



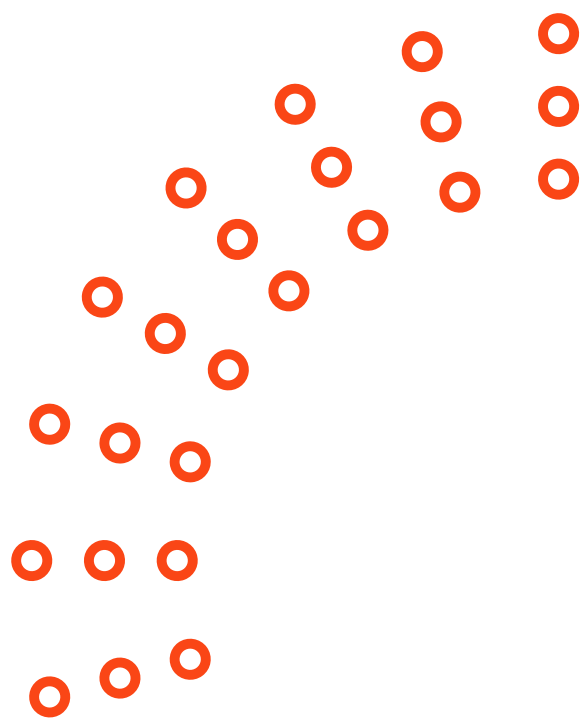
Our family and domestic violence policy

ACT | NSW | QLD | SA | VIC



This policy applies to Origin customers affected by family and domestic violence.

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We're against all forms of family and domestic violence

If you're in a personal relationship that makes you feel unsafe, afraid or powerless – no matter what your background – then you may be experiencing family and/or domestic violence. It's more common than you think.

Family and domestic violence may be physical or mental abuse, or as simple as having financial or psychological control over a person. Either way when someone leaves such a situation, they need support and help.

Our team is here for you

We're always looking for ways to help customers who might be vulnerable, and to better understand their circumstances and be proactive in how we can help. We train our customer-facing staff to recognise customers who may be experiencing family and domestic violence, and to know what to do to help them. We also train their team leaders and the staff who design our processes, so that everyone contributes to creating the best possible experience.

Keeping you safe

Keeping you safe is paramount. You have rights to privacy, and we have a privacy policy that sets out what we do to ensure this. Visit originenergy.com.au/privacy to find out more.

We also know that sometimes it may not be safe to send information to your home address. So, we've developed ways to make sure you receive the information you need, while keeping your information secure.

If you're having trouble paying your bills

We realise that any form of family and domestic violence may cause payment difficulty and even financial hardship. Please reach out (sooner rather than later) if this is the case with you — we have a number of ways we can help, including our Power On program. Visit origin.com.au/financial-support for more information. And if you'd like a copy of our Hardship Policy, you'll find it here too — or give us a call and we'll send you a copy.

If you have outstanding debt

If you have outstanding debt with Origin and are not on our Power On program — 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. So please, make sure you contact us about what's going on so we can help you stay connected — we have payment assistance options available, and you may be eligible for our Power On program.

More help when you need it

Keeping your details secure and getting your energy bills under control are only a couple of ways we can help if you're facing a family or domestic violence situation. Remember, you are not alone — here are some other services that can provide help and support.

Organisation	What they do	Contact details
Government		
Police	Law enforcement services – call if you or your child/family is in immediate danger	Phone 000
Services Australia	Centrelink, Medicare, Child Support services – social workers can provide short term counselling, support and information, and refer you to other support services	Social Work Services, Tel: 13 28 50 Multilingual, Tel: 13 12 02 www.servicesaustralia.gov.au
Financial		
Money Minded	Website to help build skills, knowledge and confidence in managing money	www.moneyminded.com.au
National Debt Helpline	Free financial counselling services – get help in managing bills and debts	Tel: 1800 007 007 www.ndh.org.au
Legal		
National Association of Community Legal Centres	A directory of not-for-profit community law centres in Australia, focusing on the disadvantaged and people with special needs – request legal and related services	www.naclc.org.au
Women’s Legal Services Australia	A national network of community legal centres that specialise in women’s legal issues – request legal advice or a referral	www.wlsa.org.au
Wellbeing		
Lifeline	Crisis support services	Tel: 13 11 14 Open 24x7
1800 RESPECT	Free, confidential family violence and sexual assault counselling services	Tel: 1800 737 732 Open 24x7 www.1800respect.org.au
Family Relationship Advice Line	Information and advice on family relationship issues and parenting arrangements after separation	Tel: 1800 050 321 Open weekdays 8am–8pm, and 10am–4pm on Saturdays
Relationships Australia	Counselling, mediation and family dispute resolution services	Tel: 1800 364 277 Local call cost from anywhere in Australia
MensLine Australia	Telephone and online support services for men	Tel: 1300 78 99 78 www.mensline.org.au
WIRE Women’s Information – Any woman. Any issue.	Free generalist information, support and referral service for Victorian women – visit the Walk-in Information Centre, call the phone support line or start an online chat.	Tel: 1300 134 130 www.wire.org.au Walk-in Information Centre 372 Spencer St, West Melbourne, Vic. Open weekdays from 9:30am–4:30pm.

Get in touch

As an Origin customer, you rely on us for your energy supply – and we never forget our role in keeping you safe and connected. Call 13 24 61 or send an email to enquiry@originenergy.com.au to talk to us about your situation.

If you need an interpreter, call 1300 137 427.



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.

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