



Ampol Energy (Retail) Pty Ltd Family and Domestic Violence Policy

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1. Family and Domestic Violence Policy

At Ampol Energy, we are committed to providing confidential and respectful assistance to customers experiencing family violence. It is now recognised that Government, corporate and community sectors have a responsibility to work together to support those impacted by family violence. Ampol Energy supports a collaborative and integrated approach to ensure that we can effect real change to the safety of our community.

If you are an Ampol Energy customer or former customer and you are affected by family violence, this policy may apply to you.

2. What is Family or Domestic Violence

Family and domestic violence can include (but is not limited to) the following behaviour by a person towards a family member of that person:

- is physically or sexually abusive
- is emotionally or psychologically abusive
- is economically abusive
- is threatening
- is coercive
- and in any way controls or dominates the family member to feel fear for the safety and wellbeing of that family member or another person.

Family violence can also refer to behaviour by a person that causes a child to hear or witness, or otherwise be exposed to the effects of behaviours listed above.

Family and domestic violence can take many forms including using technology to monitor or track someone, or to use technology to make sustained and repeated behaviour to unduly harass someone.

3. Your rights as a customer if impacted by family violence

Our customers affected by family violence can expect to:

- be treated in a respectful and professional manner by our trained staff
- have their personal information protected in line with this Policy and our Privacy Policy
- tell their story to staff once only
- as an energy customer, be granted entry into our Payment Difficulties (Victoria), in the event of financial difficulty be able to access payment suspension, debt forgiveness or reduction at our discretion and on a case by case basis.

4. Our commitment to you

- all our customer facing staff are trained on key aspects of family violence and our family violence policy

- we have specifically trained staff that can assist you and help people that are affected by family violence
- you have the right to have your information stored securely and confidentially and to determine in what circumstances this data can be accessed
- we will not ask a customer experiencing family violence to provide documentary evidence to us

Ampol Energy staff are unable to offer counselling to a customer who discloses family violence, we will commit to

- Listen closely, with empathy and without judgement,
- Acknowledge the person's disclosure, and
- Assist the customer regarding their initial query, considering any support programs they are eligible for, then
- offer referral onto appropriate external support agencies

In the event that a customer has presented with serious risks relating to their personal safety, additional action may be considered, such as immediate referral to emergency services, such as the Police

5. Family Violence Assistance Available

We offer a range of assistance measures to customers who are affected by family violence.

- additional account security measures to protect personal and financial information
- tailored customer interactions with our trained staff
- restrictions on certain debt management and collection activity
- support in accessing our payment difficulty/hardship measures
- information around external support available to individuals and families

6. Assistance Programs and Resources

Our specially trained staff will support customers affected by family violence with their account. We can also provide you with information from external family violence support services where appropriate. Some of these external support networks and resources include:

Government Support Services

- Family violence support VIC

Other Support Services

- Domestic Violence Resource Centre
- 1800RESPECT
- Lifeline
- DV Connect WomensLine
- DV Connect MensLine

7. Account Security

For customers affected by family violence, we will take additional steps to protect and safeguard your personal information. We have developed several processes and procedures to ensure, that where a person is affected by family violence, our staff:

- do not disclose or provide access to confidential information about an affected customer to any other person without the consent of the affected customer
- take steps to ensure that the affected customer's preferred method of communication is utilised
- create a record of any arrangements reached around account security

Confidential information is referred to as any information that may be used to identify or locate an affected customer, including information about their whereabouts, contact details, financial details or personal circumstances. The reference to any other person includes a person who is or has been a joint account holder with any affected customer.

8. Payment Difficulties and Family Violence

We recognise that family violence is a potential cause or result of payment difficulties and will extend the full range of financial hardship arrangements to customers affected by it. We will consider the impact of debt recovery on customers affected by family violence, in addition to the role of any other persons that may have contributed to the accumulation of an arrears amount.

9. Language Difficulty

If we reasonably believe that a customer affected by family violence has a language difficulty, we will arrange for an interpreter to contact the customer directly.

10. Privacy

We will ensure that we respect your privacy and that you have the ability to raise a privacy complaint in line with the Ampol Energy Privacy Policy.

11. Website

This Family Violence Policy will be available on the Ampol Energy website. It will also be provided to any customer on request.

12. Complaints

If you are affected by family violence and have a complaint in relation to your account, we will resolve the matter in accordance with our complaints process.

13. Review

The Ampol Energy Family Violence policy will be reviewed no less than once every two years.