

Helping you when affected by Family Violence.

Has a family member or partner:

- Placed you in a difficult position with your bill;
- Left you with a debt to Arcline by RACV - Energy, or;
- Required you to seek an urgent connection of electricity at your current or another property.

All of these circumstances could be a result or form of family violence. We are here to assist you with managing your Energy plan and payments throughout these difficult circumstances.

Confidentiality

We will always respect your privacy and safety. Any information that you provide to us will be treated with confidentiality and not be shared with anyone else.

Providing information

We will do our best to ensure you only have to explain your circumstances once – the first time you contact us and notify our team member(s) assisting you. We will not require you to provide proof of your personal circumstances and will be guided by the information you share in the initial conversation.

Trained members of staff

Our team members have been trained to help people who are being impacted by family violence. We will provide you with an ongoing primary contact person as well as a secondary contact person in the instance that your primary contact is unavailable. Any time you call, you will be put in contact with either your primary or secondary contact person. Our team members are here to support you and will always treat you with respect, dignity and understanding during your difficult times. We will clearly explain how we can best assist you and provide you time to think about the best options for you.

Helping with a debt and ongoing payments

If you have been left with an Arcline by RACV - Energy debt, please call us on 1300 884 849 between 8.30am and 5.00pm (AEST) Monday to Friday. Every circumstance is different, and we will work closely with you to develop a solution that best works for your situation. Your electricity supply will not be disconnected.

Further assistance

Call 000 in an emergency. Below are some organisations that specialise in supporting and working with those experiencing family violence both immediate and ongoing:

1800 RESPECT (1800 737 732): The National Sexual Assault & Domestic Family Violence Counselling Service. 1800 RESPECT is a 24/7 helpline for information, support and counselling and can help direct customers to more specific services for a customer's unique circumstance.

Safe Steps (1800 015 188): A 24/7 family violence response service for women and children. They can provide information on specific family violence support services, legal rights and accommodation options.

Interpreter service 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: خدمة الترجمة الفورية

Greek: υπηρεσία διερμηνείας

Hindi: दुभाषिया सेवा

Chinese: 口譯服務

National Relay Service:

If you are deaf, or have a hearing or speech impairment, please contact us through the National Relay Service (TTY) on 133 677. Give them Arcline by RACV - Energy's number, 1300 884 849, to call.

For more information, visit www.relayservice.gov.au.

Additional information

The information provided in this document represents Arcline by RACV Energy's Domestic Violence Policy. This policy will be reviewed from time to time to ensure ongoing relevance and effectiveness. If you have a question regarding this policy or any other matter, please contact us:

Email: support@energy.arcline.com.au

Telephone: 1300 884 849