

2024

# Family and Domestic Violence Policy

## Policy Statement

NeoGrids recognises that family and domestic violence can affect anyone in our community. We are committed to assisting customers and employees affected by family and domestic violence in a confidential, respectful, and supportive manner.

## What is Family and Domestic Violence?

Family and domestic violence includes behaviour by a person towards a person or family member that is:

- Physically, socially or sexually abusive
- Emotionally or psychologically abusive
- Economically abusive
- Threatening
- Coercive
- Controlling or dominating, causing the family member to fear for their safety or wellbeing

Family and domestic violence also includes behaviour that causes a child to witness or be exposed to such effects.

## What is Economic Abuse?

Economic or financial abuse is a serious form of family or domestic violence where a perpetrator uses money as a means of power and control over their partner or family member. This can manifest in various forms, affecting anyone and limiting their ability to maintain safety and independence.

## Why it Matters

Financial abuse is a powerful tool for perpetrators to trap their partners or family members in abusive relationships, severely impacting their ability to be safe and independent, especially when trying to leave the relationship. Essential services like energy can be manipulated by perpetrators to cause further harm.

## Our Commitment to Customers

### Account Security

NeoGrids respects your safety and privacy. We will not disclose your information to anyone else unless instructed otherwise. All conversations are confidential, and only staff and authorised representatives directly involved with your account will have access to your details. We will work with you to identify a safe and practical method of communication.

## Debt Management

NeoGrids recognizes that family and domestic violence can lead to payment difficulties. We provide support and assistance to customers with debt resulting from family or domestic violence. We will work with you to find a solution tailored to your situation and ensure that your energy supply is not restricted.

## Employee Training & Awareness

Our employees are trained to handle enquiries involving family or domestic violence with understanding and respect. They are equipped to assist by providing extended payment terms and allowing you time to consider your options. Our employee training includes understanding the nature and consequences of family or domestic violence, and appropriately engaging with affected customers.

## Support and Assistance

NeoGrids has identified external support services that can provide further assistance to customers affected by family or domestic violence. We may refer you to these services, with consideration of your immediate circumstances.

## External Support

**In an emergency or if you're not feeling safe, always call 000.**

For immediate support, you can contact the following services:

1800 RESPECT (1800 737 732) - [www.1800respect.org.au](http://www.1800respect.org.au)

Safe Steps - 1800 015 188 - [www.safesteps.org.au](http://www.safesteps.org.au)

Lifeline – 13 11 14 - <https://www.lifeline.org.au/>

Women's Information and Referral Exchange (WIRE) - 1300 134 130 - [www.wire.org.au](http://www.wire.org.au)

Men's Referral Service - 1300 766 491 - [www.mrs.org.au](http://www.mrs.org.au)

Mensline - 1300 789 978 – [www.mensline.org.au](http://www.mensline.org.au)

QLife - 1800 184 527 - [www.qlife.org.au](http://www qlife.org.au)

Domestic Violence Resource Centre Victoria (DVRCV) - (03) 9486 9866 - [www.dvrcv.org.au](http://www.dvrcv.org.au)

## Accessing This Policy

You can access this policy on our website at [www.neogrids.com.au](http://www.neogrids.com.au) or request a free copy to be sent to you. This policy and related procedures will be reviewed at least once every two years to ensure they remain effective and relevant.

## Complaints Handling

If you are not satisfied with how we have managed your situation or you have a complaint about this policy, please contact us. We will handle your complaint with due care and in accordance with our standard procedures and aim to resolve it promptly. If you are not satisfied with the resolution, you may contact the energy ombudsman in your state or territory for further assistance.

## Contact Us

Our Customer Service Team can be contacted on -

Phone: (03) 6316 5000

Email: [support@neogrids.com.au](mailto:support@neogrids.com.au)

Mail: NeoGrids, Level 19, 180 Lonsdale Street, Melbourne VIC 3000

Interpreter: TIS National - 13 14 50

National Relay Service:

- Speak and Listen number: 1300 555 727
- SMS Relay Number: 0423 677 767