
Adelaide Airport Limited

Energy Embedded Family Violence Policy



1. Introduction to this Policy

a. Purpose

This policy applies to all residential and small business energy customers at Adelaide or Parafield Airports who may be affected by family violence. It explains how we will help you if you tell us that you are experiencing family violence, including our obligations to protect your energy-related information, and support you if you are having trouble paying your energy bills.

This policy is in addition to any rights you may have under your relevant state or territory legislation (for example, tenancy legislation).

If you consider you are in immediate danger, call emergency services on 000.

b. What is family violence?

Family violence is when someone in a family, domestic, intimate or family-like relationship.

- is violent or threatening
- coerces or controls you
- tries to make you feel unsafe.

Family violence can include, but is not limited to:

- **financial abuse**, such as controlling your money, taking away your financial independence, or refusing to provide necessary financial support for you or your dependent's living expenses
- **emotional or psychological abuse**, such as manipulation, intimidation or behaviours that undermine you or make you feel controlled
- **physical abuse**, such as intentionally using physical force against you, another person or animal
- **sexual abuse**, including any forced, unwanted or exploitative sexual activity
- **social abuse**, such as isolating you from your family, friends or culture
- **elder abuse**, such as a single or repeated act or failure to act, including threats, that results in harm or distress to an older person. These occur where there is an expectation of trust and/or where there is a power imbalance between the party responsible and the older person.
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c. Impact of Family Violence

Family violence can include financial abuse, which may make it difficult to pay your bills.

Financial abuse can occur when someone stops you from accessing your money, manipulates your financial decisions, or uses your money or assets without your consent.

Energy accounts can sometimes be used as a tool for financial abuse, which is a form of family violence.

Examples of financial abuse relating to energy accounts can include:

- opening an energy account in your name without your knowledge or consent
- opening a joint energy account with you but refusing to contribute to the costs
- using your energy account details to manipulate or control you.

We recognise family violence as a likely cause of a customer experiencing payment difficulties. If you are experiencing financial difficulties due to family violence, we will take this into account when supporting you with matters relating to payment of your energy bills.



2. What we will do to help you

If you tell us that you are affected by family violence, we will take extra precautions with your energy-related information.

- We will only discuss your energy contract or energy bills with you, or someone you choose to communicate with us.
- We will **not** ask you to give us evidence that you are affected by family violence before we can help you.
- We will **not** ask you to repeatedly disclose your personal circumstances.
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a. You can choose how you want to communicate with us

We will request your preferred form of communication, and we will only use that form of communication to talk to you about your energy account.

If we cannot use your preferred form of communication, we will offer other ways to communicate with you.

b. You can nominate a support person

You can choose a support person to communicate with us. A support person could include a:

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

We will only do this if you give us your permission and provide us with the contact details of your preferred person(s). If this happens, we will note their details in our records.

We will only communicate with you and/or the person you choose, according to your instructions. If you prefer, we can communicate solely with your chosen support person.

c. We will keep your energy-related information safe

If you tell us that you are affected by family violence, we will secure information related to your energy account, including your contact details, in the following ways:

- Your details will be stored in our computer system, which is password protected and only accessible to relevant employees or agents that need to access them to perform services relating to your energy account.

If you agree, we will 'flag' your energy account so that any administrative employees or agents who manage your energy account will take extra precautions to keep information related to your energy account safe and will engage you through your preferred form of communication and/or through your chosen support person.

We will not share your energy-related information with anyone unless you give us permission, or we are required by law to do so.

d. How to contact us

You can contact Adelaide Airport directly by phone, post or via email

- Call us: (08) 8308 9309
- Email us: aalproperty@aal.com.au
- Write to us: Attention: Property Team, 1 James Schofield Drive, Adelaide Airport 5950



3. Assistance available to you

a. If you are experiencing payment difficulties

If you are affected by family violence and are struggling to pay your energy bills, contact us for help as soon as possible. We can offer support and there are ways we can help, including:

- Late payment fees - We will waive late payment fees on your energy bill, if applicable
- More time to pay - Arranging more time for you to pay
- Payment Plans - Setting up an instalment payment plan
- Payment Plans - If you are on a payment plan with us, and you have missed your payments, we will work with you to set up a new payment plan.
- Hardship policy – we will tell you about the support options available through our Hardship policy. Please contact us for the full details contained in the Adelaide Airport's Energy Embedded Network Hardship Policy, you can ask us for a copy of our Hardship policy at any time.

b. We will not disconnect you

We will consider how family violence has impacted your ability to pay your energy bills and will not disconnect your energy supply if your unpaid energy bills resulted from family violence or would impact your safety.

c. Support services

Family violence support services

Service	Contact details
National 1800 RESPECT Line (24 hours) Free advice and counselling for both people experiencing family violence and professionals responding to family violence.	Call 1800 737 732 Text 0458 737 732 www.1800respect.org.au
Lifeline (24 hours) Crisis support and suicide prevention services.	Call 13 11 14 www.lifeline.org.au
Kids Helpline (24 hours) Free, confidential counselling for children and young people aged 5 to 25.	Call 1800 55 1800 Web chat available www.kidshelpline.com.au
13 YARN (24 hours) Service for Aboriginal and Torres Strait Islander people in crisis. 13 YARN Offers a confidential one-on-one over the phone yarning opportunity and support with a trained Lifeline Aboriginal & Torres Strait Islander Crisis Supporter for mob who are feeling overwhelmed or having difficulty coping.	Call 13 92 76 https://www.13yarn.org.au/
QLife Free support and referral for LGBTIQ+ Australians wanting support around gender, sexuality and relationships.	Call 1800 184 527 Web chat available https://qlife.org.au/
Men's Referral Service An anonymous and confidential telephone counselling service to help men involved in family and domestic violence matters	Call 1300 766 491 www.ntv.org.au/get-help/
Elder Abuse Helpline A trained operator will talk to you about your concerns and provide referrals to the relevant support services.	1300 651 192 (Queensland) 07 3867 2525 (rest of Australia)



Financial help services

Service	Contact
National Debt Helpline Free advice on how to manage debt, coordinated by Financial Counselling Australia.	Call 1800 007 007 https://ndh.org.au/

Complaints and Ombudsman schemes

If you have a complaint about Adelaide Airport's conduct relating to on-selling of electricity, please call us or write to us so that we can resolve your concerns. Our aim is to resolve your complaint as quickly as we can.

We ask that you provide us with the opportunity to explore all avenues in resolving your complaint. However, a complaint can also be made through an external dispute resolution scheme should you not be happy with the handling or resolution offered. Energy ombudsman schemes can help resolve a complaint about your electricity and gas seller. Please find details below on how to contact your local Energy Ombudsman.

Energy Industry Ombudsman of South Australia
GPO Box 2947 Adelaide, South Australia 5001
Free call (from Australia) 1800 665 565
Free fax 1800 665 165
Overseas call +61 8 8216 1888
Overseas fax +61 8 8216 1844
www.ewosa.com.au