



# Family and Domestic Violence Support Statement

Easy Read version



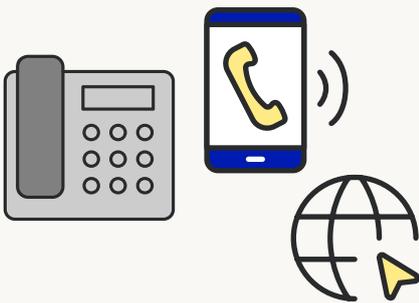
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# About this Easy Read statement



This statement is from AGL Energy Limited and its related companies including Southern Phone Company Limited. Together we are known as the AGL Group.

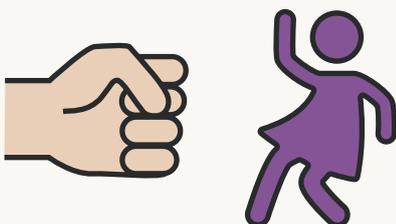


We provide home phone, mobile phone and internet services to our customers.

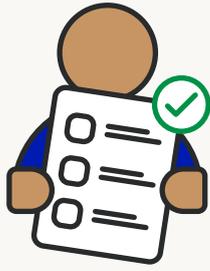


We wrote this statement to tell you how we can support you if you are affected by:

- family and domestic violence



- non-domestic sexual violence.



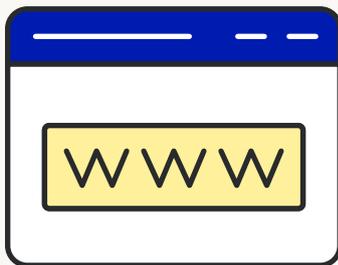
This statement is an Easy Read summary of our domestic and family violence support statement.



Summary means we only include the most important parts.

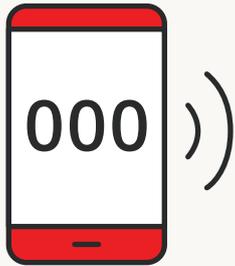


When we say our statement, we mean our domestic and family violence support statement.



You can read [the full version of this statement](#) on our website.

# If you do not feel safe right now



If you do not feel safe right now, you should call the police on triple zero, 000.

# What family and domestic violence means

Family and domestic violence is behaviour that:



- causes harm



- threatens you



- controls you or tries to control you



- makes you feel scared and unsafe.



Threaten is when someone says they will hurt you or someone you know.



Family and domestic violence does not just mean harming another person by punching, hitting or slapping them.



Many types of behaviour are family and domestic violence, including:

- making fun of someone or calling them names



- making someone put a bill in their name and making them pay it



- breaking someone's property on purpose



- forcing someone to have sex when they do not want to



- not letting someone spend their own money.

Family and domestic violence can happen in all types of relationships.

For example, the person who is hurting you might be:



- your current partner



- your ex partner



- a family member



- your housemate



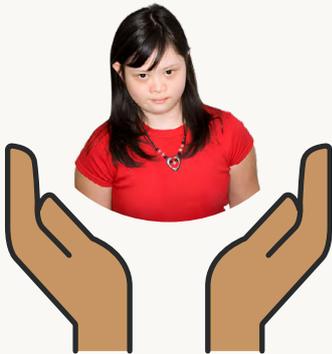
- your carer



- a person who is like family to you.



Family and domestic violence is never okay.



Family and domestic violence is never your fault.



If family and domestic violence is happening to you, we can support you.

# Your safety comes first



Making sure you are safe is the most important thing to us.



We have procedures in place to help protect people affected by family and domestic violence.



We will not put up with any kind of family or domestic violence, or non-domestic sexual violence.



Sexual violence is sexual activity or behaviour that you didn't ask for or want.



Non-domestic sexual violence is harmful behaviour done by someone who:

- is not family or like family to you



- you have not been in an intimate relationship with.



Non-domestic sexual violence can be done by:

- strangers



- friends



- people who are not close friends



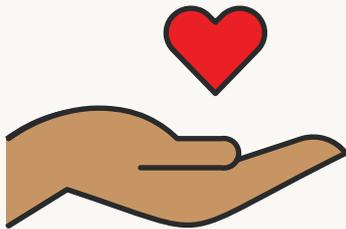
- work mates



- neighbours or housemates

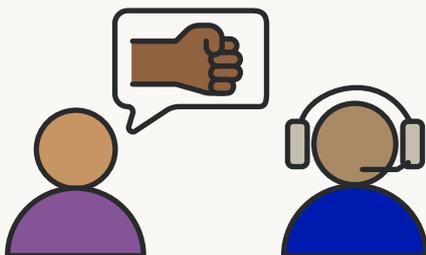


- teachers or other people in a position of trust.



You can get the same support if family and domestic violence or non-domestic sexual violence has happened to you.

## **When you tell us there is family and domestic violence**



When you tell us there is family and domestic violence, you will be put through to our specialist staff.

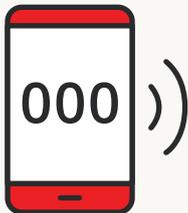
A specialist is someone who has special training and skills in an area, for example family and domestic violence.



The first thing they will ask is if you are safe.



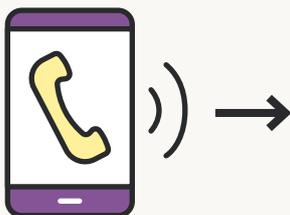
If you say you are not safe, we will:



- call the police for you



- give them your personal details



- transfer your call.

## How we can help you



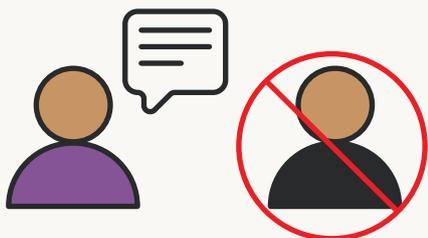
### Our staff

Our specialist staff are trained to understand your problems.



When you tell them that family and domestic violence has happened, they will:

- believe you
- not ask you to prove what you are saying
- not blame you for what has happened
- not make you talk to the person who is hurting you





- not share your information with the person who is hurting you.



## Working with you towards safety

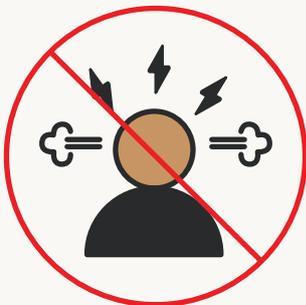
We will always make sure you are safe to talk when you speak to us.



Safe to talk means you can talk to us without the person who is hurting you:



- hearing what you are saying



- getting angry or upset at you.

If you are worried about being safe to talk, you can let us know:



- the best time of day for us to speak



- the best way for us to speak, for example by phone, email or text message

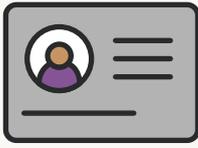


- if you want your bill mailed to a house or sent by email.



## **We protect your information and account**

We make notes of what you tell us about family and domestic violence.



This includes personal information such as your name, address, phone number and email address.



These notes can only be seen by staff who need to see them to help keep your services going.



We will only share this information:

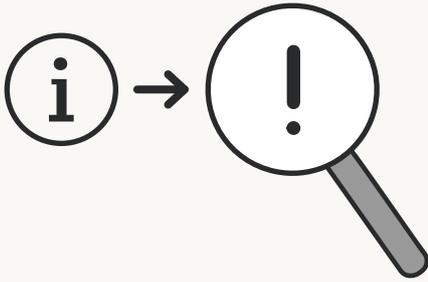
- if you say we can



- or if the law says we have to.

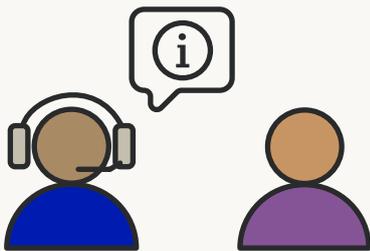


Sometimes, we have to share this information with people helping to keep your services working.



Sometimes, we have to share this information to help with an investigation.

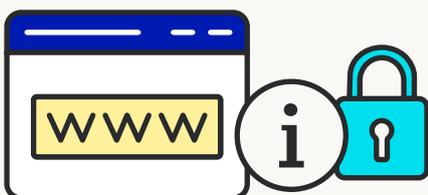
An investigation is when the police or a part of the government are deciding if someone broke the law.



We will tell you if we are going to share your information.

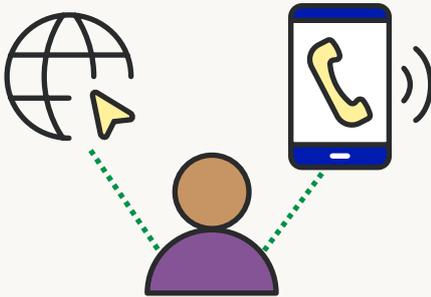


We will take steps to keep your information safe.



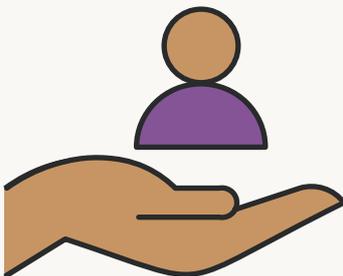
Our [privacy policy](#) on our website has more information on how we protect information.

## We help keep you connected to your service

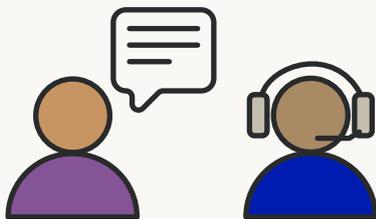


Staying connected to your service can help you stay safe from family and domestic violence.

Service means your mobile service and internet service.



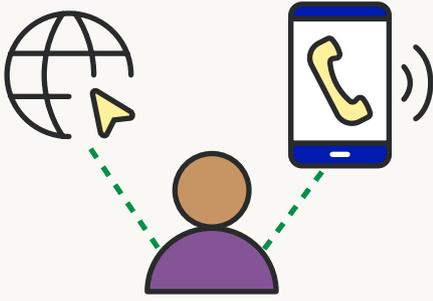
Staying connected also means you can get support services.



Contact us straight away if your service has been:

- restricted
- suspended
- disconnected.





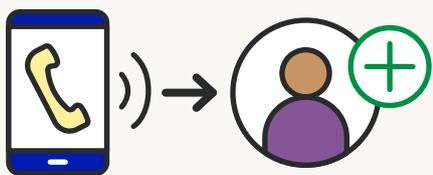
We will try to get you connected to the same service as quickly as we can.



Sometimes, the service you had is not available anymore.



If the same service is not available, we will get you a service that is closest to it.



We can also put your mobile number into a new account that is in your name.

## We can help when you can't pay your bill



Family and domestic violence can cause you to have money problems.

If you are having trouble paying your bill, we can help you:



- manage how you use your service



- work out a payment plan.



We will factor in your situation when we are working out your unpaid bills.

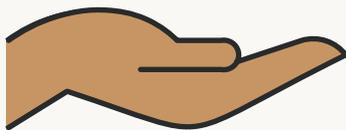


We can also connect you with a financial counselling service. The service does not cost you any money.

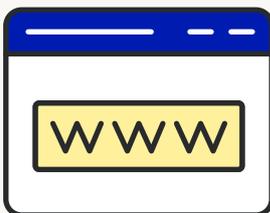
Financial counsellors give advice and options to people with money problems.



Call us on 13 14 64 if you are having trouble paying your bills.

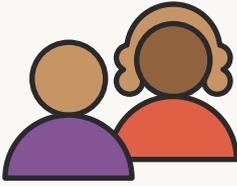


Or you can look at the list of support services on [page 24](#).



You can find more information about [payment help](#) on our website.

## Choose a support person



You can choose someone to speak for you if the account is in your name.



This person is called a support person.

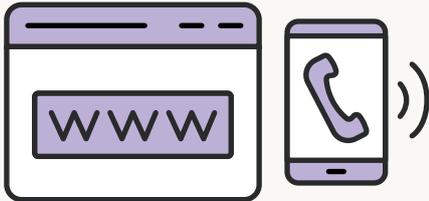
A support person may be:

- a financial counsellor
- a social worker
- a family member or friend
- someone who helps you manage your phone or internet bills.



You have to tell us who the support person is before they can talk to us about your account and services.

# Additional help – support services



## **1800RESPECT**

Call 1800 737 732 or [1800respect.org.au](http://1800respect.org.au)



## **1800 Elder Help**

Call 1800 353 374



## **Full Stop**

Call 1800 385 578



## **National Debt Helpline**

Call 1800 007 007



## **National Disability Abuse and Neglect Hotline**

Call 1800 880 052



## **Rainbow Sexual, Domestic and Family Violence Helpline**

Call 1800 497 212



## **Aboriginal and Torres Strait Islander crisis support**

Call 13 92 76



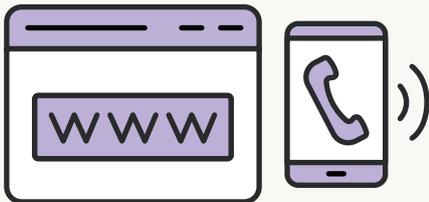
## **Lifeline**

Call 13 11 14



## **Beyond Blue**

Call 1300 22 4636



## **MensLine Australia**

Call 1300 789 978 or [mensline.org.au](https://www.mensline.org.au)

# How you can contact us

There are many ways to contact us.

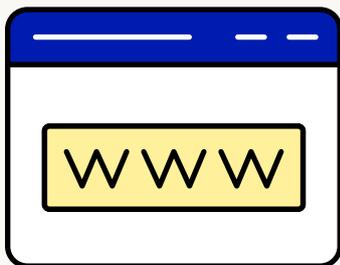


## Call us

131 245

We will answer the phone between 8:00 am and 6:00 pm, Monday to Friday AEST.

You can call us for support to ask us to call you back at a time that suits you.



## Go to our website

[agl.com.au/about-agl/sustainability/  
family-and-domestic-violence](https://agl.com.au/about-agl/sustainability/family-and-domestic-violence)



## Live online chat

[agl.com.au](http://agl.com.au)

You can chat with us live online between 8:00 am and 6:00 pm, Monday to Friday AEST.



## AGL Interpreter Services

To use AGL's interpreter service call 1300 307 425.



## National Relay Service

To use the National Relay Service, you can:

- call 1800 452 566
- text 0423 677 767
- visit the [National Relay Service](#) website.

You can read the [full version of this document](#) on our website.

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