



Family Violence Policy

Pacific Blue Pty Ltd (version 1.2)

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1. Overview

Pacific Blue is committed to upholding community safety, with safety of our customers and employees being paramount. We have developed the following Policy to support small energy customers who are affected or have been exposed to family violence.

In this Policy, reference to 'Pacific Blue', 'us' 'we' or 'our' means Pacific Blue Pty Ltd (ABN 43 155 908 839).

2. Scope

This policy applies to small customers, including current and former residential and small business energy customers, of Pacific Blue who are affected or have been exposed to family violence (affected customers).

Family violence encompasses a broad set of behaviours that cause a family member to fear for his or her personal safety or wellbeing. Family violence is not limited to physical harm and may involve:

- sexual abuse;
- emotional or psychological harm;
- economical abuse;
- threatening behaviour; or
- coercion.

Examples of family violence can include:

- Threatening or causing injury to a family member, pet or property
- Dominating or controlling a family member
- Exposing a child to violent, threatening or coercive behaviour

3. Supporting customers affected by family violence

Pacific Blue provides confidential and respectful support to customers who are affected or have been exposed to family violence. This includes providing safe, supportive and flexible assistance to affected customers to assist them in managing their personal and financial security.

In fulfilling this commitment to our customers, we will:

- have regard to the safety of the affected customer and take into account each customer's particular circumstances;
- provide information on the availability of external family violence support services to affected customers, where appropriate;
- ensure that affected customers are provided with a safe, confidential and readily accessible means to communicate confidentially with our staff;
- not disclose or provide third parties, including any former or current joint account holder, with access to information that may be used to identify or locate an affected customer without the affected customer's consent;
- offer reasonable alternative methods of communication;
- provide a secure process designed to avoid the need for an affected customer to repeatedly disclose or refer to their experience;



- offer payment assistance, including payment plans or extensions, where appropriate; and
- assess the personal circumstances of an affected customer, including the potential impact to the affected customer, and whether other persons are jointly or severally responsible for energy usage that resulted in the accumulation of arrears, before requesting the payment of a security deposit, undertaking debt recovery activities or disconnecting the affected customer for non-payment.

4. Staff training and policies

Pacific Blue provides training to all employees, agents and contractors who are likely to engage with customers affected or exposed to family violence. The training will focus on ensuring that staff members, who interact with affected customers, are in a position to:

- understand the nature and consequences of family violence;
- identify and support customers who are affected or have been exposed to family violence;
- handle personal information with sensitivity and respect;
- provide financial support options to affected customers, as required; and
- otherwise act in accordance with the requirements of this Policy.

All our staff are informed of this Policy and are expected to develop an understanding of how their work functions are affected by this Policy and family violence more generally.

We also provide internal support services for our employees who are affected or have been exposed to family violence.

5. Information about support services

We publish and maintain an up-to-date record of family violence support services on our website www.pacificblue.com.au.

6. Review process

We continually assess our Family Violence Policy to ensure it reflects the needs of affected customers and conduct a comprehensive review of this Policy at least once every 2 years.



7. External support services

The following are some services that may be able to provide immediate support and guidance for affected customers:

7.1 Support organisations

Resource	What they do	Contact
1800RESPECT	Offer information, referrals and counselling to those experiencing, or at risk of, domestic violence, as well as offering these services to the affected customers family, friends and	Ph: 1800 737 732 (24/7) Chat option online www.1800respect.org.au
Lifeline	Provides crisis support and suicide prevention services	Ph: 13 11 14 (24/7) Chat option online (12pm-2am every day) www.lifeline.org.au
Relationships Australia	Provides support services for individuals, families and communities who have experienced domestic violence and abuse.	Ph: 1300 364 277 www.relationships.org.au
Aboriginal Family Violence Domestic Hotline	Provides support for Aboriginal people who are affected by family violence	Ph: 1800 654 463
MensLine Australia	Offers free counselling and assisted referral services for men.	Ph: 1300 789 978 (24/7) Online and video counselling www.mensline.org.au

7.2 State support services

State	What they do	Contact
Victoria Safe Steps	Provide 24/7 response centre for people affected by family violence, including confidential crisis support, information and accommodation	Ph: 1800 737 732 (24/7) safesteps@safesteps.org.au Chat option online (9am-12am Mon to Fri) www.safesteps.org.au
New South Wales NSW Domestic Violence Line	Contact centre that provides counselling and referrals to women experiencing domestic violence.	Ph: 1800 656 463 (24/7) www.dcj.nsw.gov.au/children-and-families/family-domestic-and-sexual-violence.html
South Australia Domestic Violence Crisis Line	Contact centre that provides crisis counselling, support and referral to safe accommodation for individuals affected by family violence	Ph: 1800 800 098 (24/7) www.sa.gov.au/topics/family-and-community/safety-and-health/domestic-violence-and-sexual-assault/support-services
Queensland DV Connect	Support services that assists Queenslanders to find pathways to safety, away from domestic and family violence.	Ph: 1800 811 811 (24/7) Chat option online (9am-5pm Mon to Fri) www.dvconnect.org

If you are in an immediate danger please call 000 for emergency services.

