



## Diamond Energy Family Violence Policy

### 1. Our acknowledgement of Family Violence

Diamond Energy recognises that family violence is a serious and widespread issue that affects the whole community and may affect our customers and our employees.

As an energy retailer, we are committed to providing a safe and confidential environment to support our customers (including current and past customers and those within embedded networks) experiencing family violence.

We can send you a copy of this policy if you would like us to. We will make sure this policy is easy to find on our website so that you can print it or read it online.

### 2. How do we define Family Violence

We recognise that there are many forms of family violence. Family violence is any behaviour that occurs in family, domestic or intimate relationships that is physically or sexually abusive; emotionally or psychologically abusive; economically abusive; threatening or coercive; or is in any other way controlling, that causes a person to live in fear for their safety or wellbeing or that of another person. Family violence is also defined as behaviour by any person that causes a child to hear or witness or otherwise be exposed to the effects of the above behaviour.

### 3. How do we support customers affected by Family Violence?

- **Customer engagement:** We will manage all engagement with affected customers in a respectful, understanding, and sensitive manner. We will be aware of potential indicators of family violence to allow us to identify and support affected customers.
- **Case management:** We will assign you a dedicated contact and backup contact to assist you.
- **Account security:** We will implement additional levels of customer verification and security of account information based on your preference. We will register affected customers accounts on our system so that the teams can readily identify and offer support. These are designed to keep your account safe and will be applied based on your preferences.
- **Information handling and Privacy:** We will handle your information securely and confidentially. We will ensure that consent is obtained before disclosing personal information to a third party (unless required under law)

All customers information remains private and confidential and is in line with our Privacy Policy. You can refer to our Privacy Policy which is accessible here:

<https://diamondenergy.com.au/your-privacy/>

- **Preference in communication:** We will work with you to identify a safe and preferred method of communication and preferred contact time. including offering alternative communication methods if the preferred method is not practicable.

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- **Payment assistance and support:** We recognise that family violence is a potential cause of financial difficulty. We have payment assistance options, including flexible payment arrangements, pausing collections cycles to ensure that your premises is not de-energised for an overdue bill, hardship grants, concessions and other support options.

We will consider each customer's individual circumstances and take into consideration the impact of debt recovery action on affected customers. We will aim to find a suitable solution and offer support in accordance with our hardship policy. You can refer to our Customer Hardship Policy which is accessible here: <https://diamondenergy.com.au/hardships-payment-difficulties>

- **Information about support available:** We will provide information regarding government support programs, including concessions and state-based grants, the availability of external family violence support services and access to free interpreter services.
- **Staff training and maintaining best practices:** We will provide ongoing training to our employees enhance their understanding of the nature and impacts of family violence and how to effectively identify, respond and engage with affected customers.
- **Documentary Evidence:** We will never request you or a third party acting on your behalf to provide specific documentation or evidence before providing you with support under this policy. We will only ask for documented evidence in limited circumstances and where we are expressly permitted to do so under the law.

#### 4. Contacting us for support

If need support with your energy account, please do not hesitate to contact us. You can reach us via email at [customerservice@diamond-energy.com](mailto:customerservice@diamond-energy.com) or by phone at **1300 838 009** Monday to Friday, 9:00am–5.00pm (AEST/AEDT)

If your first language is not English, interpreter services can be arranged, if necessary, by contacting TIS – Translating & Interpreting Service – which is a free service. Their number is **131 450**

## 5. What external support is available

If you are experiencing family violence, there are some external support services that are available:

**If you or a family member is in immediate danger, please call 000**

Service	Phone	Website	Support provided
1800 RESPECT (National)	1800 737 732 (24/7)	<a href="http://www.1800respect.org.au">www.1800respect.org.au</a>	24/7 counselling, information, and referral for people impacted by family, domestic or sexual violence. This site has a quick exit button.
Lifeline (National)	13 11 14 (24/7)	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	24/7 crisis support and suicide prevention for people in emotional distress
Services Australia	13 28 50	<a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>	Social work and support information, including crisis payments
National Debt Helpline (National)	1800 007 007	<a href="https://ndh.org.au/">https://ndh.org.au/</a>	Financial Counselling, available Monday - Friday
MensLine (National)	1300 78 99 78 (24/7)	<a href="https://mensline.org.au/">https://mensline.org.au/</a>	24/7 support, referrals and counselling for Men
13YARN (First Nations – National)	13 92 76	<a href="http://www.13yarn.org.au">www.13yarn.org.au</a>	Crisis support line for Aboriginal and Torres Strait Islander people, run by Indigenous people.
Safe Steps (Victoria)	1800 015 188	<a href="https://safesteps.org.au/">https://safesteps.org.au/</a>	24/7, inclusive and confidential, family and domestic violence crisis support service. This site has a quick exit button.

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DVConnect (Queensland)	1800 811 811 (Women 24/7),  1800 600 636 (Men 9am – midnight)	<a href="http://www.dvconnect.org">www.dvconnect.org</a>	Crisis counselling, transport, safety planning and shelter referrals (QLD) This site has a quick exit button
Women's Safety Services  (South Australia)	1800 800 098 (24/7)	<a href="http://www.womenssafety.com.au">www.womenssafety.com.au</a>	Safety planning, accommodation and support for women and children (SA) This site has a quick exit button

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