

# Family Violence Support Policy.

## We're here to help.

Momentum is committed to supporting customers experiencing family violence, or who are at risk of experiencing family violence (**affected customers**). This policy sets out our holistic approach to providing support to affected customers in a respectful, sensitive and empathetic way, including:

- recognising their circumstances are personal to them, and that family violence can include a broad range of behaviours
- engaging and consulting with affected customers to provide beneficial outcomes
- empowering them with support to manage financial impacts and secure their personal information, and
- letting them know about the financial support available to them.

## We stand against all forms of family violence.

If a personal relationship makes you feel unsafe or powerless, you may be experiencing family violence. It can take many forms – from physical and mental abuse to financial or psychological control – and it can happen to anyone from any background. If you're in this situation, remember it's not your fault, and know that we're here to support you.

If you're experiencing family violence, please visit [1800respect.org.au](https://1800respect.org.au) or call them on 1800 737 732.

**If you're in immediate danger, call 000**

## Our approach

### First steps

- If you indicate you're an affected customer you'll enter our dedicated Keeping Momentum program.
- We won't ask you to prove your circumstances, unless we need to address debt management, in which case we'll limit our request for information to the minimum amount necessary.
- To reduce the need for you to repeatedly explain your circumstances to us, once you're in the Keeping Momentum program, you'll deal only with the Keeping Momentum team, who have the background and experience to help.
- The Keeping Momentum team can be contacted directly on **1300 415 375**, Monday to Friday 8am – 6pm.

## Privacy and security

- Within Momentum, affected customers' information can only be accessed by limited, authorised personnel on a need-to-know basis.
- With your consent, we provide limited information about you (and never the fact that you're an affected customer) to third parties who are essential to us selling energy to you – including energy distributors and mail house providers.
- We'll engage with you through your preferred communication method at times that suit you.
- You can add a separate password requirement in addition to our standard account access controls.

## Training and staff awareness

- All Momentum employees undertake family violence awareness training.
- Our customer-facing employees are given additional training to make sure our conversations with affected customers are handled in a respectful and empathetic way, and our processes and policies can be deployed quickly and effectively to support them.
- Our Keeping Momentum team receives further, specialist training to assist in handling more specific family violence situations and supporting our affected customers.

## Financial assistance

All affected customers can access our [payment assistance options](#), which include:

- individually tailored financial arrangements
- information on available government assistance
- debt support (including suspension of collection activities)
- referrals to financial counsellors, and
- a review of plans and tariffs, taking account of any change to the customer's energy usage patterns.

## Support networks

We can also refer you to appropriate support services, external support networks and other resources, as required, including those below.

Assistance type	Agency	Hours	Contact
Immediate danger	Police, Fire or Ambulance	24 hours	000
Deaf or hearing/speech impairment	National Relay Service	24 hours	<a href="#">National relay service</a> (Calls are made from the website)
Translating and Interpreter service	Interpreter service	8am-7pm (weekdays only)	1800 497 170
Family violence counselling and support	1800RESPECT	24 hours	1800 737 732 <a href="http://1800respect.org.au">1800respect.org.au</a>
Family violence counselling and support	Full Stop Australia	24 hours	<a href="http://fullstop.org.au">fullstop.org.au</a> (See website for contact numbers)
Family violence support	Safe Steps	24 hours	1800 015 188 <a href="http://safesteps.org.au">safesteps.org.au</a>
Financial/debt issues	National Debt Helpline	9:30am-4:30pm	1800 007 007 <a href="http://ndh.org.au">ndh.org.au</a>
Financial/debt issues	Moneysmart	Website only	<a href="http://moneysmart.gov.au">moneysmart.gov.au</a>
Legal advice	Victoria Legal Aid	8am – 6pm (weekdays only)	1300 792 387 <a href="http://legaid.vic.gov.au">legaid.vic.gov.au</a>
Mental health service provider	Mind Australia		1300 286 463 1300 554 660 (carers' helpline) <a href="http://mindaustralia.org.au/about-mind">mindaustralia.org.au/about-mind</a>
Support services directory (family violence support, legal support, alcohol and drug addiction support services and crisis accommodation)	Ask Izzy	Website only	<a href="http://askizzy.org.au">askizzy.org.au</a>

## References

It may also be helpful to read our [payment assistance policy](#) and our [complaint and dispute policy](#).

Our family violence policy was last reviewed on 28 October 2021 and last updated on 15 December 2021.