



FAMILY VIOLENCE POLICY EASY ENGLISH

Version 2.0, March 2026

Hard words



This book has some hard words.

The first time we write a hard word,

The term is in **blue**.

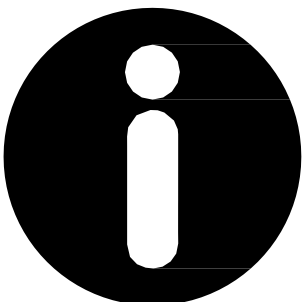
We write what the hard word means.



You can get help with this book

You can get someone to help you

- read this book
- know what this book is about
- find more information.



About this book



This book is about our **Family Violence Policy**

The author of this book is CovaU Energy.

Family violence is when someone

- damages your body
- takes control or uses your money
- makes you feel unsafe
- makes you do things you do not want to



We want to make sure our customers and staff who experience family violence:

- can get the right help from us.
- are respected by us.



Our policy



Our policy is for

- Customers who have experienced or may have faced family violence



- staff who have or may have experienced violence at home.



- You only need to tell us once



- Find others to help you

Your safety

We will



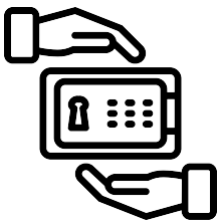
- keep your personal information private



- not to tell anyone what we discuss with you



- only disclose your information with someone if you say yes.



- give you information in a way that is safe for you.

Your debt



We understand that family violence might make it very hard to pay your energy bills

We will



- help you immediately as we can



- help you in managing your debt



- not turn off your electricity if you have debt.

Our staff

Our staff will



- help and respect you
- give you information in ways that are safe for you.

We will train our staff to



- learn what can happen as a result of family violence
- find out who has been a victim of family violence.
- use this policy
- converse with you in a manner that is comfortable for you.

What we do for the staff



We want our staff to know they may seek help with family violence.

We can help our staff

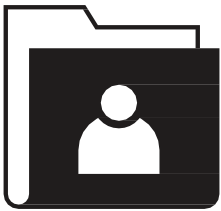
- seek assistance from other people and places
- take some time off from work
- be safe at work
- work in a different place or at different times.



Your privacy

We will follow the law to keep your **personal information private**.

Personal information can include



- your name
- your address
- your phone number.

Private means we will not tell anyone your personal information



- except if you answer yes
- even if their name is also on your account.

Complaints

You can make a **complaint** about our policy.



A complaint is when you

- are not happy
- and
- tell someone why you are not happy.

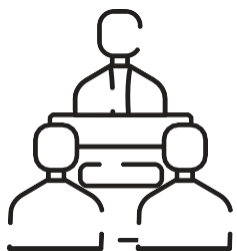
We will do our utmost to resolve your problem..



If you are still dissatisfied, you can speak with the

The Energy **Ombudsman** will review the complaint again..

The Ombudsman



- works for the government
- listens to complaints
- makes sure public services are fair.

More information

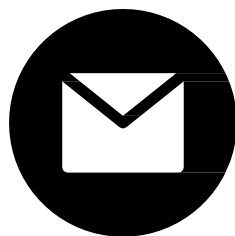
For more information contact CovaU Energy



Customer Support
1300 689 866



Website
www.covau.com.au



Email Support
support@covau.com.au



For customers who may require the assistance of the National Relay Service:

- Teletype (TTY): 133 677
- SMS Relay: 0423 677 767



If you need to make a complaint
Call 1300 689 866



If you need to talk to the Ombudsman

Australian Capital Territory
Call 02 6207 1740
Website www.acat.act.gov.au

New South Wales
Call 1800 246 545

Website www.ewon.com.au

Queensland
Call 1800 662 837
Website www.ewoq.com.au

South Australia
Call 1800 665 565

Website www.ewosa.com.au

Victoria
Call 1800 500 509
Website www.ewov.com.au

Tasmania
Call 1800 001 170

Website www.ombudsman.tas.gov.au