



Family Violence Policy

Part 1 – Purpose and Application

1. Amber is committed to supporting customers who may be experiencing family violence.
2. We understand that family violence can happen to any person, and takes many different forms, including physical and sexual abuse, emotional and psychological abuse, economic abuse, threats, coercion, control and domination, that result in harm to the person, or cause the person to feel fearful, trapped or oppressed.¹
3. Our staff will be trained to recognise and appreciate the impact of family violence in their dealings with our customers, and we will treat customers dealing with family violence with dignity, respect, compassion and confidentiality in order to protect their safety.
4. This Policy sets out our approach to dealing with customers facing family violence and applies to all officers, staff and contractors of Amber when acting on behalf of the Company in their dealings with customers of Amber.

Part 2 – The Policy in Action

1. Training of Staff

- (a) All staff will receive periodic general awareness training to familiarise them with this policy, the nature of family violence and the many forms it can take, and essential skills and approaches that can be deployed to support and protect our customers who may be experiencing family violence.
- (b) Staff whose role it is to interact with customers on a regular basis will receive additional, more frequent training on identification techniques to guide them in detecting a threat or existence of family violence among our customers, and to implement plans and strategies to assist and support those customers in a way that will promote or enhance their safety.
- (c) Updates and variations to this policy will be communicated to staff as soon as practicable after those updates and variations are made.
- (d) Records of training undertaken and completed will be maintained by the Company [and made available to Amber's Board of Directors for their information].

¹ This is based on the definition in section 4AB of the Family Law Act (Comm) 1975.

2. How Amber Supports Customers Facing Family Violence

- (a) If we identify or suspect that a customer may be experiencing family violence, we will implement a single point of contact regime so that the customer experiences continuity and will not need to recount their story multiple times.
- (b) We will take particular care with protecting the heightened sensitivity of personal information pertaining to customers who may be experiencing family violence and implement data protection procedures that ensure the information is kept absolutely secure and protected from disclosure to other members of the public, including by applying a "FV Flag" to all customer files where there is an identified risk of family violence, which will have the effect of restricting access to the file only to limited specialist staff.
- (c) We will carefully arrange with customers who may be experiencing family violence to communicate with them in the manner and at the times they prefer.
- (d) Customers who may be experiencing family violence will be offered the opportunity to be managed in accordance with our Hardship Policy, which will provide additional time and support in the making of payments.
- (e) Wherever possible, we will do what is reasonably necessary to provide additional support to customers who may be experiencing family violence, including by referring such customers to specialist family violence support specialists or, if there is a perceived threat of immediate danger or risk of harm to any customer we deal with, to escalate the matter with external authorities as appropriate.

3. What our customers can expect

Our customers have the right to expect our help and support if they are at risk of experiencing family violence. We will put in place training and procedures to provide assurance to our customers that if they are in this situation, they will receive:

- (a) confidential and respectful interactions with our staff;
- (b) the utmost care to protect their personal information;
- (c) the opportunity to tell their story in their own time;
- (d) time to consider their options;
- (e) the opportunity to enter into the Amber Hardship Program;
- (f) information about the kinds of assistance that Amber and external organisations can provide;
- (g) assurance that they will be exempt from any form of legal action, recovery action or any other debt-related processes; and

(h) access to free interpreter services if needed.

Part 3 – External Support Options

Where considered appropriate by our staff who are managing and supporting a customer at risk of family violence, we will provide referrals to the following external agencies and networks, as appropriate and relevant to the customer's circumstances, to provide additional support and expertise to those customers:

Assistance	Agency	Hours of Operation	Contact Information
Emergency	Police/Fire/Ambulance	24/7	000
Personal Crisis	Lifeline	24/7	13 11 14
Counselling and Support	1800 RESPECT	24/7	1800 737 732 www.1800respect.org.au
Family Violence Support, Accommodation and Housing Referral	Safe Steps	24/7	1800 015 188
Support for kids (5-25 yrs)	Kids Helpline	24/7	1800 55 1800
Children in danger	Child Protection	5pm-9am M-F 24/7 - w/ends	13 12 78
Support for Indigenous Australians	Aboriginal Family Domestic Violence Hotline	24/7	1800 019 123
Adult male victims	Victims of Crime Helpline	8am-11pm	1800 819 817
Counselling for men (victims or perpetrators)	No To Violence Men's Referral Service	8am-9pm M-F 10am-6pm S-S	
Sexual assault support	Sexual Assault Crisis Line	24/7	1800 806 292
Financial and debt counselling	National Debt Helpline	9am-5pm M-F	1800 007 007

Part 4 – Support for Our People

- (a) While the focus of this Policy is the support of customers who may be experiencing family violence, we recognise that family violence can happen to anyone and may be experienced by members of the Amber team. We understand that this may have significant and lasting consequences for our people and may affect their capacity to work and their performance.
- (b) We encourage staff members experiencing any form of family violence, or the threat of family violence, to talk openly and honestly to their manager, or to any other manager they feel comfortable to approach, without fear or embarrassment. In addition, all staff have access to Amber's Employee Assistance Program.
- (c) Amber is a safe place to work and it is our sincere aspiration that our people will feel confident to speak up and seek support and confidential assistance whenever they may feel threatened or at risk in their personal lives.
- (d) Amber is committed to providing flexibility in working arrangements and other appropriate supports for our staff who may be experiencing family violence. We will do this in a confidential, sensitive and respectful way with the overriding objective of promoting and enhancing the safety, security and support of our people.
- (e) Without limiting the kinds of support we may offer to our staff who may be experiencing family violence, we may offer any one or more of the following supports, as appropriate:
 - (1) flexible working arrangements, including changes to hours worked and locations worked, flexibility in any performance management processes, access to leave entitlements and extended leave;
 - (2) secure parking;
 - (3) new contact information, including to mask such information if required;
 - (4) referral to any of the support agencies listed in Part 3, or direct contact with those agencies on behalf of the employee if the employee requests it or if the employee's manager reasonably believes that such contact is in the employee's best interests, while doing all things necessary to protect and preserve that employee's privacy;
 - (5) any other assistance deemed appropriate in the circumstances.
- (f) Amber also acknowledges that our staff who deal with customers facing family violence may be deeply affected by their interactions with such customers. We will regularly monitor the wellbeing of our frontline staff by checking in with them

often, encouraging them to discuss their interactions in a confidential manner (i.e. protecting the privacy of our customers as promised) and referring them to our Employee Assistance Programme whenever needed. This care and support will not be in the nature of one-off or "set and forget" but will be continuous and lasting, always with the safety and wellbeing of our people as our overriding priority.

Part 5 – Administration of this Policy

- (a) This Policy is approved by the executive leadership team in accordance with the Policy Framework.
- (b) Prior to approving the Policy, all staff will be invited to comment and suggest amendments.
- (c) This Policy will be reviewed whenever there is a regulatory change that requires it, and otherwise every two (2) years.

Policy Title	Family Violence Policy
Policy Owner	Legal; HR
Applicable Laws and Regulations	Family Violence Protection Act 2008 Stalking Intervention Orders Act 2008 Occupational Health and Safety Act Fair Work Act 2009 Equal Opportunity Act 1995 Victorian Equal Opportunity Act 2010 Human Rights and Equal Opportunity Commission Act 1996 Information Privacy Act 2000 Victorian Charter of Human Rights National Energy Retail Rules Energy Retail Code of Practice (Victoria)
Related Policies	Code of Conduct
Last reviewed	March 2023
Approved By	Management/Staff
Next Review	March 2025