



Family and Domestic Violence Policy

All States

November 2025

In an Emergency If you or someone else is in immediate danger, please call **000** (Triple Zero). For professional counselling and support, call **1800RESPECT** on **1800 737 732** (24/7)

1. We are here to support you

At Flipped Energy, the safety and wellbeing of our customers is our highest priority. We understand that family violence is a serious issue that can affect anyone in our community.

We recognize that family violence is a potential cause of payment difficulty and financial hardship. If you are affected by family violence, we are committed to providing you with safe, supportive, and flexible assistance to manage your personal and financial security.

This policy outlines how we will support you, protect your privacy, and help manage your energy account during difficult times.

Important Definitions

- Energy: In this policy, the term "Energy" refers to Electricity.

2. What is Family Violence?

Family violence is any behaviour that controls or dominates a family member and causes them to fear for their own safety or wellbeing, or that of another person. It is not limited to physical abuse; it can include:

- Emotional or psychological abuse.
- Economic abuse (e.g., withholding money or refusing to pay bills).
- Sexual abuse.
- Threatening or coercive behaviour.

We understand that in situations of family violence, the perpetrators of the violence are often responsible for the debts accrued. We will always consider your individual circumstances when managing your account

3. Our Training and Commitment

We are committed to ensuring our team is equipped to support you with sensitivity and respect.

Staff Training

In accordance with the Energy Retail Code of Practice, we ensure that training is provided to any person acting on our behalf (including employees, agents, and contractors) who:

- Engages with customers through any means of communication;
- Is a manager of staff who engage with customers; or
- Is responsible for the systems and processes that guide our interactions with customers.

What our training covers

Our training ensures our team understands:

- The nature and consequences of family violence;
- How to identify and engage appropriately with customers affected by family violence; and
- How to apply this Family Violence Policy effectively to support you.

4. Your Safety and Privacy (Account Security)

Your safety is our priority. We have systems in place to protect your personal information and ensure your account security is not compromised.

Protecting your personal information

We will protect your personal information and will not disclose your details to any other person without your express consent. This includes:

- Not disclosing your contact details or location to a joint account holder; and

- Not disclosing information to any other person who may be responsible for the family violence.

Joint Accounts

If you have a joint account with someone who is the perpetrator of violence, we can help you manage this. We will not provide access to your confidential information to the other account holder without your consent.

Safe Method of Communication

We understand that standard communication methods (like letters to your home address) may not be safe for you.

- We will work with you to identify your **preferred method of communication** that is safe for your situation (e.g., a specific email address, phone calls only at certain times, or communication via a support person).
- Once identified, we will use this method for all future communications with you.
- We will keep a record of this arrangement to ensure all staff respect your safety needs.

If your preferred method is not practicable for us to use, we will offer you an alternative method that is safe and secure.

5. Secure Customer Service

We want to make your interactions with us as easy and stress-free as possible. We understand that retelling your story can be traumatizing and exhausting.

To support you, we have a secure process in place:

- **Account Identification:** We will flag your account securely so that our trained staff know you are an affected customer without you needing to repeat your details or disclose your experience of family violence every time you contact us.

- **Consistent Support:** Wherever possible, we will ensure you have effective, ongoing engagement with a specialized team member who understands your history and needs.

Using a Support Person

We understand if you may not feel comfortable speaking to us directly. You can nominate a support person (such as a financial counsellor, social worker, family member, or friend) to act as your authorised representative. Once you give us your consent, we will speak to them about your account instead of you.

6. Managing Money and Debt

We recognize that family violence often involves economic abuse and financial control. If you are experiencing payment difficulties, we will treat you with compassion and fairness.

Debt Management and Recovery Before we take any action to recover unpaid bills (arrears), we will:

- Take into account the potential impact that debt recovery action might have on you at that time.
- Consider whether another person (such as a joint account holder) is jointly or severally responsible for the energy usage that resulted in the debt.

How we can help Nothing in this policy prevents us from waiving, suspending, or repurchasing your debt if appropriate. We can also support you by:

- Pausing debt collection activities.
- Offering flexible payment plans or extensions.
- Checking your eligibility for government grants and concessions.
- Referring you to financial counselling services (with your consent).

7. Information and Evidence

At Flipped Energy, we generally do not require you to provide documentary evidence of family violence to access support. We believe you.

However, in very specific circumstances defined by the Energy Retail Code of Practice, we may need to ask for evidence. We will **only** ask for documentary evidence if it is reasonably required for us to consider:

- Debt management and recovery; or
- Restrictions on disconnection.

If we do need to ask for evidence, we will limit our request to only the information that is absolutely necessary for these specific purposes.

8. External Support Services

We can refer you to external support services that provide specialized assistance. You can also contact the following organizations directly for help.

Service	Description	Contact
1800RESPECT	National sexual assault, domestic and family violence counselling service.	1800 737 732 (24/7)
Safe Steps	Victoria's statewide response centre for family violence support and accommodation.	1800 015 188 (24/7)
Lifeline	Crisis support and suicide prevention.	13 11 14 (24/7)
Men's Referral Service	Counselling and referrals for men to help them change their behaviour.	1300 766 491
Kids Helpline	Phone and online counselling service for young people aged 5 to 25.	1800 55 1800 (24/7)

National Debt Helpline	Free financial counselling for debt issues.	1800 007 007
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9. Policy Information

Accessibility

This policy is available on our website at [Flipped Energy Policies](#) in a format that is easy to download and print. We review this Family Violence Policy at least once every two years to ensure it remains current and effective in supporting our customers.

Record Keeping

In accordance with our regulatory obligations, we maintain secure records to demonstrate our compliance with this policy and the Energy Retail Code of Practice. These records are kept for at least two years or as long as you continue to receive assistance under this policy.

Language and Hearing Support

If you need an interpreter, please call **TIS National** on **131 450** and ask them to contact Flipped Energy on [Insert Your Phone Number].

If you are deaf, or have a hearing or speech impairment, you can contact us through the **National Relay Service (NRS)** on **133 677**.