

Policy

Family Violence - ACT, NSW, QLD, SA

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Family Violence Policy ACT, NSW, QLD, SA

1. Introduction

ZEN Energy Retail Pty Ltd (**ZEN Energy Retail**) is committed to providing safe, supportive, and flexible assistance to customers experiencing any form of family violence.

Family violence is any form of controlling or dominating behaviour that causes family members to feel fear for their safety and wellbeing and can include:

- Abuse – physical, sexual, emotional, or psychological
- Threats
- Coercion
- Financial or economical abuse or control.

We will use best endeavours to identify affected customers through direct and indirect methods.

This policy is available [here](#) on our website, and is reviewed annually and updated where needed.

2. Training

All staff that may engage with affected customers are provided regular training. This includes any staff member who manages these staff or is responsible for designing and implementing the systems and processes that guide their interactions.

Our training includes coverage of:

- The nature and consequences of family violence
- Application of this policy
- Identifying affected customers
- Engaging appropriately and effectively with affected customers.

Training is conducted prior to engagement with potentially affected customers and refresher training is held on a regular basis.

3. Safety and Security

Our staff follow several processes to assist in ensuring your security and safety. We will not provide any of your information to a third party without your consent. This includes information on your whereabouts, contact details, financials, or any information related to your personal circumstances. Joint account holders are also excluded from receiving this information.

We will work with you to identify a safe method of communication and will offer you alternative methods if your preferred method is not practicable. We will keep records of this arrangement to ensure future interactions use the agreed method.

Additionally, we will take steps to ensure your account is easily identifiable and avoid the need for you to reiterate your circumstances on every call and provide effective ongoing engagement to support you.

We will not request evidence of your situation.

**Family Violence Policy
ACT, NSW, QLD, SA****4. Payment difficulties**

ZEN Energy Retail recognises customers experiencing family violence may have difficulties with their repayments. We will work with you to organise a suitable resolution for your specific circumstances, including reviewing any potential collection action that may otherwise occur on the account. As part of that review, we will consider the potential impact of taking collection action at that time, as well as whether there are any other parties on the account that contributed to the energy usage and accumulation of the arrears.

For more information on our approach to hardship, you can access our Hardship Policy [here](#) on our website, or contact us for a copy.

5. Support Services

There are many support services available to those in need.

- For 24-hour crisis support and suicide prevent services, please call **Lifeline** on **13 11 14**.
- The **National 1800 RESPECT Line** is a national counselling and support service for people impacted by family and domestic violence, sexual assault and abuse and can be contacted on **1800 737 732** or www.1800respect.org.au.
- In an emergency or life-threatening situation, please call **000**.

6. How to contact us

If you need to discuss your situation, please contact us as soon as possible so we can start discussing what support we can put in place to help you. You can contact us by:

- Email: enquiries@zenenergy.com.au
- Phone: **1300 936 466**

Need an interpreter? If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450.

Have a hearing or speech impairment? If you're deaf or have a hearing or speech impairment, please call the National Relay Service on 133 677.

If you'd like a copy of this policy, you can download it from our website www.zenenergy.com.au or contact us and we'll send you a copy for free.

7. Complaints

If you have a complaint about anything to do with this policy, please contact us at:

- Email: enquiries@zenenergy.com.au
- Phone: **1300 936 466**
- Address: **Level 2, 134 Fullarton Road, ROSE PARK, SA, 5067**

We'll work with you to resolve your complaint, including escalating your complaint to a senior manager if necessary. We take complaints seriously and our approach for managing them is set out in our Complaints Handling Policy available [here](#). You can also email or call us to request a copy.

If you are unhappy with the outcome of the enquiry into your complaint, you can contact the Energy Ombudsman in your state to request a free and independent review.

**Family Violence Policy
ACT, NSW, QLD, SA****Australian Capital Territory Civil & Administrative Tribunal**

acat.act.gov.au

(02) 6207 1740

Energy & Water Ombudsman NSW

ewon.com.au

1800 246 545

Energy & Water Ombudsman Queensland

ewoq.com.au

1800 662 837

Energy & Water Ombudsman SA

ewosa.com.au

1800 665 565

8. Records and privacy

All records will be maintained for minimum of two years, for as long as a customer receives assistance, or for the duration of any open complaint.

We respect the privacy and protect the personal information of our customers and manage personal and credit information in line with our Privacy Policy and the requirements set out in the *Privacy Act 1988* (Cth). Our Privacy Policy is available [here](#) on our website.

9. Amendment History

Author	Authorised By	Version Number	Issue Date	Amendment
Janine Moss – EGC Bianca Bastian – Regulatory Compliance Manager	Retail Compliance Committee	1.0	1/05/2023	Initial Creation
Janine Moss – EGC Bianca Bastian – Regulatory Compliance Manager	Retail Compliance Committee	2.0	19/04/2024	Annual review