

# Family and Domestic Violence Policy

***Kleenheat***

# Contact us

If you're impacted by family and domestic violence and want to learn about how we can support you, please contact us via the details below.

## Phone

Dedicated support team: 1300 790 693

Customer service: 13 21 80

## Email

Natural gas customers: [nghome@kleenheat.com.au](mailto:nghome@kleenheat.com.au)

LPG customers: [lpgenquiries@kleenheat.com.au](mailto:lpgenquiries@kleenheat.com.au)

Electricity customers: [electricity@kleenheat.com.au](mailto:electricity@kleenheat.com.au)

## Website

[kleenheat.com.au/fdvs](http://kleenheat.com.au/fdvs)

## Customers with special needs



Non-English speaking customers, contact us via the Telephone Interpreter Service on 13 14 50.



Customers who are hearing impaired, contact us via the Telephone Typewriter (TTY) National Relay Service on 13 36 77.

If you would like a copy of this policy in large print please

call 13 21 80.

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# Definition of Family and Domestic Violence

Family and domestic violence is when someone intentionally uses violence, threats, force or intimidation to control or manipulate a family member, partner or former partner. It is characterised by an imbalance of power where the perpetrator uses abusive behaviours and tactics to obtain power and control over the victim, causing fear. Family and domestic violence takes many forms, such as emotional, verbal, social, economic, psychological, physical, and sexual abuse.

Family and domestic violence is common and causes significant physical, emotional, psychological and financial harm to those lives who are impacted by family and domestic violence.

Family and domestic violence can impact anyone of any age, status, class, sexual identity, culture, geographical location, gender, or profession, though certain groups experience family and domestic violence disproportionately, including LGBTQIA+ people, Aboriginal and Torres Strait Islander people, people who are culturally and linguistically diverse, and people with disabilities. We acknowledge family and domestic violence harms children, and we recognise children and young people as victim-survivors in their own right. Research and statistics clearly show that there is a gendered pattern to the perpetration of family and domestic violence, with predominately men perpetrating family and domestic violence against women, though there are, at times, exceptions.

## Our team

Kleenheat is committed to actively supporting customers who are impacted by family and domestic violence. We strive to offer safe, supportive, and flexible assistance to our customers and ensure all interactions are undertaken respectfully and sensitively.

We've worked directly with expert community organisations to develop our Family and Domestic Violence Policy and provide training to our dedicated team and customer service staff. This ensures all team members know this policy and will engage safely and compassionately with you to provide you with assistance.

## We're here for you

If you are impacted by family and domestic violence and want to speak with a team member who can help you with information on this policy, please call us on 1300 790 693.

We will prioritise your safety and freedom of choice by being clear about what help we can offer as well as any limitations, so you can make an informed decision. The information you choose to share will remain confidential and we won't pressure you for information. You can choose how much you want to share and we will not ask for any evidence before supporting you.

## How we can help

Kleenheat appreciates it can take a lot of courage to reach out for help sometimes. We won't ask you to repeat information or refer to your situation in future conversations unless you choose to. We'll always keep the information you've told us confidential and secure.

We'll ensure that when you call, you can be transferred to a dedicated team who can help you with this policy. We can work with you to set up and maintain a safe way to communicate with our team if needed, and we will keep a record so we know to use the agreed method of communication. We'll also work with you to safeguard your account and protect your information. We'll offer a range of options, and you can decide which of these best suits you.

We'll also be clear about the limitations we have when assisting you, for example, if you are listed as a secondary contact person on an account, the account owner can:

- have ongoing access to the identification details supplied to Kleenheat when you were added to the account, such as your name and date of birth;
- have access to the contact method used to send the bills and notices we are required to provide under our regulations and be able to change this contact method at any time;
- remove you as a secondary contact at any time, and if this happens, we won't be able to discuss the account with you from that point.

The account owner will never:

- know that you've discussed family and domestic violence with us unless you choose to tell them;
- be able to access the information you've provided about your situation or ask us to disclose the safe method of communication we've agreed with you.

You can also choose to be removed as the secondary contact person from an account that you are named on if you need to.

We know everyone's circumstances are different and our dedicated team will discuss with you the ways we can help you make an informed choice that's best for you.

## Keeping you connected

Kleenheat recognises that family and domestic violence can cause payment difficulty and financial hardship. If you are unable to pay your bill, we will not disconnect your supply address for at least nine months after you tell us that you are impacted by family and domestic violence unless:

- you tell us or we become aware that you no longer reside at that supply address; or
- you request disconnection; or
- there are safety reasons that make it necessary for us to disconnect; or
- there is an emergency that requires us to disconnect; or
- gas has been illegally consumed at your supply address; or
- the disconnection is a planned interruption.

We'll continue to consider your circumstances before taking disconnection action for failure to pay a bill. We will also consider:

- how collection activities might impact you;
- whether someone else may have contributed to an amount owed to Kleenheat for gas supplied under your name or at your supply address; and
- reducing or cancelling fees, charges or debt.

Our dedicated team will discuss with you whether you're experiencing difficulties paying your bills. We may manage your account under our Financial Hardship Policy and if so, will help you access additional financial support where applicable, such as:

- providing you with additional time to pay;
- referring you to relevant community organisations such as financial counselling services or emergency relief; and

- providing you with assistance to access Government grants such as the Hardship Utilities Grant Scheme (HUGS).

Our hardship policy can be found at [kleenheat.com.au/help/policies/financial-hardship-policy](https://kleenheat.com.au/help/policies/financial-hardship-policy), or you can ask us to send you a copy.

## Community Support Services

Our team members can help you with the impact family and domestic violence has on your gas connection.

If you need it, there are support services available to you. These services have dedicated and trained people who can talk to you about family and domestic violence, and most services can be accessed without any cost to you:

**1800RESPECT** is the national domestic, family and sexual violence counselling, information and support service. You can call 1800 737 732, text 0458 737 732, chat online or video call via their website.

**No to Violence** provides a range of services to support men concerned about their behaviour to change what they are doing and keep women, children and communities safe. You can call a counsellor on 1300 766 491.

**KidsHelpline** is a helpline for kids and young people under 25 years old. Callers can talk with a counsellor about what's happening and get help on 1800 551 800, 24 hours a day, 7 days a week.

**13YARN** is a national crisis support line for Aboriginal & Torres Strait Islander people. It offers confidential one-on-one yarning opportunities with Aboriginal & Torres Strait Islander crisis supporters. You can call 13 92 76, 24 hours a day, 7 days a week.



**Wesfarmers Kleenheat Gas Pty Ltd**

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Kleenheat is part of

 **Wesfarmers Chemicals, Energy & Fertilisers**

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