

# Click Group Family Violence Policy

January 2021

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# Click Group Family Violence Policy

## 1. Family Violence Policy

If you are a Click Energy, or On The Move customer or former customer and you are affected by family violence, this policy may apply to you.

Our Contact Details:

Click Group

Level 1, 90 Collins Street,

Melbourne 3000

Click Energy: [service@clickenergy.com.au](mailto:service@clickenergy.com.au) Ph: 1300 669 432

On The Move: [sales@onthemove.com.au](mailto:sales@onthemove.com.au) Ph: 1300 850 360

## 2. What is Family Violence

Family Violence can include (but is not limited to) the following behaviour by a person towards a family member of that person:

- is physically or sexually abusive
- is emotionally or psychologically abusive
- is economically abusive
- is threatening
- is coercive
- and in any way controls or dominates the family member to feel fear for the safety and wellbeing of that family member or another person.

Family violence can also refer to behaviour by a person that causes a child to hear or witness, or otherwise be exposed to the effects of behaviours listed above.

## 3. Customer's Rights

Our customers affected by family violence can expect to:

- be treated in a respectful and professional manner by our trained staff
- have their personal information protected in line with this Policy and our Privacy Policy
- tell their story to staff once only
- as an energy customer, be granted entry into our Payment Difficulties (Victoria) or Hardship Program (NSW, SA, QLD), in the event of financial difficulty
- be able to access payment suspension, debt forgiveness or reduction at our discretion and on a case by case basis.

#### 4. Our commitment to you

- all our customer facing staff are trained on key aspects of family violence and our family violence policy
- we have specifically trained staff that can assist you and help people that are affected by family violence
- you have the right to have your information stored securely and confidentially and to determine in what circumstances this data can be accessed
- unless we are considering debt management activity on an account we will not as a customer experiencing family violence to provide documentary evidence to us

#### 5. Family Violence Assistance Available

We offer a range of assistance measures to customers who are affected by family violence.

- additional account security measures to protect personal and financial information
- tailored customer interactions with our trained staff
- restrictions on certain debt management and collection activity
- support in accessing our payment difficulty/hardship measures
- information around external support available to individuals and families

#### 6. Assistance Programs and Resources

Customers affected by family violence can contact us for support with their account from our specially trained staff. We can also provide you with information from external family violence support services where appropriate. Some of these external support networks and resources include:

##### Government Support Services

- [Family violence support VIC](#)
- [Department of Health and Human Services Tas](#)
- [Domestic violence NSW](#)
- [Dept of communities WA](#)
- [Domestic and family violence NT](#)
- [Family violence prevention initiatives ACT](#)
- [Domestic and family violence QLD](#)
- [Domestic and family violence and sexual assault support services SA](#)

##### Other Support Services

- [Domestic Violence Resource Centre](#)
- [1800RESPECT](#)
- [Lifeline](#)
- [DV Connect WomensLine](#)
- [DV Connect MensLine](#)

## 7. Account Security

For customers affected by family violence, we will take additional steps to protect and safeguard your personal information.

We have developed several processes and procedures to ensure, that where a person is affected by family violence, our staff:

- do not disclose or provide access to confidential information about an affected customer to any other person without the consent of the affected customer
- take steps to ensure that the affected customer's preferred method of communication is utilised
- create a record of any arrangements reached around account security

Confidential information is referred to as any information that may be used to identify or locate an affected customer, including information about their whereabouts, contact details, financial details or personal circumstances. The reference to any other person includes a person who is or has been a joint account holder with any affected customer.

## 8. Payment Difficulties and Family Violence

We recognise that family violence is a potential cause or result of payment difficulties and will extend the full range of financial hardship arrangements to customers affected by it. We will consider the impact of debt recovery on customers affected by family violence, in addition to the role of any other persons that may have contributed to the accumulation of an arrears amount.

## 9. Language Difficulty

If we reasonably believe that a customer affected by family violence has a language difficulty, we will arrange for an interpreter to contact the customer directly.

## 10. Privacy

We will ensure that we respect your privacy and ensure that you have the ability to raise a privacy complaint in line with the Click Group Privacy Policy.

View Click Group Privacy Policy

[https://www.clickenergy.com.au/pdf/Click\\_Group\\_Privacy\\_Policy.pdf](https://www.clickenergy.com.au/pdf/Click_Group_Privacy_Policy.pdf)

## 11. Website

This Family Violence Policy will be available on the Click Energy and On The Move websites. It will also be provided to any customer on request.

## 12. Complaints

If you are affected by family violence and have a complaint in relation to your account, we will resolve the matter in accordance with our complaints process.

For Click Energy customers: <https://www.clickenergy.com.au/complaints-process/>

## 13. Review

The Click Group Family Violence policy will be reviewed no less than once every two years.