

Arc Energy Corporation Pty Ltd

# Family and Domestic Violence Policy

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[www.arcenergygroup.com.au](http://www.arcenergygroup.com.au)

## Purpose

Arc Energy is committed to providing a safe and respectful environment for all customers. We recognise that family and domestic violence can affect customers and may impact their interactions with our company. This policy outlines our commitment to addressing family and domestic violence concerns and supporting customers who may be affected.

As a part of our commitment to provide support, we will provide best practice training and processes to reduce the impact of this issue for our customers through a respectful, sensitive, and empathetic approach. Our staff accordingly have been trained to ensure they are confident in providing our customers with the support they may require.

## Scope:

This Policy applies to employees and customers identified by themselves, Arc Energy or notified to Arc Energy by an independent financial counsellor or case worker, as someone who is, or may be, affected by family violence.

## What is family violence?

Family violence, also known as domestic violence, refers to abusive behaviour or violence that occurs within a familial or intimate relationship. It involves a pattern of power and control exerted by one person over another, which may include physical, sexual, emotional, psychological, or financial abuse. Family violence can occur between current or former spouses or partners, parents and children, siblings, or other individuals who share a close relationship.

The term "family violence" recognises that abuse and violence can occur within various types of family or domestic relationships, extending beyond the traditional concept of a nuclear family. It encompasses a range of harmful behaviours that are intended to intimidate, manipulate, or harm the victim, exerting control and instilling fear.

Family violence is a serious social issue that has significant impacts on the physical and mental well-being of individuals, as well as on families and communities as a whole. It is important to address and prevent family violence through education, awareness, support services, and legal protections.

## Identifying Affected Customers:

- **Recognising Signs:** Our employees are trained to identify potential indicators of family and domestic violence, such as emotional distress, changes in behaviour or disclosure by the customer.
- **Sensitivity and Non-Judgmental Approach:** We emphasise the importance of maintaining a non-judgmental and empathetic approach when engaging with customers, creating a safe space for them to disclose their situation if they choose to do so. recognising that family and domestic violence situations can be highly sensitive and confidential.

## Communication and Support:

- **Active Listening and Empathy:** Our employees listen attentively, show empathy, and respond with sensitivity when customers disclose or hint at experiencing family and domestic violence.
- **Providing Information:** We ensure that affected customers are informed about available support services, both internal and external, that can assist them in accessing appropriate resources and assistance.
- **Referral Process:** We have established a clear referral process to connect affected customers with external support services, including helplines, counselling, legal aid, and community organisations specialised in addressing family and domestic violence.

Below is a list of services related to family of domestic:

Service	Contact
Emergency Response Triple Zero	000
1800RESPECT (national)	1800 737 732 ( <a href="http://www.1800respect.org.au">www.1800respect.org.au</a> )
No to Violence (Men's referral service)	1300 766 491 ( <a href="http://ntv.org.au">ntv.org.au</a> )

## Translation Services:

If you do not speak English and need help with this document, call the Translating and Interpreting Service (TIS) on 13 14 50 for assistance by an interpreter.

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영어 비사용자로 이 서류를 읽는 데 도움이 필요하신 분은 번역통역서비스 13 14 50번으로 전화하여 통역사의 도움을 받으시기 바랍니다.

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如果你不会英语、需要别人帮你了解本文件内容，拨打翻译服务处 (TIS) 的电话13 14 50请翻译帮忙。

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如果您不會說英文並且需要幫助了解本文件，請致電13 14 50 TIS翻譯和口譯服務，以獲得口譯員的幫助。

## Confidentiality and Privacy:

- **Confidentiality:** Arc Energy understands the importance of maintaining customer confidentiality. Any information disclosed by a customer relating to family and domestic violence will be handled with utmost confidentiality, except where disclosure is required by law or necessary to protect the safety of individuals.
- **Privacy and Data Protection:** Customer data related to family and domestic violence will be handled in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Customers can view a copy of our privacy policy [here](#) on our website
- **Communication:** We will work with you to identify and agree to a preferred method of communication. This preference will be recorded on your account and used for all forms of communication in relation to your account.

## Debt Management and Payment Difficulties:

- **Debt Recovery Consideration:** Before taking debt recovery action or transferring affected customer debt to a third-party collector, Arc Energy will consider the potential impact on the affected customer and assess whether other persons are jointly or individually responsible for the accumulated arrears.
- **Debt Waivers and Fee Waivers:** Arc Energy may choose to waive, suspend, or repurchase the debt of an affected customer. Fees relating to compliance such as Late payment fees for affected customers will be waived.
- **De-energisation:** Arc Energy will not de-energise an affected customer without consideration of the impact on the customer and whether other persons are jointly or individually responsible for the accumulated arrears.

## Hardship:

Family and Domestic violence can be a likely cause of customer hardship. Please see our [Hardship Policy](#) on our website.

## Review and Continuous Improvement:

Arc Energy will review and update this policy at least once every 2 years to ensure its effectiveness and compliance with changing legal requirements and best practices in addressing family and domestic violence concerns. This Policy was last updated in March 2026.

**Note:** This policy primarily focuses on customer interactions related to family and domestic violence. For incidents that pose an immediate threat or require urgent attention, appropriate emergency services and authorities should be contacted.

## Contact us



If you have a questions regarding this policy, please contact us on:

Email: [info@arcenergygroup.com.au](mailto:info@arcenergygroup.com.au)

Phone: 1300 025 965



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GROUP

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