BLUEWATER MARINA
Cairns Far North Queensland

BLUEWATER MARINA

POLICY: FAMILY VIOLENCE

FOR BOAT OWNERS AND VISITORS

POLICY

Bluewater Marina's Family Violence policy applies to all vessel owners and small business energy customers and their immediate family who may be affected by family violence.

We will help you if you tell us that you are experiencing family violence, including our obligations to protect your energy-related information, and support you if you are having trouble paying your energy bills or are placed under financial duress.

This policy is in addition to any rights you may have under your relevant state legislation.

If you consider you are in immediate danger, call emergency services on 000.

PROCEDURES

Minimum requirements	Standardised statements
Information explaining what family violence is, including examples of what family violence can include.[1]	**What is family violence?** Family violence is when someone in a family, domestic, intimate or family-like relationship • is violent or threatening • coerces or controls you • tries to make you feel unsafe. Family violence can include, but is not limited to: • **financial abuse**, such as controlling your money, taking away your financial independence, or refusing to provide necessary financial support for you or your dependent's living expenses • **emotional or psychological abuse**, such as manipulation, intimidation or behaviours that undermine you or make you feel controlled

[1] Condition 27(3)(a), Retail Exempt Selling Guideline (v7)

Minimum requirements	Standardised statements
	• **physical abuse**, such as intentionally using physical force against you, another person or animal • **sexual abuse**, including any forced, unwanted or exploitative sexual activity • **social abuse**, such as isolating you from your family, friends or culture • **elder abuse**, such as a single or repeated act or failure to act, including threats, that results in harm or distress to an older person. These occur where there is an expectation of trust and/or where there is a power imbalance between the party responsible and the older person.

Minimum requirements	Standardised statements
Processes for the early response by the exempt seller in the case of affected exempt customers identifying themselves as experiencing family violence[2]	**What Bluewater Marina ("we") will do to help you** If you tell us that you are affected by family violence, we will take extra precautions with your energy-related information. We will only discuss your energy contract or energy bills with you, or someone you choose to communicate with us. We will **not** ask you to give us evidence that you are affected by family violence before we can help you. We will **not** ask you to repeatedly disclose your personal circumstances. **You can choose how you want to communicate with us** We will request your preferred form of communication, and we will only use that form of communication to talk to you about your energy account. If we cannot use your preferred form of communication, we will offer other ways to communicate with you. **You can nominate a support person** You can choose a support person to communicate with us: A support person could include a: • family member or friend • financial counsellor • social worker • someone who helps you manage your energy bills. We will only do this if you give us your permission and provide us the contact details of your preferred person(s). If this happens, we will note their details in our records. We will only communicate with you and/or the person you choose, according to your instructions. If you prefer, we can communicate solely with your chosen support person.
Processes to keep affected exempt customer's energy account information confidential[3]	**We will keep your energy-related information safe** If you tell us that you are affected by family violence, we will secure information related to your energy account, including your contact details, in the following ways

Minimum requirements	Standardised statements
	• Your details will be stored in our computer system, which is password protected and only accessible to relevant employees or agents that need to access them to perform services relating to your energy account. If you agree, we will 'flag' your energy account so that *any administrative employees* who manages your energy account will take extra precautions to keep information related to your energy account safe and will engage with you through your preferred form of communication and/or through your chosen support person. We will not share your energy-related information with anyone unless you give us permission, or we are required by law to do so.
Information about the impact of family violence[4]	**Family violence can include financial abuse, which may make it difficult to pay your bills.** Financial abuse can occur when someone stops you from accessing your money, manipulates your financial decisions, or uses your money or assets without your consent. Energy accounts can sometimes be used as a tool for financial abuse, which is a form of family violence. Examples of financial abuse relating to energy accounts can include: • opening an energy account in your name without your knowledge or consent • opening a joint energy account with you but refusing to contribute to the costs • using your energy account details to manipulate or control you. We recognise family violence as a likely cause of a customer experiencing payment difficulties. If you are experiencing financial difficulties due to family violence, we will take this into account when supporting you with matters relating to payment of your energy bills.

[2] Condition 27(3)(b), Retail Exempt Selling Guideline (v7)

[3] Condition 27(3)(c), Retail Exempt Selling Guideline (v7)

[4] Condition 27(3)(d), Retail Exempt Selling Guideline (v7)

Minimum requirements	Standardised statements
Assistance available to affected exempt customers experiencing payment difficulties[5]	**If you are experiencing payment difficulties** If you are affected by family violence and are struggling to pay your energy bills, contact us for help as soon as possible. We can offer support, including payment plans and waiving fees associated with late payment (if applicable). **Late payment fees** We will waive late payment fees on your energy bill. **Payment Plans** If you are a residential customer on a payment plan with us, and you have missed your payments, we will work with you to set up a new payment plan. **We will not disconnect you** We will consider how family violence has impacted your ability to pay your energy bills and will not disconnect your energy supply if your unpaid energy bills resulted from family violence or would impact your safety.
Referrals to appropriate family violence support services[6]	**Support services** If you are affected by family violence, the support services below may assist you.

[5] Condition 27(3)(e), Retail Exempt Selling Guideline (v7)

[6] Condition 27(3)(f), Retail Exempt Selling Guideline (v7)

Support services

Service	Contact details
National 1800 RESPECT Line (24 hours) Free advice and counselling for both people experiencing family violence and professionals responding to family violence.	Call 1800 737 732 Text 0458 737 732 www.1800respect.org.au
Lifeline (24 hours) Crisis support and suicide prevention services.	Call 13 11 14 www.lifeline.org.au
Kids Helpline (24 hours) Free, confidential counselling for children and young people aged 5 to 25.	Call 1800 55 1800 Web chat available www.kidshelpline.com.au
13 YARN (24 hours) Service for Aboriginal and Torres Strait Islander people in crisis. 13 YARN Offers a confidential one-on-one over the phone yarning opportunity and support with a trained Lifeline Aboriginal & Torres Strait Islander Crisis Supporter for mob who are feeling overwhelmed or having difficulty coping.	Call 13 92 76 https://www.13yarn.org.au/
QLife Free support and referral for LGBTIQ+ Australians wanting support around gender, sexuality and relationships.	Call 1800 184 527 Web chat available https://qlife.org.au/
Men's Referral Service An anonymous and confidential telephone counselling service to help men involved in family and domestic violence matters	Call 1300 766 491 www.ntv.org.au/get-help/
Elder Abuse Helpline A trained operator will talk to you about your concerns and provide referrals to the relevant support services.	1300 651 192 (Queensland) 07 3867 2525 (rest of Australia)

Financial help services

Service	Contact
National Debt Helpline Free advice on how to manage debt, coordinated by Financial Counselling Australia.	Call 1800 007 007 https://ndh.org.au/

Ombudsman schemes

Energy ombudsman schemes can help resolve a complaint about your electricity and gas seller. Their services are free and available if you are a residential customer (ie not a business customer).

If you have a complaint that you cannot resolve with your energy seller, you should contact the ombudsman scheme in your state.

State	Service	Contact details
Australian Capital Territory	ACT Civil and Administrative Tribunal	02 6207 1740 www.acat.act.gov.au
New South Wales	Energy & Water Ombudsman NSW	1800 246 545 www.ewon.com.au
Queensland	Energy and Water Ombudsman QLD	1800 662 837 www.ewoq.com.au
South Australia	Energy and Water Ombudsman South Australia	1800 665 565 www.ewosa.com.au

IMPLEMENTATION

The following procedures will be implemented by Bluewater Marina (BWM) to ensure that this policy is adhered to.

1. **Computer changes**: BWM will implement on its computer customer's main (home) screen a flag indicator which signifies to all staff that there is a Family Violence Matter (FVM) on-going for this customer. This indicator will be discrete but clear to all staff using this customer's file. Examples could include: a new or re-named field on the first page of each customer's file, such as: FVM - with a red box/red tick/"YES" in red - or such similar warning system as is determined by BWM.

2. **Staff training**: BWM will conduct training for all staff on the adoption of this policy, its implementation, and the manner in which staff should deal with customers and others who fall under this policy. Such training will have an extended module for front-line and administrative staff on how to deal empathetically with the directly affected customer as well as how to deal with aggressive or manipulative parties who may be the alleged cause of the FVM.

   a. All new staff will be made aware of this policy and undergo relevant training.
   b. A refresher of this policy/procedure will be provided to all staff on an annual basis.

3. **Independence**: BWM staff will not 'take sides' or become involved in the alleged matter other than by way of providing any assistance as is prescribed in this policy.

4. **Confidentiality:** All staff who are already aware, or need to be made aware, of any FVM alert are to treat such matter as highly confidential and it is not to be discussed internally (except as is necessary to inform staff who may be exposed to the customer) or externally to non-BWM parties. Any staff member who becomes aware of another staff member discussing or inappropriately referencing the FVM must immediately report this to the Marina Manager.

5. **Resolution:** The Marina Manger is responsible to authorise a 'red flag' on a customer's file and to negotiate any of the matters identified in this policy with the affected customer. The Marina Manager is the only person who can authorise the removal the FVM flag either because the matter has been satisfactorily resolved or the customer has left BWM.

6. **Records:** The BWM Manager will maintain a confidential record of any actions relating to each FVM. Records of staff training will also be maintained for audit validation of the training on this policy.

Version Control

Ver	Date	Editor	Approved	Summary of Changes	Rank
1.0	01.07.26	R Fuller		Draft New Policy adapted from existing legislation	High