Domestic and Family Violence Policy

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1. Purpose

Silver Asset Services is committed to providing safe, respectful, and compassionate service to customers experiencing domestic and family violence. We understand that these circumstances can significantly impact a person's wellbeing, financial stability, and access to essential services like energy. This policy outlines how we will support affected customers while ensuring their safety and privacy.

2. Scope

This policy applies to all customers of Silver Asset Services, including residents living in embedded network sites where we act as the electricity or hot water retailer or service provider.

3. Our Commitment

We will:
- Treat all disclosures of family and domestic violence with empathy and without judgment.
- Prioritise the safety and wellbeing of affected customers.
- Maintain confidentiality and protect customer information.
- Provide flexible payment options and hardship support where needed.
- Minimise the need for repeated disclosure by keeping internal case notes where appropriate.
- Ensure our staff are trained to respond appropriately to DFV disclosures.
- Comply with applicable energy laws and industry codes related to family violence.

4. Definitions

Domestic and family violence includes behaviour that is physically, sexually, emotionally, psychologically, or economically abusive, threatening, coercive, or seeks to control or dominate another person in a family or domestic relationship.

5. Customer Support Measures

When a customer discloses domestic or family violence, we may:
- Place a temporary hold on debt recovery actions.
- Remove or suppress personal contact details (e.g. phone, email, address) to prevent disclosure to the perpetrator.
- Waive fees or charges that could worsen their financial hardship.
- Offer payment plans or refer to our hardship program.
- Work with third-party support services and refer the customer to specialised agencies.

6. Privacy and Confidentiality

All personal information related to a DFV disclosure will be handled in accordance with the Privacy Act 1988 (Cth) and our Privacy Policy. We will not disclose information to third parties (including the account holder) without express consent, except where required by law or necessary to protect life or safety.

7. Staff Training

Silver Asset Service will ensure that relevant staff receive regular training on:
- Recognising signs of domestic and family violence.
- Responding with empathy and discretion.
- Handling personal information securely.
- Making appropriate internal referrals for specialist support.

8. Review and Continuous Improvement

This policy will be reviewed every 12 months or sooner if required by changes in legislation, regulation, or internal procedures. Feedback from customers and staff will be considered to improve our support practices.

9. Contacting Us

If you are experiencing domestic or family violence and need assistance, please contact our team:
- Phone: 1300 972 702
- Email: customerservice@silverasset.com.au
- Website: www.silverasset.com.au

You may also contact a family violence support service such as:
- 1800RESPECT (1800 737 732) – National sexual assault, domestic and family violence counselling service
- Lifeline – 13 11 14
- Beyond Blue – 1300 22 4636
- No to Violence – 1300 766 491