

## 1. Our acknowledgement of family violence

- 1.1 Diamond Energy recognizes the harmful impacts family violence has on our community and that, at times family violence may affect our customers and even our employees.
- 1.2 As an energy retailer, we are committed to providing a safe and confidential environment to support our (past and present) customers experiencing family violence including:
  - i. Providing customer details protection; and
  - ii. Accommodating payment pathways; and
  - iii. Staff training to maintain best practice approaches.
- 1.3 Implementing a policy to support our most vulnerable customers ensures that they have pragmatic options to help during times when they may need it most.
- 1.4 This policy, in conjunction with our Customer Hardship Policy and Charter supports our customers experiencing personal challenges outside their control.

## 2. How do we define family violence?

- 2.1 Our approach incorporates and is supportive of definitions of family violence as per the Victorian Essential Services Commissions (VESC) and the Victorian Department of Health and Human Services (VDHHS).
- 2.2 The VESC definition of customer affected by family violence is any customer (including past or present), who is or was a small customer and who may be affected by family violence.
- 2.3 The VDHHS definition of customers affected by family violence includes customers exposed to behavior that is violent, threatening, coercive or controlling which limits pathways and affects personal safety. This includes physical injury, direct/indirect threats, sexual, emotional/psychological torment, economic/social control and damage to property. This can be carried out by family members, people in domestic or intimate relationships.

## 3. How do we support customers affected by family violence?

- 3.1 Providing customer details protection: In addition to our privacy policy, we provide additional levels of customer verification and security of account information.
- 3.2 Accommodating payment pathways: We acknowledge that customers affected by family violence are entitled to safe, supportive and flexible assistance from an energy retailer in

managing their personal and financial security, including providing effective financially-sound pathways to energy consumption as well as sustainable payment options.

- 3.3 Staff training and maintaining best practices: We respect the need for confidentiality, privacy and balancing the needs of vulnerable customer needs. We have trained staff to handle sensitive and distressing situations and continually to monitor and maintain best practices that balance vulnerable customer needs, our obligations as an electricity retailer and the capabilities of our business.

## 4. Family violence support details

We can also provide access to appropriate assistance when and if a customer needs.

### 4.1 Support from Diamond Energy:

Customer Service  
101 Greville Street, Prahran VIC 3181  
Phone: 1300 838 009  
Email: [customerservice@diamond-energy.com](mailto:customerservice@diamond-energy.com)

### 4.2 External support organisations:

#### i. Victims Support Agency (VSA)

Call: 1800 819 817  
Text: 0427 767 891  
Email: [vsa@justice.vic.gov.au](mailto:vsa@justice.vic.gov.au)

#### ii. Victoria Legal Aid

570 Bourke St, Melbourne, Victoria 3000  
Phone: 1300 792 387  
Website: <https://www.legalaid.vic.gov.au>

#### iii. Respect Victoria

GPO Box 4057, Melbourne VIC 3001  
Phone: 03 9096 9501  
Email: [contact@respectvictoria.vic.gov.au](mailto:contact@respectvictoria.vic.gov.au)

#### iv. Safe Steps

GPO Box 4396, Melbourne VIC 3001  
Phone: 1800 015 188  
Email: [safesteps@safesteps.org.au](mailto:safesteps@safesteps.org.au)

#### v. White Ribbon Australia, DV Hotlines:

<https://www.whiteribbon.org.au/find-help/domestic-violence-hotlines/>

## 5. Diamond Energy related information

- 5.1 Our up to date policy is available on our website and via post upon request.
- 5.2 We have payment assistance options, a Customer Hardship Policy and Charter accessible here: <https://diamondenergy.com.au/hardships-payment-difficulties/>

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