

# HighFlow Energy Family and Domestic Violence Policy

**Highflow Energy Pty Ltd**

**Effective Date: 18 February 2026**

## 1. Purpose

HighFlow Energy is committed to providing a safe, respectful and supportive environment for all customers.

We recognise that family and domestic violence can significantly impact a person's safety, wellbeing, financial stability and ability to manage their energy account. This policy outlines how we support customers who are affected by family and domestic violence.

We approach these matters with care, empathy and confidentiality. Our team members receive training to ensure they are equipped to respond appropriately and sensitively.

## 2. Scope

This policy applies to:

- HighFlow employees and representatives
- Customers who identify themselves as being affected by family and domestic violence
- Customers identified by HighFlow as potentially affected
- Customers referred by financial counsellors, case workers or authorised representatives

This policy applies across all HighFlow services, including retail electricity services, Bill-Free Electricity Allowance arrangements and Virtual Power Plant participation.

## 3. Definition of family and domestic violence

Family and domestic violence refers to behaviour that is abusive, threatening, coercive or controlling within a family or intimate relationship.

It may include:

- Physical abuse
- Emotional or psychological abuse
- Sexual abuse
- Financial abuse
- Coercive control
- Threats or intimidation

Family and domestic violence can occur between current or former partners, family members, carers or others in close personal relationships.

We acknowledge that family and domestic violence is a serious social issue with significant impacts on individuals, families and communities.

## 4. Identification of affected customers

HighFlow staff are trained to recognise potential indicators of family and domestic violence, including:

- Expressions of fear or distress
- Sudden changes in behaviour or communication
- Concerns about joint account holders
- Requests for increased privacy or account security

We understand that customers may not wish to disclose their circumstances. Disclosure is voluntary. We will never require evidence such as police or court documentation to provide support.

When engaging with customers, we:

- Use a non-judgemental approach
- Listen actively
- Respond with empathy and sensitivity
- Prioritise safety and privacy

## 5. Communication and support

### 5.1 Safe communication

We will work with you to agree on a safe and preferred method of communication. This may include:

- Updating contact details
- Adding password protection to your account
- Restricting information sharing
- Removing or limiting joint account access where permitted

Your communication preferences will be recorded on your account.

### 5.2 Providing information and referrals

We will provide information about support services where appropriate.

If you are in immediate danger, call 000.



Support services include:

1800RESPECT

Phone: 1800 737 732

Website: [www.1800respect.org.au](http://www.1800respect.org.au)

Relationships Australia

Website: [www.relationships.org.au](http://www.relationships.org.au)

Translating and Interpreting Service (TIS)

Phone: 13 14 50

Customers in Queensland or New South Wales may also contact their State-based support services or Energy Ombudsman if required.

## 6. Confidentiality and privacy

We treat all disclosures relating to family and domestic violence as confidential.

Information will only be shared:

- With your consent
- Where required by law
- Where necessary to protect someone's safety

All personal information is handled in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

You can view our Privacy Policy on our website.

## 7. Account security and changes

Where appropriate, we may:

- Remove a perpetrator from an account where legally permitted
- Assist in establishing a new account in your name
- Adjust billing arrangements
- Review joint liability for outstanding balances
- Place restrictions on account access

We will take reasonable steps to prevent unauthorised access to your account information.

## 8. Debt management and payment difficulties

We understand that family and domestic violence can cause or contribute to financial hardship.

Before taking debt recovery action, we will:

- Consider the impact on the affected customer
- Review whether debt is jointly or individually incurred
- Consider hardship support options

Where appropriate, we may:

- Suspend debt recovery action
- Waive late fees
- Adjust payment plans
- Waive or reduce debt on a case-by-case basis

We will not disconnect an affected customer without carefully considering their circumstances and applicable regulatory protections.

Customers experiencing hardship should refer to our Hardship Policy.

## 9. Disconnection protections

We will not disconnect a customer affected by family and domestic violence without:

- Assessing the safety and hardship implications
- Considering alternative arrangements
- Ensuring compliance with applicable energy laws and rules

## 10. Staff training

HighFlow provides training to relevant staff to ensure they:

- Recognise indicators of family and domestic violence
- Respond appropriately and sensitively
- Understand confidentiality obligations
- Know referral pathways and support options

## 11. Review and continuous improvement

This policy will be reviewed at least every two years, or sooner if regulatory requirements change.

We are committed to continuously improving how we support customers experiencing family and domestic violence.

## 12. Important note

This policy addresses customer support relating to family and domestic violence.

If there is an immediate risk to safety, emergency services should be contacted on 000.

## 13. Contact us

If you would like to speak with us confidentially about this policy or your account, please contact:

HighFlow Energy Customer Care

Email: [enquiries@highflowenergy.com.au](mailto:enquiries@highflowenergy.com.au)

Website: [www.highflowenergy.com.au](http://www.highflowenergy.com.au)

If you prefer, you may ask to speak with a senior team member or request escalation under our Complaints Handling Process.