

nhulunbuy corporation



DOMESTIC AND FAMILY VIOLENCE POLICY

POLICY – FM15

Title	Domestic and Family Violence Policy
Policy number	FM15
Type	Corporate Services
Owner	Chief Executive Officer
Responsible Officer	Manager Corporate Services
Approval date	November 2024
Review date	November 2027

1. Purpose

The Nhulunbuy Corporation Limited (NC) recognises family and domestic violence occurs in the community and that there may be customers who are impacted. NC is committed to supporting and responding to the needs of customers who experience or are impacted by family and domestic violence.

This policy outlines NC's commitment to providing a safe and confidential environment to customers currently experiencing or are affected by domestic and family violence.

2. Scope

This policy applies to customers affected by domestic and family violence, supporting them to keep their essential services of water and electricity connected and avoiding disconnection

3. Definitions

Domestic and Family Violence is defined by the Australian Government as *Violent, threatening or other behaviour that coerces or controls a member of the person's family or causes the family member to be fearful.*

MCS means the Manager Corporate Services of the NC.

NC means the Nhulunbuy Corporation Limited and its employees.

4. How NC Assists

NC Finance and Administration staff, which include the positions of the Customer Service Officer, Finance Admin Officer, Senior Finance Officer, Admin Officer and Manager Corporate Services, are trained to understand, identify, engage and assist anyone experiencing domestic or family violence.

Once it is identified that a customer may be experiencing or affected by domestic and family violence, the following measures will be implemented for that customer:

- NC will not ask customers to provide evidence of their situation
- NC staff will prioritize customer safety and privacy in all interactions
- NC will treat customers with respect and empathy in all of their interactions with NC
- Personal details and circumstances will be kept confidential
- Where possible, NC will take steps to ensure customers do not need to repeatedly disclose their situation
- NC will work with customers to identify your preferred method of communication
- NC will use your preferred method of communication for all future interactions

5. Account Protection and Privacy

Customer safety and privacy are of utmost importance to NC and as such, diligence and dedication will be taken by NC to keep customer information secure and private. NC handle all personal information in accordance with the relevant legislation.

Once it is identified that a customer is experiencing domestic and family violence, they can be confident knowing that the below additional measure will be taken:

- Protecting access to customer personal information, with account authentication and code word to ensure a third party cannot access account details without permission

6. Engage a Support Person

Once it is identified that a customer is experiencing domestic and family violence, they can then authorise a support person to contact NC and engage on their behalf. NC will engage the authorised support person in line with customer consent and instructions to NC.

A support person might include any of the following:

- A social worker
- Legal aid representative
- Trusted family member or friend

To provide permission to talk to an authorised support person on a customer’s behalf, authorisation must be obtained from the customer by either:

- Giving the MCS verbal permission over the phone, or
- Providing NC with written permission.

7. Financial Hardship

Domestic and family violence can lead to financial stress. NC will provide their Customer Hardship Policy to customers that are identified as experiencing domestic and family violence to ensure they are aware of further support available under that policy.

8. Further Support

1800RESPECT (1800 737 732) is a national domestic and family violence counselling service that offers confidential online and telephone information, counselling and support services and referral services, 24 hours a day, 7 days a week.

9. Review Process

This policy will be reviewed three years after its adoption.

Date 20 January 2025	Director (Name) Andres Hoffman	Signature <i>Andres Hoffman</i>
Chief Executive Officer (Name) Shane Whitten		Signature <i>Shane Whitten</i>