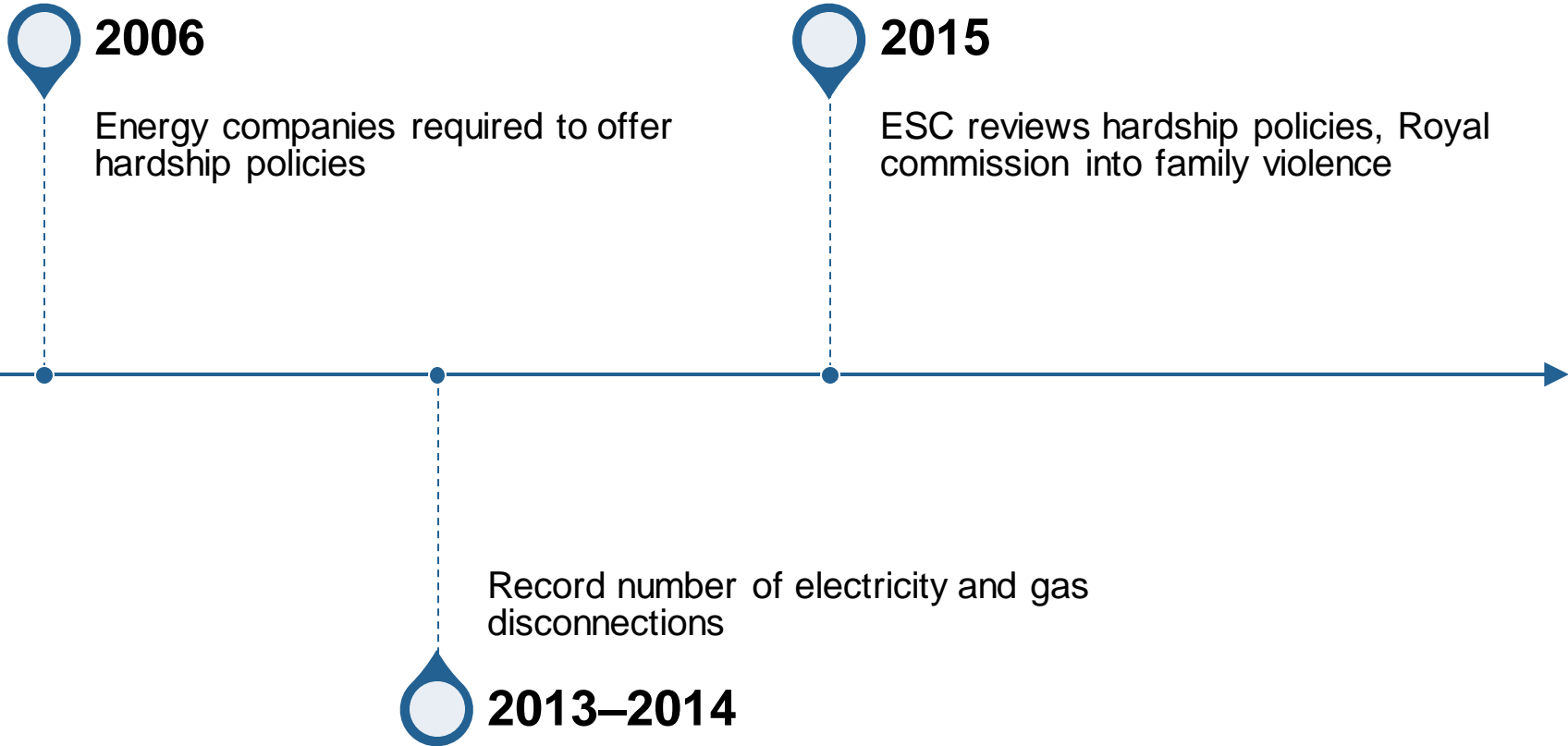


Removing barriers for family violence victim survivors in the energy sector

Presenter: Sarah McDowell



Context



Barrier 1:

Family violence not recognised as a source of hardship

Barrier 2:

Evidence was required

Barrier 3:

Account systems were not secure

Barrier 4:

Debts left with victim survivors

Barrier 5:

Energy staff did not know how to help

Key aspects of our framework

Family violence recognised as a cause of payment difficulty

Enables access to support without evidence

Stops energy companies revealing details about a customer experiencing family violence

Requires debt collection to be informed by the customer's family violence circumstances, and cannot promote unsafe outcomes

Requires staff training



Energy Retail Code Changes to Support Family Violence Provisions for Retailers

Final Decision

22 May 2019