

## **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 Australian Energy Regulator (AER).
- 2.2 The AER 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 AER 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 and additional support.
- 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. Diamond Energy related information**

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

## **5. Family violence support details**

- 5.1 We can provide a level of 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)

For National and State based support services please see next page.

5.2 External support organisations that are available include:

**National**

- iv. 1800RESPECT -1800 737 732  
The National Sexual Assault, Family & Domestic Violence Counselling Line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.  
24 hours, 7 days a week.  
<https://www.respect.gov.au/services/#nat>

- v. Lifeline (13 11 14)  
24 hours, 7 days a week. [www.lifeline.org.au](http://www.lifeline.org.au)

**NSW**

- vi. NSW Domestic Violence Line  
(1800 656 463 / TTY 1800 671 442)  
Provides telephone counselling, information and referrals for women and same-sex partners who are experiencing or have experienced domestic violence.  
24 hours, 7 days a week.  
[www.community.nsw.gov.au](http://www.community.nsw.gov.au)

- vii. NSW Sexual Violence Helpline  
(1800 424 017)  
Provides telephone and online counselling for anyone who is or has experienced sexual violence and their supporters.  
24 hours, 7 days a week. <https://fullstop.org.au/>

**VIC**

- viii. Victims Support Agency (VSA) Call: 1800 819 817  
Text: 0427 767 891  
Email: [vsa@justice.vic.gov.au](mailto:vsa@justice.vic.gov.au)
- ix. Victoria Legal Aid 570 Bourke St, Melbourne, Victoria 3000  
Phone: 1300 792 387 Website: <https://www.legalaid.vic.gov.au>
- x. Respect Victoria GPO Box 4057, Melbourne VIC 3001  
Phone: 03 9096 9501 Email: [contact@respectvictoria.vic.gov.au](mailto:contact@respectvictoria.vic.gov.au)
- xi. Safe Steps GPO Box 4396, Melbourne VIC 3001  
Phone: 1800 015 188 [www.safesteps.org.au](http://www.safesteps.org.au)  
Email: [safesteps@safesteps.org.au](mailto:safesteps@safesteps.org.au)
- xii. Sexual Assault Crisis Line (1800 806 292)  
24 hours, 7 days a week.  
[www.sacl.com.au](http://www.sacl.com.au)

**QLD**

- xiii. DVConnect Womensline (1800 811 811)  
Free state wide telephone service that provides confidential counselling and referral to crisis accommodation for women and children affected by domestic or family violence and those who are concerned about a friend or family member.  
24 hours, 7 days a week.  
[www.dvconnect.org/womensline](http://www.dvconnect.org/womensline)

- xiv. DVConnect Mensline (1800 600 636)  
Free State wide telephone service that provides counselling and referral for men for a range of issues especially those who have experienced or use domestic and family violence and those who are concerned about a friend or family member.  
9am – 12 midnight, 7 days a week.  
[www.dvconnect.org/mensline](http://www.dvconnect.org/mensline)

- xv. DVConnect Sexual Assault Helpline (1800 010 120)  
Telephone service that provides counselling to women, men and young people who have experienced or are concerned someone they know has experienced sexual assault or abuse.  
7.30am – 11.30pm, 7 days a week.  
[dvconnect.org/queensland-sexual-assault-helpline/](http://dvconnect.org/queensland-sexual-assault-helpline/)

**SA**

- xvi. Domestic Violence and Aboriginal Family Violence Gateway Services (1800 800 098)  
Counselling and support for women experiencing domestic and family violence.  
24 hours, 7 days a week.  
[womenssafetyservices.com.au](http://womenssafetyservices.com.au)
- xvii. Yarrow Place Rape and Sexual Assault Services (1800 817 421)  
(After hours and emergency 08 8226 8787)  
Lead public health agency responding to adult rape and sexual assault in South Australia for people aged 16 years and over.  
24 hours, 7 days a week.  
[www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)