



Help for family and domestic violence

AGL



Easy English



Blue words

Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book

- find more information.



Contact information is at the end of this book.

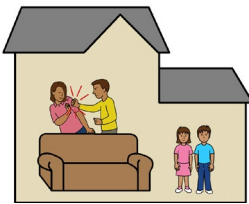


About this book

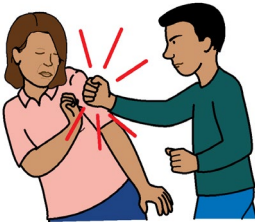
This book is from AGL.



This book is about how we can help you if **family and domestic violence** happens to you.



Family violence is when a family member hurts you.



Domestic violence is when a person who lives with you hurts you.



If you are in danger now call Triple Zero, **000**.

Call 000

Violence can happen to anyone



The person who hurts you could be

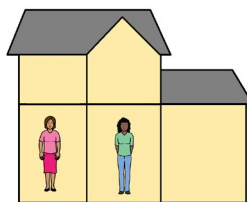
- your partner



- your ex partner



- a family member



- your housemate



- your carer



- a person who is like family to you.



A person from your Aboriginal community could be like family to you.

Family and domestic violence is **never** ok.

There are different types of violence

Physical violence



Physical violence could be when someone

- hurts your body



- is rough with you.

Sexual violence



Sexual violence could be when someone

- makes you have sex when you **do not** want to

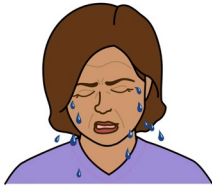


- touches private parts of your body when you **do not** want them to



- touches private parts of your body when you say **no**.

Emotional violence



Emotional violence could be when someone

- makes you feel bad or afraid many times
- does **not** respect your feelings, opinions and experiences many times.

Financial abuse



Financial abuse could be when someone

- does **not** let you have your money



- controls what you can buy



- makes you pay all the bills at home.



The person might tell you something bad will happen to you or someone else if you say **no**.

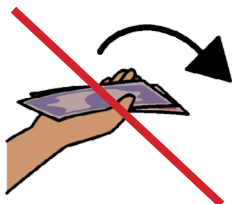
Contact us if you need help



We can help if family and domestic violence happens to our customers.



We can help make your AGL account safe for you.



We can help you if you **cannot** pay your AGL bill because of the violence.



We can tell you about other people and services that can also help keep you safe.



If we think you are **not** safe we may ask you to call the police.

What happens when you contact us

Our staff are trained to understand your problems.



We might ask you to tell us what has happened.

You only need to tell us 1 time.



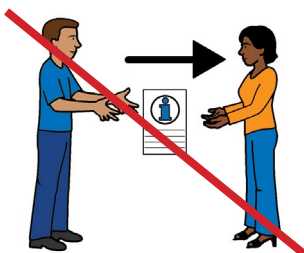
We will believe you.

We will **not** blame you for what has happened.



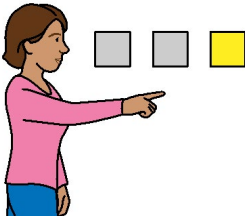
We will help you be safe.

You do **not** need to show us any documents to get our help.



We will **not** share your information with the person using violence.

How to contact us



You can choose to contact us in any way that is safe for you.



Ways to contact us are at the end of this book.

Tell us what is the best way to contact you back.



For example, it might **not** be safe to call you because someone controls your phone.

You can choose someone you know to be your **representative**.



Representative means the person can talk to us for you.

How to choose a representative



You can ask a person you trust to be your representative.

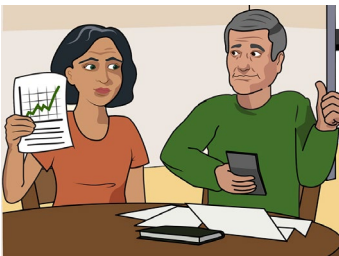


A person you trust could be

- a family member or friend



- a social worker



A financial counsellor is an expert that can help you with money problems.

- a **financial counsellor**.



You **must** tell us the name of your representative before we can talk to them.

What we will do to keep your information safe



We can make sure that **only you** can use your AGL account.



We can add extra passwords to stop other people using your account.



We will **not** share your information with other people unless

- you say **yes**

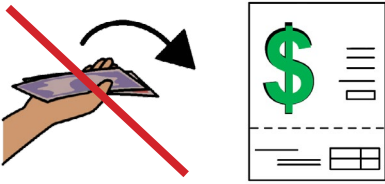


- the law says we have to.



We use technology to keep your information safe on our computers.

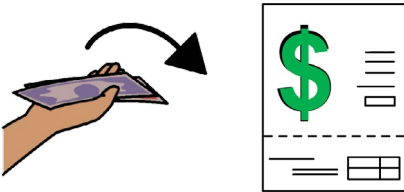
If you need help to pay your bill



We can help if you **cannot** pay your AGL bill because of family and domestic violence.



Our team can work with you to make a **payment plan**.

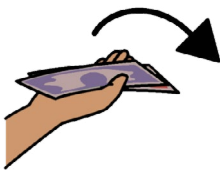


A payment plan says how you will pay your bills in the future.

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Your payment plan might say that

- you get more time to pay your bills

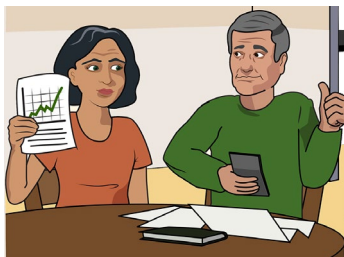
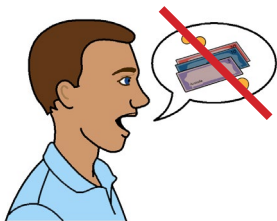
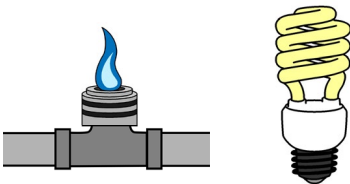
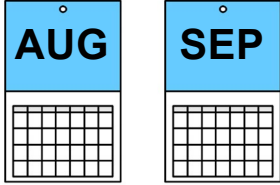


- you only need to pay what you can

- you can use **Centrepay**.

Centrepay is a free service that uses money from your Centrelink payments to pay your bill.

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



When your payment plan is ready we will tell you

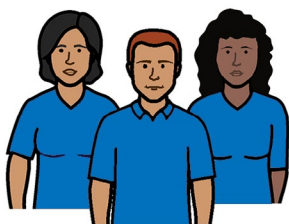
- when you need to pay us money
- how often you need to pay
- how much money you need to pay each time
- who you can contact for more help.

If you are on a payment plan

- you will still get services from us
 - for example, gas or electricity
- we will **not** ask for extra money if you pay late.

We can find a financial counsellor for you to help you pay your bills.

If you are not happy with us



Talk to our team if you have a problem with our service or our staff.

We will try to fix the problem fast.



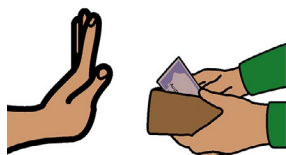
Call 131 245



Website [agl.com.au/help-support/contact-us/complaints](https://www.agl.com.au/help-support/contact-us/complaints)



If you are **not** happy with how we tried to fix the problem you can contact the **Energy and Water Ombudsman** in your state.



The Energy and Water Ombudsman

- is a free service
- helps you fix problems you have with gas, electricity or water companies.

Other ways to get help

1800RESPECT

1800RESPECT can help you for free if family and domestic violence happens to you.



Call 1800 737 732



Website 1800respect.org.au

Lifeline

Lifeline is a free service that can help you if you

- feel overwhelmed
- have trouble coping
- have trouble staying safe.



Call 13 11 14



Text 0477 13 11 14



Website lifeline.org.au



If you need a financial counsellor

AGL can find a financial counsellor for you to help you pay your bills.



Call us 131 245

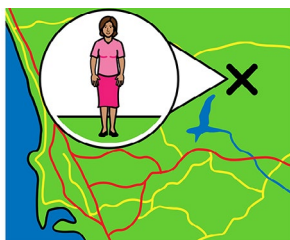
Contact the **National Debt Helpline**.



Call 1800 007 007



Website ndh.org.au



You can also use **Ask Izzy** to find a free financial counsellor near you.



Website askizzy.org.au



More information

For more information contact AGL.

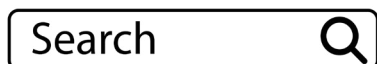


Call 131 245



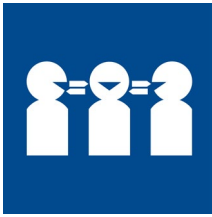
Website agl.com.au/help

**You can read our other Easy English books
on our website.**



Type **Easy English** into the search bar.

If you need an interpreter



An **interpreter** is a worker who

- understands and speaks your language
- can help you communicate what you need.



Call 1300 307 245

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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