



Family and Domestic Violence Policy

Version 1

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POWOWPOWER.COM.AU

THE PEOPLE'S POWER

Family and Domestic Violence Policy

This policy applies to Powow Power customers affected by family and domestic violence.

Purpose

This policy sets out Powow Power's commitment to support customers and employees affected by family and domestic violence.

Powow Power recognises anyone can be exposed to family and domestic violence. As an essential service provider, Powow Power is committed to actively supporting our customers that may be affected by family violence.

We will provide a supportive, confidential and safe environment where customers can advise us of their situation and needs with staff who are specially trained to help understand, respond and help reduce the impacts of domestic and family violence on customers.

Our specially trained staff will ensure that conversations are managed in a respectful, sensitive and empathetic manner.

Powow Power recognise that family and domestic violence is a broad range of behaviours and is not limited to physical violence and that our engagement and consultation with affected individuals will provide the best outcomes for everyone.

So, that we can provide the best level of support, we ask that you talk to us about your situation. You can do this by whatever method you are most comfortable with. Our contact information is at the end of this policy and on our website.

You can choose to have someone contact us on your behalf. This may include:

- Financial counsellor;
- Social worker;
- Family member or friend;
- Someone who helps you manage your energy bills.

If you would like someone else to contact us on your behalf you must let us know who that person or representative is when we speak with you and provide consent for them to act on your behalf. With your approval, we will communicate with them as we would with you, consistent with your

instructions and in line with our privacy obligations. Our Privacy Policy is available on our website. Visit www.powowpower.com.au to view or print our family and domestic violence policy.

What is Family & Domestic Violence?

Family and domestic violence is not limited to physical abuse, other forms of family & domestic violence can include but is not limited to:

- Economic abuse
- Emotional or Psychological abuse
- Technology facilitated abuse
- Sexual abuse,
- Threatening or coercive behaviour, and/or
- Any other behaviour that controls or dominates you and causes you to fear for your safety or wellbeing, or that of someone else

Respectful Communication & Specialised Staff

You will be treated with respect and dignity whenever you contact us. Our staff have undergone and have regular training to help understand and respond to family and domestic violence and are ready to support you by:

- Answering any questions, you may have about Powow Power's Family and Domestic Violence policy;
- Keeping your information secure;
- Assisting customers experiencing payment difficulties due to family and domestic violence;
- Confirming with you, your preferred method of communication; and
- Helping you connect with support services that may be better placed to respond to your individual circumstances.

Account Security

Keeping you safe is our highest priority. Our privacy policy sets out what we do to ensure your privacy. Visit www.powowpower.com.au to find out more.

We understand that how we communicate with you can be a concern, sometimes it may not be safe to send information to your home address or to contact you by phone. We have developed ways to make sure you receive the information you need, while keeping your information secure. You can

select your preferred method of contact via our mobile app and you can communicate with us directly through this service if necessary.

We can also assist you to:

- establish an account in your name only;
- apply added security to your account to ensure unauthorised access does not occur; and
- remove a perpetrators access to accounts; and
- apply specific notations to your account to ensure that you do not have to go through details of your circumstances each time you contact us.

Payment Assistance

We understand that family and domestic violence may cause payment difficulty and even financial hardship. Please contact us, in whatever method is preferred by you if you require financial assistance, we have a number of ways we can help, including our Hardship Program. Visit www.powowpower.com.au for more information. You can find a copy of our Hardship Policy [here](#), or give us a call and we'll send you a copy.

We recognise the impact of payment difficulties and debt recovery action in the circumstance of family and domestic violence and we will take into consideration whether any debts have been accumulated by others, including the perpetrator. We will work with you provided that you contact us to discuss your situation however, if we cannot make contact with you, it may result in disconnection of your energy supply

Help when you need it

Keeping your details secure and getting your energy bills under control are only a couple of ways we can help if you are facing a family or domestic violence situation. Remember, you are not alone — here are some other services that can provide help and support.

Organisation	What they do	Contact details
Government		
Police	Law enforcement services – call if you or your child/family is in immediate danger	Phone 000
Department of Human Service	Centrelink, Medicare, Child Support services – social workers can provide short term counselling, support and information, and refer you to other support services	Social Work Services, Tel: 13 28 50 Multilingual, Tel: 13 12 02 www.humanservices.gov.au
Financial		
Money Minded	Website to help build skills, knowledge and confidence in managing money	Money Minded
National Debt Helpline	Free financial counselling services – get help in managing bills and debts	Tel: 1800 007 007 www.ndh.org.au
Legal		
National Association of Community Legal Centres	A directory of not-for-profit community law centres in Australia, focusing on the disadvantaged and people with special needs – request legal and related services	www.naclc.org.au
Women’s Legal Services Australia	A national network of community legal centres that specialise in women’s legal issues – request legal advice or a referral	www.wisa.org.au
Wellbeing		
Lifeline	Crisis support services	Tel: 13 11 14 Open 24x7
1800 RESPECT	Free, confidential family violence and sexual assault counselling services	Tel: 1800 737 732 Open 24x7 www.1800respect.org.au
Family Relationship Advice	Information and advice on	Tel: 1800 050 321

Line	family relationship issues and parenting arrangements after separation	Open weekdays 8am–8pm, and 10am-4pm on Saturdays
Relationships Australia	Counselling, mediation and family dispute resolution services	Tel: 1800 364 277 Local call cost from anywhere in Australia
MensLine Australia	Telephone and online support services for men	Tel: 1300 78 99 78 www.mensline.org.au
WIRE Women's Information – Any Issue	Free generalist information, support and referral service for Victorian women – visit the Walk-in Information Centre, call the phone support line or start an online chat.	Tel: 1300 134 130 www.wire.org.au Walk-in Information Centre 372 Spencer St, West Melbourne, Vic. Open weekdays from 9:30am-4:30pm

Contact Details

Company Name: Powow Power Pty Ltd

Telephone: 1800 865 054

Email: customers@powowpower.com.au

Mailing address: Level 1, 530 Botany Road, Alexandria NSW 2015.