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Please contact us!

If you're impacted by family and domestic violence and want to learn about how we can support you, please contact us via the details below.

Phone

Customer service: 13 78 72 (During business hours)

Email: customeradvocacy@supagas.com.au

Website: <https://www.supagas.com.au/contact>

Customers with special needs

Non-English speaking customers, contact us via the Telephone Interpreter Service on 13 14 50.

Customers who are hearing impaired, contact us via the Telephone Typewriter (TTY) National Relay Service on 13 36 77.

If you would like a copy of this policy in large print, please call 02 81079480

What is Family and Domestic Violence?

Family and domestic violence is when someone intentionally uses violence, threats, force, or intimidation to control or manipulate a family member, partner, or former partner. It is characterized by an imbalance of power where the perpetrator uses abusive behaviours and tactics to obtain power and control over the victim, causing fear. Family and domestic violence takes many forms, such as emotional, verbal, social, economic, psychological, physical, and sexual abuse.

Family and domestic violence is common and causes significant physical, emotional, psychological, and financial harm to those impacted.

Our team

Supagas is committed to actively supporting customers impacted by family and domestic violence. We strive to offer safe, supportive, and flexible assistance to our customers and ensure all interactions are undertaken respectfully and sensitively.

We've worked directly with expert community organizations to develop our Family and Domestic Violence Policy and provide training to our dedicated team and customer service staff. This ensures all team members understand this policy and will engage safely and compassionately with you to provide assistance.

We're here for you

If you are impacted by family and domestic violence and want to speak with a team member who can help you with information on this policy, please call us on 1300 790 693.

We will prioritise your safety and freedom of choice by being clear about what help we can offer and any limitations, so you can make an informed decision. The information you share will remain confidential, and we won't pressure you for more details. You can choose how much you want to share, and we won't ask for evidence before offering support.

How we can help

Supagas appreciates the courage it can take to ask for help. We won't ask you to repeat information or refer to your situation in future conversations unless you choose to. We'll keep all your details confidential and secure.

We'll ensure that when you call, you are transferred to a dedicated team who can assist with this policy. We will work with you to set up a safe communication method and safeguard your account. We will offer a range of options, and you can choose what works best for you.

We'll also explain any limitations, for instance:

- The account owner can access details such as your name and date of birth if you're listed as a secondary contact.
- The account owner can change the contact method for bills and notices or remove you as a secondary contact.

The account owner will not:

- Know that you've discussed family and domestic violence with us unless you tell them.
- Access the information you've provided or your safe communication method.

You may also request removal as the secondary contact if necessary.

Keeping you connected

Supagas recognises that family and domestic violence can cause financial hardship. If you cannot pay your bill, we will not disconnect your supply for at least nine months after you notify us unless:

- You no longer reside at the supply address.
- You request disconnection.
- There are safety reasons or emergencies requiring disconnection.
- Gas has been illegally consumed at your supply address.
- A planned interruption is scheduled.

We will consider your circumstances before disconnecting your supply for non-payment, including:

- How collection activities may impact you.
- Whether someone else contributed to the amount owed.
- Whether reducing or cancelling fees, charges, or debt is necessary.

We will discuss your payment difficulties and, if needed, manage your account under our Financial Hardship Policy. Additional support may include:

- More time to pay.
- Referrals to financial counselling or emergency relief services.
- Assistance with Government grants such as the Hardship Utilities Grant Scheme (HUGS).

Our hardship policy can be found at supagas.com.au/help/policies/financial-hardship-policy, or you can request a copy.

Community Support Services

Our team can help with issues related to your gas connection and family/domestic violence. There are additional support services available, such as:

- **1800RESPECT:** The national domestic, family, and sexual violence support service (call 1800 737 732).
- **No to Violence:** Support for men concerned about their behaviour (call 1300 766 491).
- **KidsHelpline:** A helpline for young people under 25 (call 1800 551 800).
- **13YARN:** A national crisis line for Aboriginal & Torres Strait Islander people (call 13 92 76).

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