

Domestic and Family Violence Policy – Stay Connected Program



Introduction

At Jacana Energy we recognise that customers may experience difficulties paying their electricity bills as a result of domestic or family violence.

We understand that this is a very complex and personal issue. If you are a customer in these circumstances, you may require a tailored approach and arrangement.

In this policy we recognise all types of domestic and family violence. This could include physical violence as well as emotional abuse and financial abuse.

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

Domestic and Family Violence - Stay Connected Program

This policy explains:

- our approach to supporting customers affected by domestic and family violence;
- how we consider your circumstances when working out how we can assist; and
- our commitment to providing you with a supportive and sensitive service to manage your account and hardship needs.

You can ask a support person to contact us, such as:

- a financial counsellor; or
- someone who helps manage your energy bills.

We need your permission to talk to your support person.

This policy is to be read in conjunction with our Hardship Policy - Stay Connected program, which provides more detail about this program. It is available on the Jacana Energy website at www.jacanaenergy.com.au/stayconnected.

Our Approach

If you let us know you are experiencing difficulties paying your electricity bill as a result of domestic or family violence, we can provide you with:

- access to the Stay Connected program;
- respectful, sensitive and non-judgemental communication;
- fair and equitable access to a tailored payment arrangement;
- referral to financial, and domestic and family violence counselling services; and
- a language interpreter service free of charge by contacting 08 8999 8506, if required.

With regards to managing your electricity account, we will:

- keep your circumstances confidential;
- discuss your options for authorisation or communication on accounts;
- review any debt in light of your domestic or family violence circumstances; and
- approve a new connection as required and will not disconnect your electricity supply while you are participating in the Stay Connected program.

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Contact us

For Stay Connected enquiries

Phone: 1800 JACANA (1800 522 262)

Post: **Att: Stay Connected,**

Jacana Energy,

GPO Box 1785,

Darwin, NT, 0801

Email: stayconnected@jacanaenergy.com.au

Further support

1800RESPECT (1800 737 732) offers confidential online and telephone counselling, information and referral services, 24 hours a day, 7 days a week.

Privacy Notice

Jacana Energy respects your rights to privacy and complies with the requirements under the *Privacy Act 1988 (Cth)* and the *Information Act (NT)* in relation to the collection and handling of your personal information.

Our Privacy Policy (available at www.jacanaenergy.com.au/privacy) explains how we collect and manage personal information in accordance with our legal obligations.

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Print warning: When we change our Domestic and Family Violence Policy, we update it on our website. Visit jacanaenergy.com.au to review our Domestic and Family Violence Policy for changes.

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Jacana Energy Hardship Policy			JED2018/75793
DOCUMENT HISTORY			
Version	Effective	Change Description	Approved by
1.0	22/05/2019	Initial version – Hardship Policy redrafted following comprehensive review and stakeholder consultation.	Board of Directors
2.0	14/06/2019	Addition of Contact Details and Privacy Notice.	Chief Executive Officer
3.0	28/04/2022	Classification changed to Management.	Chief Executive Officer