



Power Club Limited

ABN 71 603 346 836

POWERCLUB

Family and Domestic Violence Policy

National

powerclub

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v1.0 01/01/2020

Date	Change	Author
01/01/2020	Initial Policy	F. Gamble



1. Our Belief

Power Club limited has regard to all laws and codes, and good industry practices and is against all forms of family and domestic violence.

Family violence has been defined in Victorian legislation as behaviour towards a family member which is physically, sexually, emotionally, psychologically or economically abusive, coercive or threatening or which controls or dominates causing fear for family members' safety and wellbeing. It also includes any behaviour that causes a child to hear, witness or otherwise be exposed to the effects of that behaviour.

Where Powerclub is aware that a customer has been impacted by family violence, Powerclub considers this to be a special customer circumstance.

Special circumstances can create vulnerabilities for our customers and can be a critical factor when dealing with their energy accounts.

2. Our team is here for you

Firstly, if you or someone you know is in immediate danger, please call **000**. You can also call **1800 RESPECT** or visit **1800 RESPECT** for confidential information, counselling and support.

We understand that in situations of family domestic violence, having your power remain on is critical, but managing things like your energy accounts can become overwhelming.

3. Keeping you safe

Communication from the Power Club team will ensure that all bills, reminder notices and disconnection warnings contain information advising customers to let us know if they are experiencing difficulties and that options are available to assist them with payments.

4. Keeping you safe

4.1 Notes on your account

Because we'll have made a note on your account, we'll be aware of your situation, so if or when we have further conversations or interactions with you, we won't ask you to explain it again.

4.2 Don't need documentation proof

To update your account with information about your situation, we won't require documentation. Tell us what's going on and we'll do what we can to support you.

4.3 Keeping the power on

By talking to us, we will keep the power on. A suitable payment arrangement can be made.

5. Your information secure and private

If you're in a situation where it may not be safe to send information to your home address, we've developed ways to ensure you receive the information you need without compromising the security of that information.



5.1 Nominating a third person to assist you

If you want another person to help manage your account at this time, you can nominate them as an authorised person. You can set this up when you chat with one of our agents if you call us, or you can request it via email.

6. Wanting to change your email contact

If you are the authorised account holder, you can change the contact detail on your account. You can do this by dropping us an email to info@powerclub.com.au or calling us on **1300 294 459**

7. Removing someone from your account

Do you want to remove a joint account holder or an authorised person from your energy account? You can do this by dropping us an email to info@powerclub.com.au or calling us on **1300 294 459**

8. If you are having trouble paying your bills

Powerclub realises that any form of family and domestic violence may cause payment difficulties, even financial hardship.

Please reach out (sooner rather than later) if this is the case with you. Powerclub has several ways we can help, including our PACE program.

9. If you have an outstanding debt

If you haven't talked to us, pick up the phone and call **1300 294 459**.

If you have outstanding debt, and we haven't been able to talk to you about your situation – we may need to follow our debt management process.

This could result in the disconnection of your energy supply, and we don't want this to happen.

10. Get in touch

To contact us:

Email: info@powerclub.com.au

Phone: **1300 294 459**

Write: Power Club Limited
Complaints Manager
The Hub
Level 2, 696 Bourke Street
Melbourne VIC 3000

If you need an interpreter, call 13 14 50

If you have a hearing or speech impairment, contact us through the National Relay Service. For more information, visit www.relayservice.gov.au or call 1300 555 727

11. Review of Policy

The Policy and process are reviewed on an ongoing basis as part of the Power Club's internal compliance program.



12. Privacy

The Personal and Financial Information discussed and disclosed by a customer will be managed following Power Club's Privacy Policy located on our website: <http://powerclub.com.au/privacy>

13. Other Support Services

Who	How they can help	Contact details
Government		
Police	If you or your child/family is in immediate danger	Call 000
Department of Human Services	There are short term counselling, support and information available through Centrelink, Medicare, Child Care, and Social workers These services can refer you to other support services	Social Work Service: 13 28 50 Multilingual: 13 12 02 or visit https://www.humanservices.gov.au/
Financial		
Money Mined	Service available to help you build your skills, knowledge, and confidence in managing your money	http://www.moneyminded.com.au/
National Debt Helpline	Free Financial counselling service to help you in managing bills and debts	Call 1800 007 007 or visit https://ndh.org.au/
Legal		
National Association of Community Legal Centres	A directory list of community law centres in Australia	http://naclc.org.au/
Women's Legal Services Australia	Legal centres specialising in women's legal services	http://www.wlsa.org.au/
Wellbeing		
Lifeline	Crisis Support Services	Call: 13 11 14 Open 24/7
1800 RESPECT	Free, confidential family violence and sexual assault counselling services	Call 1800 737 732 Open 24/7 http://1800respect.org.au
Family Relationship Advice Line	Service providing information and advice on family relationship issues and parenting arrangements after separation	Call 180 050 321 Mon-Fri 8.00am to 8:00pm Sat 10.00am to 4.00pm
Men's Line Australia	Telephone and online support services for men	Call 1300 78 99 78 http://mensline.org.au
WIRE Women's Information	Free generalist information, support, and referral service for Victorian women	Call 1300 134 130 https://www.wire.org.au/