contact the Energy and Water Ombudsman in your state or territory, which is a free and independent service. Contact details for each Ombudsman scheme are published on our website and can be provided to you on request.

9. Review of this policy

We will review this policy at least every two years, and sooner if laws, regulations or AER guidance change, or if feedback from customers, advocates or regulators suggests improvements are needed.

Updates will aim to keep our approach consistent with the National Energy Retail Rules and leading practice in supporting customers affected by family and domestic violence.energy-rules.

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