

Euroka Energy

Family and Domestic Violence Policy

Effective Date: AUG 2025

Applies to: All residential and small business customers in all states

1. Introduction: Our Commitment to Safety and Support

At Euroka Energy, we are deeply committed to the safety, wellbeing, and dignity of our customers. We do not tolerate family and domestic violence in any form. This policy outlines how Euroka Energy supports customers experiencing or recovering from family and domestic violence.

We understand that family and domestic violence can occur in all communities and relationships—including intimate partners, family members, carers, kinship networks, and housemates—and may include emotional, physical, sexual, social, financial, or psychological abuse.

Our approach is respectful, confidential, trauma-informed and aligned with relevant laws and industry's best practices. Our goal is to provide meaningful, accessible support while maintaining your privacy and energy supply.

If you are in immediate danger, call **000**.

2. What Is Family and Domestic Violence?

Family and domestic violence can take many forms and may include, but is not limited to:

- **Physical abuse**
- **Sexual assault or abuse**
- **Emotional or psychological abuse**, including threats, intimidation, and manipulation
- **Economic or financial abuse**, such as controlling access to money, placing bills in your name without consent, or refusing to contribute
- **Social abuse**, including isolation from family, friends, or cultural communities
- **Technology-facilitated abuse**, including stalking or surveillance via mobile phones, social media, or other platforms
- **Damage to property**
- **Stalking and coercive control**

These behaviours can create ongoing fear and restrict a person's independence, rights, and safety.

3. Respectful Communication and Specialist Staff

All Euroka Energy employees are trained to: - Recognise and understand the signs and impacts of family and domestic violence - Communicate respectfully and sensitively, without judgement.

We can communicate with a nominated support person on your behalf (e.g. social worker, financial counsellor, or trusted family member), with your consent.

4. Protecting Your Privacy and Information

Protecting your personal information is critical. When you inform us you are experiencing family or domestic violence:

- We **will not require documentary evidence** of your situation to apply protections
- Your account will be **flagged and accessible only to trained, authorised staff**
- You can set a **code word or password** to protect access to your account
- We will record and use your **preferred method of communication** (e.g., SMS, email, phone call)
- We can remove or restrict **additional account holders** upon request
- If you are an authorised contact on someone else's account and feel unsafe, we will help you remove your name and personal information from the account

All data handling aligns with the **Privacy Act 1988 (Cth)**.

5. Support with Account and Payment Difficulties

We recognise that financial hardship is often linked to family and domestic violence. You may be eligible for a range of support options:

- **Tailored payment plans**
- **Payment extensions or deferrals**
- **Debt waivers or reductions**, especially in cases of financial abuse
- **Energy efficiency advice**
- **Government concession and rebate application assistance**
- **No late payment fees** while receiving support
- **Access to Centrepay and multiple payment channels** (BPAY, PayPal, Direct Debit)

We encourage you to stay in contact with us to ensure continued support. If you disengage, disconnection may occur only after we assess your situation and explore all alternatives.

We will **not disconnect** your energy: - While you are receiving assistance under this policy, unless legally required (e.g., illegal usage, emergency)

6. Our Internal Security Systems

We take system and physical security seriously to safeguard your data.

7. External Support Services

In addition to our assistance, a range of national and state-based organisations can provide tailored support. Below is a consolidated list:

National Contacts

1800 RESPECT – 1800 737 732 – www.1800respect.org.au

Lifeline – 13 11 14 – www.lifeline.org.au

Men's Referral Service – 1300 766 491 – www.ntv.org.au/mrs

National Debt Helpline – 1800 007 007 – www.ndh.org.au

Family Relationship Advice Line – 1800 050 321

13YARN (Indigenous Support) – 13 92 76 – www.13yarn.org.au

MensLine Australia – 1300 78 99 78 – www.mensline.org.au

New South Wales

NSW Family & Domestic Violence Line – 1800 656 463

NSW Sexual Violence Helpline – 1800 424 017

Immigrant Women's Speakout – (02) 9635 8022

ACON (LGBTIQ Support) – (02) 9206 2000

Victoria

Safe Steps – 1800 015 188 – www.safesteps.org.au

InTouch Multicultural Centre – 1800 755 988 – www.intouch.org.au

Djirra – 1800 105 303 – www.djirra.org.au

Rainbow Door – 1800 729 367 – www.rainbowdoor.org.au

WIRE – 1300 134 130 – www.wire.org.au

Safe and Equal – (03) 8346 5200 – www.safeandequal.org.au

Queensland

DVConnect Womensline – 1800 811 811 www.dvconnect.org/womensline

DVConnect Mensline – 1800 600 636 – www.dvconnect.org/mensline

Queensland Sexual Assault Helpline – 1800 010 120 – www.dvconnect.org/sexual-assault-helpline

Brisbane Domestic Violence Service – (07) 3217 2544

South Australia

Domestic Violence Crisis Line – 1800 800 098 – www.womenssafetyservices.com.au

Yarrow Place – 1800 817 421 – www.wchn.sa.gov.au/yarrow-place

Western Australia

Women's Domestic Violence Helpline – 1800 007 339 – www.wa.gov.au

Men's Domestic Violence Helpline – 1800 000 599

Sexual Assault Resource Centre (SARC) – 1800 199 888

8. How to Contact Us

Phone: 1800 161 969

Email: support@eurokaenergy.au

Mail: 1/21 Lenco Cres Landsborough QLD4550

Let us know your safest and preferred time and method of contact when reaching out.

9. Complaints Handling

If you are unsatisfied with how your case was managed: 1. Contact our Customer Resolution team via the details above 2. If unresolved, escalate to a senior case officer 3. If still not resolved, contact your **state Energy Ombudsman**:

- NSW: 1800 246 545 – ewon.com.au

- QLD: 1800 662 837 – ewoq.com.au
- VIC: 1800 500 509 – ewov.com.au
- SA: 1800 665 565 – ewosa.com.au
- WA: 1800 754 004 – energyandwater.ombudsman.wa.gov.au

A downloadable version of this policy is available at:

👉 www.eurokaenergy.au/familydomesticviolencepolicy