



# Family & Domestic Violence Policy

Arcline by RACV

[energy.arcline.com.au](http://energy.arcline.com.au)

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# 1. Introduction

## 1.1. Purpose

Arcline by RACV – Energy recognises the important role that energy providers can have in supporting customers affected by family or domestic violence (**Affected Customer**) to regain safety and stability and we are committed to ensuring that we deliver effective and sensitive responses to customers experiencing hardship and vulnerabilities, such as family or domestic violence.

The purpose of this policy is to set out how Arcline by RACV – Energy will identify and assist Affected Customers and provide them with access to safe, supportive, and flexible assistance.

## 1.2. Application & review

This policy applies to Arcline by RACV – Energy and our directors, employees, partners, agents and contractors (Arcline by RACV – Energy) and is for all customers who are experiencing or have experienced family violence.

To the extent of any inconsistency, this policy will take precedence over the terms and conditions of an Affected Customer's market retail contract.

This policy will be reviewed periodically and at least every two years and was last updated in May 2023.

## 1.3. What is Family Violence?

Family violence can be defined as behaviour by a person towards a family member of that person, where that behaviour is physically or sexually, emotionally, psychologically, or economically abusive; threatening, coercive; or in any other way controls or dominates the family member and causes that family member to feel fear for the safety of that family member or another person. Family violence can also include behaviour by a person that causes a child to hear or witness, or otherwise be exposed to the effects of, the behaviour referred to above.

Examples of family violence include carrying out the actions below, or threatening to do so:

- Assault or causing personal injury.
- Sexual assault or engaging in another form of sexually coercive behaviour.
- Property damage.
- Verbal abuse, threatening behaviours, and emotional manipulation.
- Preventing victim-survivors from participating in their religion, cultural practices, or language of preference.
- Isolating a victim-survivor from their family, friends, and support networks.

- Denying reasonable financial autonomy or financial support.
- Stalking, harassment, intimidation, or coercion to cause fear or ongoing harassment, including by a third party, electronic communication, or social media.
- Unlawfully depriving a family member of their liberty.
- Killing or injuring an animal.

## 2. Supporting customers affected by family violence

### 2.1. General

In all dealings with Affected Customers, Arcline by RACV – Energy will:

- have regards to the Affected Customer’s safety; and
- take into account the particular circumstances of an Affected Customer.

### 2.2. Internal Processes

Arcline by RACV – Energy has secure processes in place that:

- provide a method to readily assess if a small customer is affected by family violence;
- provide a method to readily identify the account of a small customer who has been identified as being affected by family violence;
- avoid the need for the affected customer to repeatedly disclose or refer to their experience of family violence; and
- provide for effective ongoing engagement with an affected customer.

### 2.3. Employee training and awareness

Arcline by RACV – Energy provides training to all of our employees and contractors (**Agents**) who, acting on our behalf, may engage with Affected Customers or be responsible for systems and processes that guide these interactions (including management of Agents). This training addresses the four categories set out below.

#### (a) The nature and consequences of family or domestic violence

Arcline by RACV – Energy ensures that our Agents understand that there are many forms of family or domestic violence and that all of them are to be taken seriously.

**(b) The application of this policy**

Our Agents are trained to ensure that they are clear about their role and responsibilities, including this policy and any other processes within their context for responding to Affected Customers.

**(c) How to identify customers affected by family or domestic violence**

Our Agents understand that Affected Customers may feel ashamed or afraid to disclose their experiences. Care must be taken to identify these customers, as those experiencing family violence can present differently as a result of the different risks, impacts, and barriers to accessing support and safety that those customers experience.

**(d) How to engage appropriately and effectively with Affected Customers**

Our Agents are trained to:

- believe customers when they disclose that they are experiencing family or domestic violence, not require undue burden of documentary evidence and give the customer choice and control over their options wherever possible;
- remove the need for customers to repeat their story unnecessarily;
- demonstrate empathy through active listening, asking open questions and using a calm and patient tone;
- proactively provide clear, accessible, and inclusive information; and
- provide meaningful opportunities for customers experiencing family or domestic violence to give feedback about the responses offered.

## 2.4. Account Security

**(a) Privacy and confidential information**

Arcline by RACV – Energy respects all our customers' safety and privacy. We will not disclose an Affected Customer's information to anyone else, including a current or former joint account holder, without the Affected Customer's consent. This includes any information that may be used to identify, communicate with, or locate an Affected Customer, including information about their whereabouts, contact details, or financial or personal circumstances. Such information includes date of birth, maiden name, phone numbers, email addresses, PO boxes and residential addresses.

We take our customer's privacy and protecting their personal information seriously. We manage this information in line with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles. Customers can

view a copy of our Privacy Collection Notice [here](#), and our Privacy Policy [here](#).

**(b) Preferred method of communication**

Arcline by RACV – Energy will:

- take reasonable steps to understand the Affected Customer’s preferred method of communication;
- offer alternative methods of communication if the Affected Customer’s preferred method of communication is not practicable; and

keep a record of arrangements reached in accordance with the above.

**(c) Disclosure**

Arcline by RACV – Energy will ensure that our contractors, subcontractors and agents do not disclose or provide access to Affected Customer information without the consent of the Affected Customer. However, Arcline by RACV – Energy will share Affected Customer information to the extent required by law.

## 2.5. Debt Management & Payment Assistance

**(a) General**

Arcline by RACV – Energy recognises that family or domestic violence is a potential cause of payment difficulty.

Before taking any action to recover money owing from an Affected Customer, Arcline by RACV – Energy will consider:

- the potential impact of debt recovery on the Affected Customer; and
- whether other persons are jointly or individually responsible for the energy usage that resulted in the accumulation of the Affected Customer’s debt.

**(b) Payment assistance**

If an Affected Customer is having trouble paying their bills as a result of family or domestic violence, Arcline by RACV – Energy can provide a number of payment options or support (if applicable), including payment plans and extensions, waiving late payment fees, Centrepay or deferrals.

Arcline by RACV – Energy will offer Affected Customers further payment plans, even if they have had two cancelled due to non-payment in the previous 12 months or have been convicted of an offence involving illegal energy use in the last two years, where someone else may have been jointly or severally responsible for these actions.

**(c) Hardship**

Arcline by RACV – Energy also recognises that family violence can be a likely cause of a customer being in hardship, for which we can also provide assistance under our Hardship Policy, available [here](#) or on our website.

**(d) De-energisation**

Arcline by RACV – Energy will not arrange for the de-energisation of an Affected Customer’s premises unless we have considered:

- the potential impact of de-energisation on the Affected Customer at that time, and
- whether other persons are jointly or severally responsible for the relevant non-payment or action.

## Additional Support

**(a) Services directly related to family or domestic violence**

Arcline by RACV – Energy will provide Affected Customers with information about the availability of one or more external family violence support services – at a time and in a manner that is safe, respectful and appropriate given the Affected Customer’s circumstance.

There are a number of organisations that specialise in supporting and working with those experiencing family violence – whether immediate or longer-term support is required:

Agency	Contact Details
Police	000
Emergency Response	000
1800RESPECT (national)	1800 737 732 or <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>
Men’s Referral Service	1300 766 491 or <a href="http://www.ntv.org.au">www.ntv.org.au</a>
Safe Steps Family Violence Response Centre (Victoria)	1800 015 188 or <a href="http://www.safesteps.org.au">www.safesteps.org.au</a>

**(b) Interpreter services and contact assistance**

For language assistance please contact our interpreter service on 131 450:

- Italian: Servizio Interpreti
- Spanish: Servicio de interprete

- Vietnamese: dịch vụ phiên dịch
- Arabic: خدمه الترجمة الفورية
- Greek: υπηρεσία διερμηνείας
- Hindi: दुभाषिया सेवा
- Chinese: 口譯服務

National Relay Service: customers who are deaf, or have a hearing or speech impairment, can contact us through the National Relay Service (TTY) on 133 677, by giving them Arcline by RACV – Energy number 1300 884 849 to call. For more information, visit [www.relayservice.gov.au](http://www.relayservice.gov.au).

### 3. Record Keeping

Arcline by RACV – Energy will maintain records that are sufficient to evidence its compliance with this Policy and relevant legislation. These records will be retained:

- for at least 2 years;
- for as long as the Affected Customer continues to receive assistance in accordance with Part 7 of the Victorian Energy Retail Code of Practice and applicable rules in the National Energy Retail Rules.
- where an Affected Customer has, within the periods set out above, made a complaint or referred a dispute to the Energy Ombudsman in relation to the provision of family violence assistance by Arcline by RACV – Energy, for the period the complaint or dispute remains unresolved.

### 4. Contact us

If you have a question regarding this policy or any other matter, please contact us:

Email: [support@energy.arcline.com.au](mailto:support@energy.arcline.com.au)

Telephone: 1300 884 849





Energy provided by Arcline by RACV – Energy. A trading name of licenced energy retailer Energy Locals Pty Ltd, ABN 23606408879.

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