



Family Violence Policy

CleanPeak Energy

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1. Introduction

1.1 Scope

This policy sets out CleanPeak Energy’s commitment to effectively supporting customers and employees affected by family violence. A key priority of the CleanPeak Energy’s Family Violence Policy is to ensure all customers and employees affected by family violence are provided safe, supportive and flexible assistance and all interactions are undertaken in a respectful and sensitive manner.

1.2 Application

This policy applies to CleanPeak Energy Pty Ltd and its subsidiaries, and to the CPE Renewable Investment and the CleanPeak Renewable Transition Trust groups, hereinafter referred to as ‘CleanPeak Energy’, and all employees, contractors and sub-contractors as appropriate.

1.3 Definitions

Term	Description
CleanPeak Energy	CleanPeak Energy Pty Ltd includes, but is not limited to, the following entities: <ul style="list-style-type: none"> • CleanPeak Energy Retail • CPE Funding • CPE Central Park • CleanPeak District Energy • CPE Tonsley • CPE Mascot • CPE Barangaroo • CPE Barangaroo • Thermal
Economic abuse	Economic or financial abuse is family violence that occurs when a perpetrator uses money as a means of power, to control their partner or family member. It occurs in many different forms and can affect anyone.
Family violence	Family violence, as defined in the <i>Family Violence Protection Act 2008</i> (Vic), is: <ul style="list-style-type: none"> • Behaviour by a person towards a family member of that person if that behaviour is: • Physically or sexually abusive; or <ul style="list-style-type: none"> ○ Emotionally or psychologically abusive; or ○ Economically abusive; or ○ Threatening; or ○ Coercive; or ○ In any other way controls or dominates the family member and causes that family member to fear for the safety or wellbeing of that family member or another person. • Behaviour by a person that causes a child to hear or witness, or otherwise be exposed to the effects of behaviour referred to above.

2. Risks controlled under this Policy

This policy has been designed with the following objectives in mind:

- Financial abuse is one of the most powerful ways a perpetrator can keep their partner or family member trapped in an abusive relationship and may also impact on that person’s ability to stay safe once they leave the relationship.
- Essential services can be used by perpetrators of family violence to coerce and cause harm as a form of economic abuse, due to the critical function essential services play in daily life

3. Responsibilities under this Policy

Role	Responsibility
Board of Directors	Final approval of policy and monitoring compliance
Managers	<ul style="list-style-type: none"> • To ensure all day-to-day business services provided to CleanPeak’s customers comply with this Policy where appropriate and ongoing monitoring • Dealing with complaints under and breaches of this policy • Dealing with employees who have been subject to family violence
Retail team	Implement policy in interactions with customers

4. Customer commitments

4.1 Account security

CleanPeak Energy respects an individual’s safety and privacy. Once you let us know you are subject to family violence, and unless you instruct us otherwise, we will not disclose your information to anyone else, even if their name is on the account. All conversations will be confidential and access to confidential information will be provided only with your consent. Only staff who are directly involved will have access to the information you provide.

CleanPeak Energy will work with you to identify a safe and practicable method of communicating with or providing information to you.

4.2 Debt management

CleanPeak Energy recognises family violence is a potential cause of financial hardship leading to payment difficulty.

CleanPeak Energy provides support and assistance to customers in financial hardship, including those left with debt as a result of family violence. We'll work with you to find a solution for your individual situation.

As part of our commitment to supporting all customers, including those impacted by family violence, CleanPeak Energy aims to provide hardship assistance as quickly as possible, where possible. This could include minimising the need for additional documentation or providing longer term assistance with repayments.

CleanPeak Energy has a hardship policy which sets out how we support all customers experiencing financial hardship, including those suffering from family violence.

CleanPeak Energy will prior to taking action in recovering arrears from an affected customer, take into account the potential impact of debt recovery action on the affected customer and consider whether other persons are jointly or severally responsible for the energy usage that resulted in the accumulation of those arrears.

4.3 Employee training and awareness

CleanPeak Energy will treat you with understanding and respect, explain how we can assist you in this difficult situation, and give you as much time as you need to consider your options.

We provide awareness training for all employees who engage with customers and their managers, and employees who are responsible for the systems and processes that guide or define our interactions with customers. This awareness training will support them in:

- Understanding the nature and consequences of family violence,
- Identifying and appropriately engaging with customers who may be affected by family violence, and
- Ensuring they are aware of how this Policy is applied so they may engage with affected customers in a respectful and sensitive manner and provide safe, supportive and flexible assistance.

4.4 Communication methods

CleanPeak Energy will take all steps possible to find out the affected customer's preferred method of communication and if this method is not practicable, CleanPeak Energy will offer alternative methods of communication for the affected customer.

4.5 External policy and availability

CleanPeak Energy must ensure that this policy is easily accessible on its website in a readily printable form.

4.6 Documentary evidence

What is the CleanPeak Energy documentary evidence process?

CleanPeak Energy will only seek documentary evidence regarding the debt management process in accordance with Part 10 of ERCOP, or under the Electricity Industry Act or Gas Industry Act.

4.7 Review of policy and record keeping

CleanPeak Energy will review its family policy once every two years.

CleanPeak Energy will ensure that our records are maintained for at the minimum two years or for as long as an affected customer continues to receive assistance. If during either of these periods, an affected customer has made a complaint or referred a dispute to the energy ombudsman in relation to this policy, CleanPeak Energy will ensure the records required are maintained for the period the complaint or dispute remains unresolved, whichever is the longer period.

5. Employee commitments

5.1 Tailored support for employees

CleanPeak Energy maintains a supportive work environment for employees who feel comfortable requesting assistance for family violence related concerns. We all have a role to play in creating and maintaining this environment.

The support CleanPeak Energy offers to employees affected by family violence will be tailored according to the employee's needs and circumstances, but may include:

- Assistance in accessing relevant support services
- Access to leave arrangements as set out in the Leave Policy
- Access to flexible working arrangements
- Support for implementing security and privacy measures at work
- A safety plan

6. Complaints

We want to make our Family Violence Policy work for our customers and employees, and we will do what we can to resolve your concerns. If you are a customer and have a complaint about our Family Violence Policy, we will do our best to work towards an early resolution. Contact our customer services team on 1 300 038 069 during business hours to discuss your complaint. Alternatively, you can send an email to info@cleanpeakenergy.com.au and we will contact you.

If you are not happy with the resolution of your complaint, you can contact the Energy Ombudsman in your state or Territory to request a review.

Australian Capital Territory Civil & Administrative Tribunal

Phone: (02) 6207 1740

Website: www.acat.act.gov.au

Energy & Water Ombudsman New South Wales

Phone: 1800 246 545

Website: www.ewon.com.au

Energy & Water Ombudsman Queensland

Phone: 1800 662 837

Website: www.ewoq.com.au

Energy & Water Ombudsman South Australia

Phone: 1800 665 565

Website: www.ewosa.com.au

Energy & Water Ombudsman of Victoria

Phone: 1800 500 509

Website: www.ewov.com.au

Energy & Water Ombudsman Western Australia

Phone: 1800 754 054

Website: www.energyandwater.ombudsman.wa.gov.au

If you are an employee and have a complaint about our Family Violence Policy, speak with your manager or a member of the HR team.

7. Privacy

CleanPeak Energy is committed to respecting our customers' and employees' privacy. We protect the personal information of our customers and employees in accordance with the Privacy Act 1988 (Commonwealth) and the Australian Privacy Principles.

More information on how we collect, use, store and disclose personal information can be found in our Privacy Policy.

8. External resources

CleanPeak Energy recommends free external support services that can support people suffering from family violence.

1800 RESPECT is a national domestic, family and sexual violence counselling, information and support service.

Phone: 1800 737 732

Website: www.1800respect.org.au

Rainbow Door is a free, specialist LGBTIQ+ helpline providing information, referral, and support to enable LGBTIQ+ people, their friends, and their families to navigate the system and access the supports they need within a safe environment

Phone: 1800 729 367

Website: www.switchboard.org.au/rainbow-door

The **Orange Door** is a Victorian service that helps Victorians affected by family violence get the support they need quickly and easily.

Phone: Search www.orangedoor.vic.gov.au/find-a-service-near-you to find the phone number of a service near you.

Website: www.orangedoor.vic.gov.au

National Debt Helpline is a not-for-profit service that offers a free, independent and confidential financial counselling service.

Phone: 1800 007 007

Website: www.ndh.org.au/

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