

Family Violence Support Policy

1. INTRODUCTION

If there is an immediate threat to your safety, call emergency services 000.

Starcorp Energy is committed to providing a supportive and confidential environment where our customers can feel comfortable informing us of their circumstances.

WE'RE HERE TO ASSIST YOU

We recognise that family and domestic violence (family violence) is a growing concern across our society. Starcorp Energy is committed to supporting our customers who are experiencing family violence. We will ensure the security of your account information and financial circumstances by:

- understanding their circumstances, and that family violence can include a broad range of behaviours
- support them to manage financial impacts and secure their personal information, and
- advising them on what financial support is available
- ensure our team is fully trained and across our family Violence Policy

2. YOUR ACCOUNT SECURITY

We are committed to the security of your personal information. You may add the following security measures or changes to your account:

- provide us with another preferred communication method
- inform us of a safe time to contact you
- change your preferred contact methods
- inform us if it's unsafe to receive communications
- add a personalized password in addition to our standard security questions
- payment plan in accordance with our Hardship policy

3. TRAINING AND STAFF AWARENESS

- All Starcorp Energy employees will undertake family violence training
- Our customer-facing team will be given additional training to make sure conversations with affected customers are handled in accordance with our policy

4. COMPLAINT HANDLING

If you are dissatisfied with our Family Violence Policy or how your inquiry has been handled you can contact our team at 1300 33 7827 or billing@starcorpenergy.com.au.

If you remain dissatisfied you can contact the Energy Ombudsman in your state. The Energy and Water Ombudsman is a free independent service that can provide advice and assistance to customers who feel their complaint has not been resolved.

Energy & Water Ombudsman QLD (EWOQ)
Phone: 1800 662 837
Online: <http://www.ewoq.com.au>

Customer Hardship Policy

5. INTERPRETER SERVICE

To access an Interpreter Service, please call **1300 297 727**

6. REVIEW

Starcorp Energy policies are subject to ongoing reviews in accordance with applicable legislation with respect to the Retail law, AER Family Violence Guideline, our Hardship Policy as well as any internal changes.

7. EXTERNAL SUPPORT

Starcorp Energy has listed some external support services that can provide assistance to our customers affected by family violence.

AGENCY	ASSISTANCE TYPE	CONTACT
Police, Fire or Ambulance	Immediate danger Emergency response	000
Lifeline	Crisis support services	13 11 14
1800 RESPECT Line	National counselling and support	1800 737 732 1800respect.org.au
Family Relationship Advice Line	Family relationship support	1800 050 321 familyrelationships.gov.au
Dvconnect Womensline (Qld)	Family counselling and support	1800 811 811 dvconnect.org/womensline
Dvconnect Mensline (Qld)	Family counselling and support	1800 600 636 dvconnect.org/mensline
Full Stop Australia (NSW)	Family counselling and support	1800 385 578 fullstop.org.au
National Debt Helpline	Financial and debt counselling	1800 007 007 ndh.org.au
Moneysmart	Financial and debt counselling	moneysmart.gov.au