Our family and domestic violence policy

ALL STATES

This policy applies to Origin electricity and natural gas small customers affected by family and domestic violence.

May 2025

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We're against all forms of family and domestic violence

Family and domestic violence takes different forms and affects individuals in our community differently. While most commonly seen between intimate partner relationships, it can also take form in all types of families, kinship networks and intergenerational relationships including First Nation's people.

Family and domestic violence can take different forms, including but not limited to:

- economic or financial abuse
- psychological mistreatment
- physical, social, or sexual abuse
- emotional abuse and coercion
- behaviours that hurt, frighten, intimidate, or isolate
- stalking, cyber stalking and technology enabled abuse
- damage to property.

Origin is committed to protecting customers affected by family and domestic violence. This policy explains how Origin implements these protections for its residential and small business customer who buy electricity and natural gas from Origin.

Our team is here for you

We look for ways to support our customers who may be experiencing family and domestic violence. We train our team to:

- identify and engage appropriately and effectively with customers, being sensitive and respectful of customers' circumstances
- understand the nature and impacts of family and domestic violence
- apply this policy effectively, providing assistance and answering questions you have about it.

We also train leaders and staff who design our processes to ensure customer safety is always prioritised and their information is protected.

You may want a support person or representative to contact us for you. This could be a financial counsellor, social worker, family member or friend. If so, please tell us who they are so you can allow them to speak for you. If you agree, we'll talk to them like we would with you, following your instructions and privacy rules.

Keeping you safe

We will not provide unauthorised access to your personal information and we'll do our best to protect your information – we'll let you know this when we talk to you.

If you're experiencing family and domestic violence, we'll:

- **not ask you to provide documentary evidence about your circumstances before we start providing you with protections under this policy**
- **check how you'd like us to safely communicate with you and record that in our systems.** For example, if you currently receive correspondence via post, but you'd like us to change this to email/SMS ongoing, we'll change this in consultation with you. and we'll do our best to protect your information – we'll let you know this when we talk to you. We'll then communicate with you using the agreed method(s).
- **mark your account in our internal system so our team are aware of your circumstances** and you don't need to explain them to our team again, and to keep your account and information secure
- **offer to add a password to your account,** which will be an additional barrier preventing unauthorised access to your account
- **check if you have additional account holders.** If you're the main account holder, in consultation with you, we'll remove additional account holders that should no longer be associated with the account
- **ask if you're an additional account holder listed on another account.** If you tell us you're an additional account holder listed on someone else's account, we'll let you know of any consequences associated with this when we speak to you
- **offer you information about external support services** at a time and in a way that's safe, respectful and appropriate for you
- **prioritise your safety** and think about your circumstances in all our interactions with you.

You may also use or want to use Origin's My Account or mobile app. If you choose to use these and your password to access may have been compromised, we recommend you update your password to prevent unauthorised access.

Our privacy policy is also relevant to how we manage your information – visit **originenergy.com.au/privacy** to find out more.

If you're having trouble paying your bills

Family and domestic violence can make paying bills more challenging.

So we can best support you, it's important that you contact us to let us know about your circumstances and that you stay in contact with us. Please make sure we have your up-to-date contact details.

If you're experiencing payment difficulties, we'll offer you support under the following programs:

- NSW, QLD, SA, ACT, WA customers – our hardship program, **Power On**
- Victorian customers – assistance under the **Victorian Payment Difficulties Framework**.

Our team aims to work with you to tailor a sustainable solution based on your circumstances. Assistance available to you may include:

- setting up a payment plan to suit your needs
- checking if you're eligible for government concessions and grants
- enabling Centrepay as your payment method
- providing you with energy efficiency advice
- not charging late payment fees.

We'll also take into account whether another person contributed to the debt on any accounts in your name. For customers with a Western Australian supply address with debt, this may include reducing or waiving debt.

For more information, visit **originenergy.com.au/financial-support**.

It's important to stay engaged with us so we can best support you to manage your account. If not, there may be circumstances where debt management and potential disconnection may apply. We'll consider the information you've given us about your circumstances before taking any action and we'll prioritise your safety throughout the process.

But we will not arrange for the disconnection of energy at your supply address after you tell us about your situation:

- while you're receiving assistance under Power On or the Payment Difficulties Framework
- for customers in Western Australia, for nine months after you tell us, unless:
  - you've moved out or asked us to disconnect your supply
  - there are safety reasons or an emergency that make it necessary to disconnect your supply, or illegal use of energy
  - disconnection is a planned interruption and we provide you with notice as required by the regulations.

More help when you need it

We can help you with your energy services, but there are several external family and domestic violence services that can provide more tailored support to your personal circumstances and needs. The following list of organisations isn't exhaustive and is also on the Origin website.

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: 13 28 50 Multilingual: 13 12 02 **www.servicesaustralia.gov.au**
Financial		
National Debt Helpline	Free financial counselling services – get help in managing bills and debts	Tel: 1800 007 007 **www.ndh.org.au**
Legal		
Community Legal Centres Australia	A directory of not-for-profit community law centres in Australia, focusing on the disadvantaged and people with special needs – find legal and related services	**www.clcs.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: 1300 364 277 Local call cost from anywhere in Australia
13YARN	Free, confidential Aboriginal or Torres Strait Islander crisis support, providing a no judgement, culturally safe space to speak about needs, worries or concerns	Tel: 13 92 76 Open 24x7 **www.13yarn.org.au**

ORGANISATION	WHAT THEY DO	CONTACT DETAILS
Qlife	Free LGBTI peer support via telephone and webchat for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings, or relationships	Tel: 1800 184 527 Open 3pm to midnight, every day **www.qlife.org.au/get-help**
MensLine Australia	Free telephone and online support services for men	Tel: 1300 78 99 78 Open 24x7 **www.mensline.org.au**
WIRE Women's Information & Referral Exchange (Victoria)	Free information, support and referral service for women, non-binary and gender diverse people in Victoria – book your visit at the Walk-In Centre, call the phone support line or start an online chat.	Tel: 1300 134 130 **www.wire.org.au** Walk-In Centre: L1, 673 Bourke Street, Melbourne, Victoria Open weekdays from 9:30am–4:30pm.
Safe and Equal (Victoria)	Information and training for organisations about family and gender-based violence, including primary prevention, early intervention, response and recovery.	03 8346 5200 Open weekdays 9am–5pm Training enquiries: 03 8346 5266 **safeandequal.org.au**

How to get in touch with us

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 during business hours or send an email to **hello@origin.com.au** at any time to talk to us about your situation. Alternatively, you can write to us at GPO Box 1199, Adelaide SA 5001.

If you write to us and want us to call or reply to your email at a particular time that's safe for you, please let us know how and when you'd like us to contact you back.

National Relay Service

To use the teletypewriter (TTY) service, please call 13 36 77.

To use the Speak & Listen service, please call 1300 555 727.

Or visit **accesshub.gov.au** to find the right service for you.

Need an interpreter?

Call 1300 137 427

Interpreter

خدمة الترجمة الهاتفية للغات غير الإنكليزية.
Servicio Telefónico de Intérpretes para otros idiomas.
Per lingue oltre all'inglese contattate il Servizio d'Interpretariato Telefonico
Dịch vụ thông dịch qua điện thoại cho những ngôn ngữ khác không phải tiếng Anh.
Τηλεφωνική Υπηρεσία Διερμηνέων για άλλες γλώσσες εκτός της αγγλικής.
非英語語言電話傳譯服務。

Complaints handling

If you're not satisfied with how we've handled your situation or have a complaint about our Family and Domestic Violence Policy, please contact us using the details on the previous page.

We'll handle your complaint with due care and in accordance with our standard complaints and dispute resolution procedures, which you can find at **originenergy.com.au/complaints**.

If your complaint still isn't resolved after you first get in touch, we recommend escalating the matter to one of the team leaders within our customer service centre.

If your matter has been escalated through our complaint handling process and you still don't feel that it has been satisfactorily resolved, you can choose to have the situation reviewed by the relevant Energy Ombudsman Scheme in your state.

ACT Civil & Administrative Tribunal (ACAT)
02 6207 1740
acat.act.gov.au

Energy & Water Ombudsman NSW
1800 246 545
ewon.com.au

Energy & Water Ombudsman Queensland
1800 662 837
ewoq.com.au

Energy & Water Ombudsman SA
1800 665 565
ewosa.com.au

Energy & Water Ombudsman Victoria
1800 500 509
ewov.com.au

Energy & Water Ombudsman WA
1800 754 004
energyandwater.ombudsman.wa.gov.au

Origin Energy Retail Limited ABN 22 078 868 425 • Origin Energy (Vic) Pty Limited ABN 11 086 013 283 • Origin Energy Electricity Limited ABN 33 071 052 287 • Origin Energy LPG Limited ABN 77 000 508 369 • OC Energy Pty Ltd ABN 62 144 655 514 • WINconnect Pty Ltd ABN 71 112 175 710 • Sun Retail Pty Limited ABN 97 078 848 549 • Level 19 Festival Tower, Station Road, Adelaide SA 5000 • Telephone 13 24 61 • Facsimile 1800 132 463 • Web queries **originenergy.com.au/contactus**

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