

Momentum Family Violence Policy

Purpose

Momentum is committed to supporting customers affected by family violence. This policy provides a holistic approach to customers who are experiencing, or who are at risk of experiencing, family violence.

We will provide best practise support, training and processes to reduce the impact of this issue for our customers through a respectful, sensitive and empathetic approach.

This policy outlines how Momentum will seek to meet our responsibilities for customers experiencing or have experienced family violence. To achieve this, we are committed to:

- Recognising family violence is a broad range of behaviours and that engagement and consultation with impacted individuals will provide the best outcomes.
- Empowering customers with support to manage financial impacts, security of their data, and future account management in a manner that provides them with outcomes that meets their needs.
- Providing customers access to relevant information and support.

Definition

Domestic and family violence includes any behaviour, in an intimate or family relationship, which is violent, threatening, coercive or controlling, causing a person to live in fear. It is usually manifested as part of a pattern of controlling or coercive behaviour. An intimate relationship refers to people who are (or have been) in an intimate partnership whether or not the relationship involves or has involved a sexual relationship, i.e. married or engaged to be married, separated, divorced, de facto partners (whether of the same or different sex), couples promised to each other under cultural or religious tradition, or who are dating. A family relationship has a broader definition and includes people who are related to one another through blood, marriage or de facto partnerships, adoption and fostering relationships, sibling and extended family relationships.

Behaviours that may constitute domestic and family violence:

- physical violence including physical assault or abuse
- sexual assault and other sexually abusive or coercive behaviour
- emotional or psychological abuse including verbal abuse and threats of violence

- economic abuse; for example denying a person reasonable financial autonomy or financial support
- stalking; for example harassment, intimidation or coercion of the other person's family in order to cause fear or ongoing harassment, including through the use of electronic communication or social media
- kidnapping or deprivation of liberty, as well as unreasonably preventing the other person from making or keeping connections with her or his family or kin, friends, faith or culture
- damage to property irrespective of whether the victim owns the property.

Guidelines Summary

Customers will be case managed by the Keeping Momentum team. The team and the Keeping Momentum Team Leader are trained and will continue to undergo training focused on family violence. This will enable customers to feel confident that their situation will be managed sensitively, with empathy, and that their privacy and safety are prioritised. Additionally, all levels of management have participated in the training, including Executives.

All employees of Momentum have completed general awareness training whilst all customer facing teams are trained in how to have respectful conversations.

Momentum will:

- Case-manage customers affected by family violence. This will provide for continuity and avoid repeat disclosure of the customer's situation.
- Provide financial assistance ([Payment Difficulty Framework](#)). Customers will be informed of additional financial assistance such as concessions and grants.
- Manage customers' information in a secure and confidential manner, and that our systems have appropriate protections in place.
- Engage with customers in a manner that minimises risk and promotes safety. This includes the channel and timing of any engagement.
- Refer customers to specialist family violence services.
- Make this policy available on the Momentum website, to all staff, and provide upon request.

Scope

All Momentum customers who require assistance and have experienced family violence can access any aspect of this policy, including:

- How Momentum will provide support
- How Momentum will ensure customers' security and privacy
- Confidential and respectful conversations
- Training and awareness for staff
- Financial assistance available
- Support networks.

How Momentum will provide support to family violence affected customers

- All customers who are identified as being affected by family violence will enter the Keeping Momentum team.
- Momentum processes ensure that engagement via any channel is always referred to the trained Keeping Momentum team.
- The Keeping Momentum team can be contacted directly on 1300 415 375, Monday to Friday 8am – 6pm.
- Customers will be case managed reducing the need to repeatedly disclose the situation.

How Momentum will ensure customers' security and privacy

- A family violence flag will be applied to family violence accounts. The flag will restrict access to the account to the specialist Keeping Momentum team and managers.
- Only the Keeping Momentum team will contact a family violence affected customer at the time and manner requested.
- Momentum Energy's My Account portal will restrict accessibility to ensure privacy and safety are maintained.
- To protect a customer's privacy, the customer will have the option to add a password to complement existing privacy/security protocols.

Confidential and Respectful Conversations

- All staff have undergone, and will continue to, participate in training centred around having empathetic and respectful conversations.
- Momentum's priority is to ensure the physical, emotional and financial safety of its customers. As such, we do not require evidence of family violence.
- Customers will be case managed, which will ensure that customers will not be required to re-tell their situation.
- Customer information will be kept private and confidential.

Training and Awareness for staff

- All employees of Momentum will undergo 'General Awareness' training
- All front of house staff will additionally undergo 'Customer conversations' training that covers respectful conversations, indicators of family violence, and the processes/policies in place to support and manage affected customers
- Keeping Momentum team and managers will receive specialist training to assist in identifying family violence situations, managing and leading customers through the process, whilst maintaining privacy and security for the customer

Financial assistance available

- Affected customers will have access to the [Payment Difficulty Framework](#)
- Tailored and discretionary financial arrangements
- Education of government financial assistance packages
- Debt support, including suspension of collection activities
- Referrals to financial counsellors

Support networks

Momentum will refer customers to appropriate support services, external support networks and resources as required.

Assistance type	Agency	Hours	Contact
Immediate danger	Police, Fire or Ambulance	24 hours	000
Counselling & support	1800 RESPECT	24 hours	1800 737 732 www.1800respect.org.au
Safety planning, referrals, refuge & housing referral	Safe Steps	24 hours	1800 015 188 www.safesteps.org.au
Personal Crisis, Suicide	Lifeline	24 hours	13 11 14 www.lifeline.org.au
Counselling for 5-25 year olds	Kids Help Line	24 hours	1800 551 800 www.kidshelpline.com.au
Counselling and support for Aboriginal victims	Aboriginal Family Domestic Violence Hotline	24 hours	1800 019 123
Financial Counselling & Utility Bills	CareRing	M-F: 9am-5pm	1800 545 366
Advice, safety planning, programs & referral pathways	Eastern Domestic Violence Services Inc	M-F: 9am-8pm Sat: 9am-5pm	(03) 9259 4200 edvos@edvos.org.au
Counselling & referral for men (perpetrators or victims)	No to Violence Men's Referral Service	M-F: 8am-9pm Sat/Sun: 10am-6pm	1300 766 491 www.ntvmrs.org.au
Financial/debt issues	National Debt Helpline (financial counselling)	Generally: 9am-5pm local time in each state	1800 007 007 www.ndh.org.au
Legal Advice	Victorian Legal Aid	M-F: 8:45am – 5:15pm	1300 792 387 www.legalaid.vic.gov.au

References

- Hardship Policy
- Payment Difficulty Framework