

## Assistance available for family violence situations

ZEN Energy is committed to supporting all customers who are experiencing or impacted by any form of family violence.

Firstly, if you or someone you know is in immediate danger, please call 000.

You can also call 1800 RESPECT or visit their website [1800 RESPECT](#) for confidential information, counselling and support. They are available for free, 24 hours a day, 7 days a week to provide support for people impacted by domestic, family or sexual violence.

We also set out the support available to you to help you manage your energy account in our Family Violence Policy found [here](#).

### Other support services

Who	How they can help	Contact details
Police	If you or your child/family is in immediate danger	Call 000
Lifeline	Crisis support services Open 24/7	Call 13 11 14 Visit <a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>