

COVID-19 Update: We understand that you may need our help in more ways than one. If you need us, we are here to help and can provide support on family matters as well as and financial assistance. For more information please see our Family Support Policy below or give us a call on 1300 599 888 to speak to our dedicated customer experience team.

Blue NRG Family Violence Policy

Policy Statement

At Blue NRG, we recognise that family violence is a serious and complex issue that impacts the entire community. As an essential service provider, we are committed to providing customers affected by family violence, confidential support and flexible payment arrangements to help manage their energy needs.

Purpose

This Family Violence Policy (Policy) seeks to empower customers to request assistance in managing any family violence related issues, regardless of their financial capacity.

What is Family Violence?

Blue NRG recognises that there are many forms of family violence. Under the Family Violence Protection Act 2008 (Vic) family violence is behaviour by a person towards a family member of that person if that behaviour is:

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

We acknowledge that customers subject to economic abuse may experience financial difficulties in paying their energy bills. As such, Blue NRG recognises that family violence is a potential cause of payment difficulty.

How we can help you

Our people

All Blue NRG employees have been trained to engage respectfully and provide confidential assistance to customers that appear to be experiencing family violence. Our employees understand:

- the nature and consequences of family violence
- the application of this Policy
- how to identify a customer that may be affected by family violence
- how to engage appropriately and effectively with affected customers

Continuity of Service

We have restricted communication channels to ensure your queries are prioritised and managed by our specialist customer experience team. You may also request your preferred method of communication. Please contact us at familysupport@bluenrg.com.au or on 1300 788 228.

Account Security

Your personal information will be securely handled and will remain confidential. We will not disclose your confidential information to any other person without your consent. You will also have the option to set up security questions or a password to protect your account details and confidential information.

Debt Management

Blue NRG recognises family violence as a potential cause of payment difficulty. We will consider each customer's individual circumstances to find a suitable solution specific to the customer's needs. This may include, flexible payment plan options, waiving or suspending debt, or restricting the collections cycle to ensure the customer's premise is not de-energised for an overdue bill.

Supporting documentation

Blue NRG may require the customer to provide specific documentation when considering an appropriate debt management option for the customer. These might include judicially determined evidence obtained from a judge or magistrate in Court, or non-judicially determined evidence.

Judicially determined evidence includes an injunction, Domestic Violence Order or criminal conviction.

Non-judicially determined evidence includes a joint undertaking, statutory declaration and other third-party evidence from:

- a Medical practitioner
- the Police
- Child Protection Services
- Women's Refuge/Domestic Violence Crisis Centre
- Social Worker
- Psychologist Family Consultant
- School Counsellor or Principal

External Support

We will advise customers of external support services including access to a free interpreter service (telephone 131 450).

Below is a list of external support services that are also published on our website. We will keep this information up to date to ensure customers affected by family violence can easily access this assistance.

Support & Assistance

If you are experiencing family violence and need help, including financial assistance to manage your energy bills, please call us on 1300 599 888 between 8:30am and 5:30pm, Monday to Friday. Our friendly customer service team have been trained to assist customers in need of our support.

EMERGENCY 000

If there is an immediate threat to your safety call emergency 000.

1800RESPECT

The National Sexual Assault Domestic Violence Counselling Service offers confidential online and telephone counselling, information and referral services. Visit [1800RESPECT](https://www.1800respect.org.au) or you can call 1800 737 732, 24 hours a day, 7 days a week.

LIFELINE

Lifeline provides Australians experiencing a personal crisis with 24 hour crisis support and suicide prevention services, call 13 11 14 or visit [Lifeline](#).

MENSLINE AUSTRALIA

This is a free service offering national telephone and online support, information and referrals for men with family and relationship concerns. Visit [Mensline Australia](#) or call 1300 789 978.

NO TO VIOLENCE'S MEN'S REFERRAL SERVICE

This service provides confidential counselling on 1300 766 491 or via [Live Chat](#). Live Chat operating hours are 8am – 9pm Monday to Friday (AEST/ADST). Visit [No to Violence's Men's Referral Service](#).

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES (NACLC)

This is an independent not-for-profit community organisation that provides legal and related services to the public, focusing on the disadvantaged and people with special needs. The site is a centralised site where state-based community legal centres can be found according to your needs and locality. Visit [National Association of Community Legal Centres](#) (NACLC).

NATIONAL DEBT HELPLINE

Customers can speak to a free, independent and confidential financial counsellor (either on the phone or face-to-face) by calling the National Debt Helpline on 1800 007 007 from anywhere in Australia.

Visit www.ndh.org.au to access a range of step-by-step and self-help guides.

Review

Blue NRG will provide a copy of this Policy to customers upon request.

This Policy and any associated procedures and policy will be reviewed annually. This Policy will continue in operation until replaced by a subsequent version or rescinded.