

Domestic and Family Violence Policy – All States

Residential and Small Business Customers

Our contact details:

Flow Power

Ground Floor, 109 Burwood Road

Hawthorn VIC 3122

Post: PO Box 6074 Hawthorn VIC 3122

Phone: 1800 359 797

Email: contact@flowpower.com.au

Website: <https://power-renewable.flowpower.com.au>

1. Introduction

This policy applies to all residential and small business customers of Progressive Green Pty Ltd trading as 'Flow Power' affected by domestic and family violence. This policy will be reviewed by Flow Power on an annual basis.

2. We're here to support you

If there's an immediate threat to your safety, call emergency 000.

Flow Power is committed to supporting all employees and customers who are experiencing or are impacted by domestic and family violence. We will provide a supportive and confidential environment where you can tell us your situation and seek the support required.

If a family member or partner:

- placed you in a difficult position with your bill;
- left you with a debt to Flow Power; or
- required you to seek an urgent connection of electricity at your current or another property,

these could be forms of domestic and family violence.

3. Domestic and family violence

Domestic and family violence takes different forms and is not limited to physical abuse, other forms include but are not limited to:

- economic abuse or financial control;
- emotional or psychological 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 and wellbeing, or that of someone else's.

4. Employee training and awareness

We will provide awareness training to all staff and their managers who may engage with and/or are responsible for systems and processes that guide interactions with affected customers.

The awareness training will support them in:

- (a) understanding the nature and consequences of domestic and family violence;
- (b) identifying warning signs and indicators of domestic and family violence
- (c) appropriately engaging with customers who may be affected by domestic and family violence; and
- (d) ensuring they are aware of how this policy is applied in practice.

You will always be treated with respect and dignity whenever you interact with us.

We have developed thorough processes that guide interactions with customers affected by domestic and family violence.

5. Confidentiality and privacy

We will always respect your privacy and safety. Unless instructed otherwise, we will not disclose your information to anyone else, even if their name is on the account. All our conversations with you will be confidential and access to them will only be provided with your consent.

We will work with you to identify your preferred method of communication, including when sending information to you. Please communicate with us by any method you feel comfortable with. Your preferred method of communication takes precedence over any other communication requirements in your Retail Contract with us.

We will allocate a case manager to service your account upon your request or wherever possible, ensuring you are comfortable.

You can nominate someone to contact us on your behalf. We will need your permission to speak to them. We will engage with them as we would with you, consistent with your instructions and our privacy obligations.

Here are the examples of people you can nominate:

- someone you would like to appoint as your authorised representative (such as a social worker, legal aid representative, family member or friend);
- financial counsellor or someone who helps you manage your bills.

We will ensure our systems record these arrangements and readily identify you as a customer affected by domestic and family violence to protect your confidentiality and avoid the need for you to repeatedly disclose or refer to your experience of domestic and family violence.

Your safety is our utmost priority. Here are some examples of the things we do to protect your information:

- System security
 - Access to your personal information is controlled by access and identity management systems.
 - Your information is stored in secured systems, within protected data centres.
 - We have technology that prevents malicious software or viruses and unauthorised persons from accessing our systems.
 - Personalised passwords are used to prevent unauthorised access to your account by the perpetrator.
- Building security

- We use a mix of ID cards, alarms, cameras and other controls to protect our offices and buildings.
- Account security
 - If you disclose that you are experiencing domestic and family violence, we can assign a code word to your account to prevent unauthorised access by the perpetrator.

We will maintain records for at least 2 years or for as long as you continue to receive domestic and family violence assistance or if there is a dispute or complaint – for as long as it remains unresolved.

We will not ask for evidence of domestic and family violence in relation to debt management and recovery, or restrictions on de-energisation.

You can also view our privacy policy on our website: <https://power-renewable.flowpower.com.au/terms-and-conditions/privacy-policy/>.

6. Payment assistance

We recognise that domestic and family violence is a potential cause of payment difficulty. If you require payment assistance because of domestic and family violence, please contact us so we can work closely with you to develop a solution that works best for your situation. This might include assistance with energy efficiency information, information on Government grants and concessions, and information on available payment options.

Once we have been made aware that your account is affected by domestic and family violence, we will offer payment arrangements in line with our hardship policy.

Before taking any action to recover arrears and referring your account to third parties also known as collection agencies, we will take into account:

- (a) the potential impact of debt recovery action at that time on you; and
- (b) whether other persons are jointly or severally responsible for the energy usage that resulted in the accumulation of those arrears.

We will permit regular payments using Centrepay as a payment option.

7. Further assistance

There are also many organisations that specialise in supporting and working with those experiencing domestic and family violence – whether immediate or longer term:

- **1800 RESPECT** (1800 737 732): The National Sexual Assault & Domestic Family Violence Counselling Service. A 24/7 helpline for information, support and counselling.
- **Safe Steps** (1800 015 188): A 24/7 family response service for women and children. They can provide information on specific family violence support services, legal rights and accommodation options.
- **Police and 24-hour Emergency Response** (000)

- **Lifeline** (131114): 24 hours crisis support and suicide prevention services
- **WESNET** (1800 937 638): represents a range of organisations and individuals including women's refuges, shelters, safe houses and information/ referral services.
- **National Debt Helpline** (1800 007 007): financial counselling, available Monday to Friday 9.30am to 4.30pm

8. Contact us

Call us on 1800 359 797 or send an email to contact@flowpower.com.au to tell us about your situation or make an enquiry. This policy can be viewed on our website as well as in a printable PDF format at <https://power-renewable.flowpower.com.au/family-and-domestic-violence/>.

8.1 Interpreter service

Please contact the Translating and Interpreting Service (TIS) on 131 450 and say you'd like to speak to Flow Power.

8.2 National relay service

If you have a hearing or speech impairment, contact us through the National Relay Service. For more information, visit www.relayservice.gov.au or call 1300 555 727.