

Family and Domestic Violence Support Policy

If you or someone you know is in immediate danger, call **000**. If you need family violence counselling, information or general support, please call **1800 RESPECT** (1800 737 732).

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Policy purpose

This policy explains how Momentum Energy can support you if you are impacted by domestic or family violence (referred to as family violence throughout this document). Our approach follows recognised better practice for supporting energy customers affected by family violence.

Definition of family violence

Family violence means any behaviour by someone that harms, scares, or controls a family member. It includes behaviour towards current or former partners, which is also known as domestic violence. It also includes family violence within a broader family context.

Family Violence includes physical or sexual abuse, emotional or psychological abuse, financial control, threats, or forcing someone to do things against their will. It is also behaviour that dominates or controls a family member and makes them fear for their safety or someone else's. Family violence also includes situations where a child sees, hears, or is exposed to any of this behaviour or its effects.

Family violence is a serious and widespread issue that causes significant harm. It affects people's health, wellbeing and daily life, and can have a lasting impact on families and communities. It can happen to anyone, and it looks different for different people and can occur in any kind of relationship. We know that women and children are more often affected. Some people face extra difficulty in accessing help because of inequality or discrimination.

We stand against all forms of family violence

Momentum Energy condemns the perpetration of violence in all its forms. We take a zero-tolerance approach to the misuse of our services to perpetrate family violence, including financial abuse. As an essential service provider, we actively support our customers and employees affected by family violence. Your safety is our top priority.

We're here to help

We know that essential services, such as electricity and gas services can be used by perpetrators of family violence to cause harm. If you're an existing or former customer impacted by family violence, this policy is for you. It outlines how we can support you in a respectful, sensitive and empathetic way, how your account can be protected and the support avenues available to you. We understand that you know your situation best, so we'll provide you with options and respect your choices. In summary:

- We are committed to the security and protection of your personal details.
- We have security measures you can choose from to access your account and keep your information secure.
- If you tell us you're affected by family violence, we won't share your information with anyone without your permission (unless we're required to).
- We have trained staff who know to identify the signs of family violence and can offer to put you through a specialist team – Keeping Momentum. This team can provide personalised and secure case management for your account.
- You can choose the method of communication that suits you best, and we'll honour that choice or work with you on an alternative method if we can't. You can change this method of communication when you need to.
- We can offer a number of options to help you manage payment difficulties and debt.
- We can refer you to specialist services you may need, such as financial counselling or family violence services.
- We are open to suggestions and feedback from you, and will work flexibly with you to ensure you get the right support from us.

What to expect

Our team

- All Momentum Energy employees have been trained to understand the nature and impacts of family violence.
- Our customer-facing staff know how to identify and engage safely and respectfully with customers, and will be led by customers' choices of support.
- Our Keeping Momentum team have additional training on providing tailored support and additional protections to customers impacted by family violence. They are familiar with the contents of this policy and their obligations to follow it.

Your safety is our priority

We will consider your safety in all our interactions with you, by offering you flexibility and choice.

- If you have access to our My Account online portal, we recommend you reset your password. You can do this on the Account Details page.

- Multi-factor authentication is used for all accounts. We can also offer a separate password to keep your account safe, which we'll confirm with you whenever we speak with you on the phone. We'll be led by you and honour your choices.
- If you tell us you're being impacted by family or domestic violence, we'll offer to connect you with our Keeping Momentum team. They're here to listen, offer supports and help manage your account safely. Being connected to this team is your choice, and this will be respected. You can still access payment assistance and be provided with referrals to external support services without being on the Keeping Momentum program.
- You won't need to provide any evidence of your circumstances to be eligible for these protections.
- Your account will be flagged so we're aware of your circumstances and you don't need to explain these to us again.
- Flagging your account will restrict access to it in our internal systems to be managed by the Keeping Momentum team.
- We'll only share information about you with third parties when it's needed (e.g. energy distributors and our mail house provider), and we'll let you know about this when we refer your account to the Keeping Momentum team.
- We'll confirm whether you'd like anyone listed on your account (like a trusted friend or family member) to enquire or make changes on your behalf. You can also ask us to remove someone from being authorised to access your account, and we won't notify them of the change. Named contacts will need to pass a privacy check when contacting us before we discuss your account with them, and they won't be able to change your contact details.
- With your consent, we can discuss your account with someone else on your behalf, such as a support worker or financial counsellor. This can provide that person with full legal authority to act on your behalf, aligned with our obligations under the Australian Privacy Act 1988. You can request for the authority to be revoked at any stage.
- We'll discuss your preferred method of communication with you, and offer alternative methods if it's not possible. You can tell us the safest time of day to contact you, and you can also ask us not to use certain contact methods. We understand your preferences may change, and we'll update them whenever you ask.

If we get it wrong

We take our responsibility to keep your personal information safe seriously. We have controls in place to prevent unauthorised disclosures, however, if a potential breach is identified either by you or through our monitoring, we commit to:

- Treat all reports about potential breaches seriously and acknowledge the potential impact on your safety and wellbeing.

- Notify you if we identify that a potential breach has occurred.
- Verify and/or update your contact details and offer a verbal account password to enhance security.
- Assess whether there is any immediate risk to your safety, and work with you to identify options that prioritise your safety, including access to temporary accommodation where appropriate.
- Undertake an internal investigation to determine the root cause, complete all required remediation, and evaluate associated controls including relevant systems and processes to prevent recurrence.

If you need help with your bills

We understand that financial difficulties, including debt, can sometimes be caused by financial abuse or by costs that victim survivors are unfairly made responsible for in a family violence situation. All customers impacted by family violence can access payment assistance options.

You don't have to share anything you're not comfortable with. We're here to help, and the payment assistance we offer includes:

- Payment plans so you can pay off your debt in regular intervals of up to one month, over a period of up to two years.
- Flexible payment options – you can make payments in a way that suits you.
- Information on government or non-government assistance available, such as concessions and grants. We'll offer to fill out any forms to the extent possible for you, and let you know if there's anything you need to do complete an application.
- Practical assistance to help you lower ongoing energy costs, like reviewing your energy usage with you and giving you tips on how to reduce it.

- Referrals to financial counsellors who can help manage your account on your behalf (with your consent) and review accounts/debts you may have with other organisations.
- Reviewing your energy plan and tariff to make sure you're on the most suitable option.
- Stopping missed payment or overdue reminders from external parties – you'll still get these from us, and can call/email us to let us know if they need to be paused or adjusted.
- We may be able to reduce or waive your debt.

We encourage you to keep us updated as soon as possible if you experience financial difficulties or your circumstances change.

Contacting us

You can contact the Keeping Momentum team directly on [1300 415 375](tel:1300415375), Monday to Friday 8am – 6pm, or by email at keepingmomentum@momentum.com.au. You can also contact us in writing at PO Box 353, Flinders Lane, VIC 8009. If there's a particular time you'd like us to call you or reply to your email, please let us know. You can contact us through an interpreter service on [1800 497 170](tel:1800497170), or the National Relay Service.

Other related policies

It might also be helpful to read our [Payment Assistance Policy](#), our [Privacy Policy](#) and our [Complaint and Dispute Policy](#).

Policy review

We are committed to reviewing and updating our Family and Domestic Violence Policy regularly. This policy was last reviewed and updated March 2026.

Support networks

We offer referrals to specialist family violence and hardship support services. We can offer a warm referral through our Keeping Momentum team if necessary. There are additional services listed on our [External Support Services](#) page.

Agency	Description	Contact	Hours
Police, Fire or Ambulance	Emergency services	000	24 hours
1800 RESPECT	Free phone and online sexual assault, family and domestic violence and counselling	1800respect.org.au	Live chat: 24 hours Video call: 9am-midnight
		1800 737 732	24 hours
		SMS: 0458 737 732 (Text 'Hello' or a greeting)	24 hours
Full Stop Australia	Free sexual assault, family and domestic violence response and recovery service	fullstop.org.au 1800 385 578 (1800 FULLSTOP)	24 hours
Safe Steps (VIC)	Family violence support	safesteps.org.au	Live chat: 24 hours
		1800 015 188	24 hours
MensLine	Free phone and online counselling for men who use violence and want support to address this	mensline.org.au 1300 789 978	24 hours
National Debt Helpline	Free financial counselling	ndh.org.au	Live chat: 9am-5pm, Mon-Fri
		1800 007 007	9:30am-4:30pm, Mon-Fri
Moneysmart	Free financial tools, tips and calculators	moneysmart.gov.au	
Ask Izzy	Free resource directory using postcodes to connect to appropriate services.	askizzy.org.au	(Accessible without phone credit or Wi-Fi on Telstra and Vodafone networks)