

Family Violence Policy

Sustainable Savings has developed Family Violence guidelines to deliver flexible ongoing support for our residential and small business customers experiencing family violence. These guidelines will help us respect and care for each affected customer in every interaction.

If you are experiencing family violence, please contact 1800 Respect for professional support.

Sustainable Savings Pty Ltd
ACN:604 401 103
Trading as: Utility Shop

Adelaide:
Level 1
46 Magill Road
NORWOOD SA 5067
t: +61 8 7127 1510

Family violence can be defined as:

- A. physical abuse; including any use of physical force against another person
- B. sexual abuse; including any form of forced or unwanted sexual activity
- C. verbal abuse: including yelling, screaming, or consistently making statements that negatively label a person
- D. emotional abuse
- E. social abuse, such as preventing a person from spending time with family and friends and isolating them from their support networks.

Family violence can also be economic in nature impacting affected customers by:

- A. insisting an energy account is in an affected customer's name and refusing to contribute to the cost
- B. holding an energy account jointly and refusing to contribute to the cost
- C. holding an energy account in the perpetrators name and not paying bills, resulting in disconnection, and
- D. holding the account in the perpetrators name and threatening to have the service cut off or having it cut off when they leave the family home.

We understand that family violence causes many difficulties (not just financial), and we will assist our customers to get the best possible outcomes.

We will:

- Case manage customers affected by family violence on an individual basis with consideration given to debt waiver or deferment, allocation of debt and debt collection activities, hardship grants and access to Utility Relief Grants and concessions.
- Take reasonable steps to identify the affected customer's preferred method of communication, and offer alternative methods if this is not practicable.
- Make sure information regarding customers affected by family violence is managed securely and confidentially.
- Make sure our processes avoid the need for customers to repeatedly disclose or refer to their experience of family violence.
- Provide continuity of service for customers affected by family violence.
- Provide information to customers about support programs including energy efficiency information, Government grants and concessions, dispute resolution processes and payment options that are available.
- Refer customers who may be affected by family violence to specialist family violence service(s).
- Provide ongoing training to all relevant employees to enhance awareness and understanding of issues related to family violence as well as training in identifying and responding to the complex issues associated with family violence.
- Provide training to all relevant employees on how to appropriately implement the family violence guidelines of the business to provide support and effectively engage with affected customers by working with customers in a respectful and appropriate manner.
- Only seek documentary evidence where it is reasonably required when considering debt management or disconnection of a site.
- Before disconnecting supply, the potential impact on the affected customer will be considered, along with whether other persons are jointly responsible for the associated non-payment.
- Publish and provide a copy of this policy (on request) together with details of referral agencies for affected customers on our website.
- Review this policy regularly to ensure it remains relevant to affected customers.

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If you are experiencing family violence, support services are available.

REFERRAL GROUP:

1800 RESPECT	National Counselling helpline available 24/7 with support services and resources, available in 28 languages other than English. Has a 'quick exit' button to Google.	Phone: 1800 737 732 (available 24/7) 1800respect.org.au
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Other Languages

For an interpreter service for languages other than English please call: 13 14 50

Arabic: إذا كنت بحاجة إلى مترجم إتصل بالرقم: 13 14 50

Chinese: 如果您需要翻譯, 請致電 : 13 14 50

Croatian: Ako trebate tumača, nazovite: 13 14 50

Greek: Αν χρειάζεστε διερμηνέα, τηλεφωνήστε: 13 14 50

Italian: Se hai bisogno di un interprete, chiamate: 13 14 50

Persian: اگر شما لازم است, فراهوان 131 450

Polish: Jeśli potrzebujesz tłumacza, zadzwoń: 13 14 50

Portuguese: Se você precisar de um intérprete, ligue para: 13 14 50

Serbian: Ако треба тумача, назовите: 13 14 50

Spanish: Si usted necesita un intérprete, llame al: 13 14 50

Turkish: Eğer bir tercümana ihtiyacınız Arama: 13 14 50

Vietnamese: Nếu bạn cần một thông dịch viên, xin gọi: 13 14 50

If you have a hearing or speech impairment, please call via the National Relay Service: Dial 133 677 from your TTY phone.