



EG

Family Violence Policy

Northern Beaches
Business Park, Cromer



POLICY OWNER	EG Funds Management (embedded network operator)
EXEMPT SELLER	The Trustee for EG ACE Trust A OT11 (ABN 23 114 761 970)
SITE	Northern Beaches Business Park, 4-10 Inman Road, Cromer NSW 2099
EFFECTIVE DATE	01 October 2026
NEXT REVIEW	Within 12 months of the effective date, or when the AER template or exemption conditions change
BASIS	AER Exempt seller family violence policy template and Condition 27, Retail Exempt Selling Guideline (version 7, August 2025)

About this policy

This policy applies to all small business energy customers at Northern Beaches Business Park, 4-10 Inman Road, Cromer NSW 2099, who may be affected by family violence. It explains how we will help you if you tell us you are experiencing family violence, including our obligations to protect your energy-related information and to support you if you are having trouble paying your energy bills.

This policy is in addition to any rights you may have under relevant New South Wales legislation (for example, tenancy legislation).

The embedded network at this site is operated by EG Funds Management. Energy is sold to tenants by The Trustee for EG ACE Trust A OT11 (ABN 23 114 761 970) under an exemption registered with the Australian Energy Regulator. In this policy, “we”, “us” and “our” mean the exempt seller.

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

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 dependant’s living expenses
- **emotional or psychological abuse**, such as manipulation, intimidation or behaviours that undermine you or make you feel controlled

- **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.

What 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 with 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 ask for your preferred form of communication and will only use that form 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 permission and provide the contact details of your preferred person or people. If this happens, we will note their details in our records. We will communicate only with you and/or the person you choose, according to your instructions.

If you prefer, we can communicate solely with your chosen support person.

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:



- Any paper files related to your energy account will be kept in a locked drawer or cabinet, accessible only to employees or agents who need them to perform services relating to your energy account.
- Your details will be stored in our computer system, which is password protected and accessible only to employees or agents who need them to perform services relating to your energy account.

If you agree, we will “flag” your energy account so that the property managers and administrative staff who manage your account take extra precautions to keep your information safe, and engage with you through your preferred form of communication and/or 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.

Financial abuse and your energy account

Family violence can include financial abuse, which may make it difficult to pay your bills. Financial abuse can occur when someone stops you 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. Examples relating to energy accounts 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 payment of your energy bills.

If you are having trouble paying

If you are affected by family violence and are struggling to pay your energy bills, please contact us for help as soon as possible. We can offer a range of support, including payment plans and waiving fees associated with late payment.

LATE PAYMENT FEES

We will waive late payment fees on your energy bill.

PAYMENT PLANS

If you are on a payment plan with us and have missed 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 affected your ability to pay, and will not disconnect your energy supply where unpaid bills resulted from family violence or where disconnection would affect your safety.

Support services

If you are affected by family violence, the services below may be able to help.

FAMILY VIOLENCE SUPPORT

SERVICE	CONTACT
1800RESPECT (24 hours) Free advice and counselling for people experiencing family violence and for professionals responding to it.	Call 1800 737 732 Text 0458 737 732 1800respect.org.au
Lifeline (24 hours) Crisis support and suicide prevention.	Call 13 11 14 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 kidshelpline.com.au
13YARN (24 hours) Confidential support for Aboriginal and Torres Strait Islander people in crisis.	Call 13 92 76 13yarn.org.au
QLife Free support and referral for LGBTIQ+ Australians on gender, sexuality and relationships.	Call 1800 184 527 Web chat available qlife.org.au
Men's Referral Service Anonymous, confidential telephone counselling for men involved in family and domestic violence.	Call 1300 766 491 ntv.org.au/get-help

FINANCIAL HELP

SERVICE	CONTACT
National Debt Helpline Free advice on managing debt, coordinated by Financial Counselling Australia.	Call 1800 007 007 ndh.org.au

Making a complaint

If you have a concern or complaint about your energy account, please contact us first so we can try to resolve it. We will handle your complaint under our Complaints and Dispute Resolution Procedure, published at the NBBP website page.

If you have a complaint you cannot resolve with us, you can contact the Energy & Water Ombudsman NSW (EWON), which provides a free and independent dispute resolution service.

- Call 1800 246 545
- ewon.com.au

We are a member of EWON.

How to contact us

For help, or for a copy of this policy in hardcopy or by email, contact us:

Exempt seller	The Trustee for EG ACE Trust A OT11 (ABN 23 114 761 970)
Contact	Kamela Shafaie, Senior Property Manager, JLL (property manager for the site)
Phone	0493 604 842
Email	Kamela.Shafaie@jll.com
Post	Kamela Shafaie, JLL, Level 12, 32 Smith Street, Parramatta NSW 2150

This policy is published at www.nbbp.com.au/on-site-solar.

