

# Help for family violence

AGL



Easy English

## Hard words



This book has some hard words.

The first time we write a hard word

- the word 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.



We will write contact information at the end of this book.

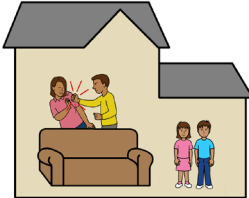


## About this book

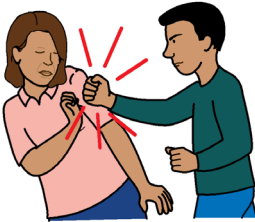
This book is from AGL.



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.



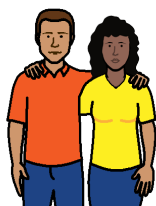
Domestic violence is when a person who lives with you hurts you.



If you are in danger now call triple zero.

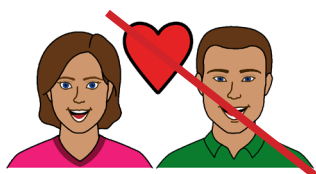
Call            000

## Violence can happen to anyone



The person who hurts you could be

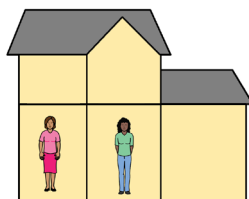
- your partner



- your ex partner



- a family member



- your housemate



- your carer



- a person who is like family to you.

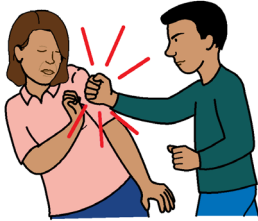


A person from your Aboriginal community could be like family to you.

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

## There are different types of violence

### Violence can be **physical**



Physical violence could be when someone

- hurts your body



- is rough with you.

### Violence can be **sexual**



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**.

## Violence can be **emotional**

Emotional violence could be when someone makes you feel



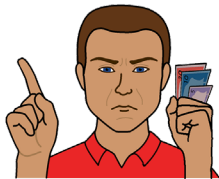
- bad



- afraid.

## Violence can be **financial abuse**

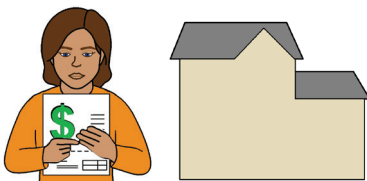
Financial abuse could be when someone



- does **not** let you have money



- controls what you can buy



- makes you pay all the bills at home.



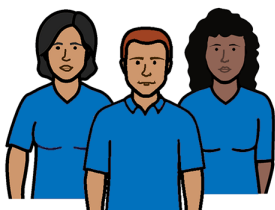
The person might tell you something bad will happen to you or someone else if you say **no**.

## Contact us if you need help



We can help if family and domestic violence happens to

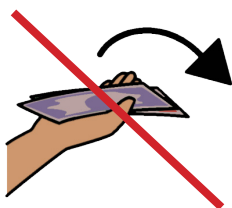
- our customers



- our staff.



We can 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 who can also 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.



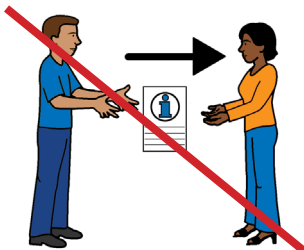
We will believe you.

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



We will help you be safe.

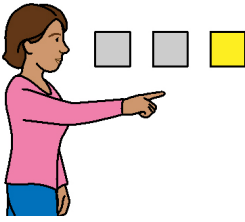
You do **not** need to show us any documents to get our help.



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.

Let us know 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**.

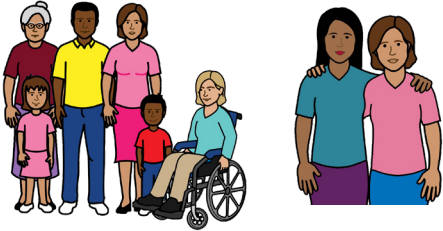


Representative means the person can talk to us for you.

## 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**.



A financial counsellor can help you with money problems.



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**

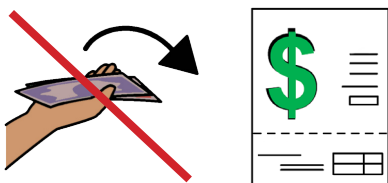


- the law says we have to.



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

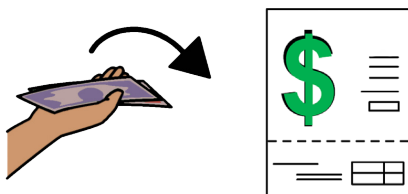
## If you need help to pay your bill



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**.

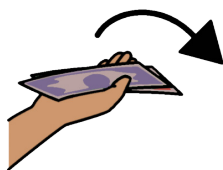


A payment plan says how you will pay your bills in the future.

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		

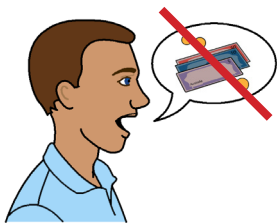
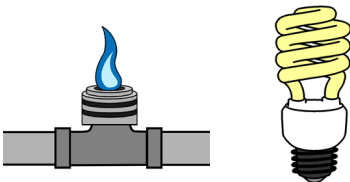
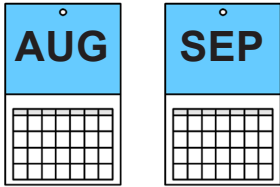
Your payment plan might say that

- you get more time to pay your bills
- you only need to pay what you can
- you can use **Centrepay**.



Centrepay is when you use Centrelink money to pay your bills.

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.

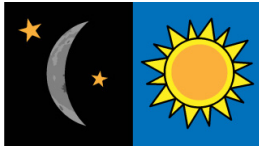


## Contact us



### Call us

131 245



You can call any time night or day.

### Message us



- on the AGL app  
[agl.com.au/aglapp](https://www.agl.com.au/aglapp)

- on My Account  
[myaccount.agl.com.au](https://myaccount.agl.com.au)



- on the online chat  
[agl.com.au/contact](https://agl.com.au/contact)



Go to our website for more information.

[agl.com.au/familyviolence](https://agl.com.au/familyviolence)



### **If you need help with English**

You can call for an interpreter.

Call 1300 307 245



We can translate our information into a language you understand.



### **If you need help to speak or listen**

The National Relay Service can help you make a phone call.

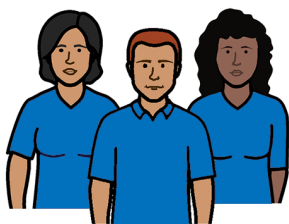
Call 1800 555 660



[accesshub.gov.au/nrs-helpdesk](http://accesshub.gov.au/nrs-helpdesk)

Give the relay officer the phone number you want to call.

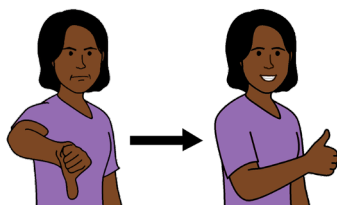
## If you are not happy with us



Talk to our team if you are **not** happy about our service or staff.

Call        131 245

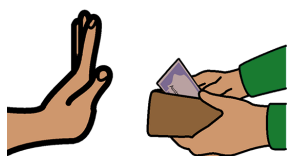
Website    [agl.com.au/contact-us/feedback](https://www.agl.com.au/contact-us/feedback)



Our team will try to fix the problem fast.

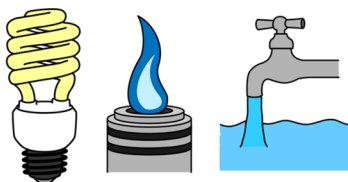


If you are **not** happy you can contact the **Energy and Water Ombudsman** in your state.



The Energy and Water Ombudsman

- is a free service



- helps people fix problems with energy or water.

Website    [agl.com.au/complaints](https://www.agl.com.au/complaints)



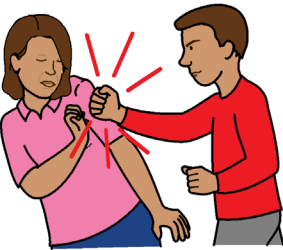
## More help



### **AGL Employees Assistance Program**

A free program to help our staff and their families if family violence happens.

Call            1300 687 327



### **1800RESPECT**

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

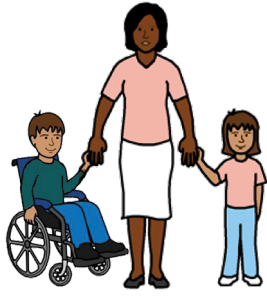


You can call the service any time night or day.

Call                    1800 737 732



Website            [1800respect.org.au](http://1800respect.org.au)



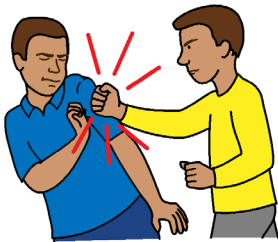
## Womensline

Womensline is a free service to help women and children out of family violence.



Call 1800 811 811

Website [dvconnect.org/womensline](https://dvconnect.org/womensline)



## Mensline

Mensline is a free service to help men if family violence happens.



Call 1800 600 636

Website [dvconnect.org/mensline](https://dvconnect.org/mensline)

## Lifeline



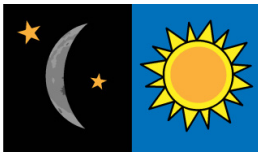
Lifeline is a free service that can help you if you do **not** know how to go on with life.

Call 13 11 14



Text 0477 13 11 14

Website [lifeline.org.au](https://lifeline.org.au)

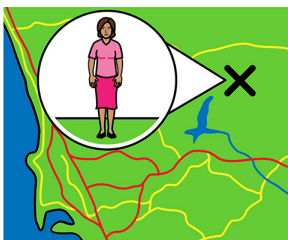


You can contact Lifeline any time night or day.



## If you need a financial counsellor

Call us 131 245



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

Website [askizzy.org.au](https://askizzy.org.au)

This Easy English document was created by Scope (Aust) Ltd. in September 2023 using Picture Communication Symbols (PCS). PCS is a trademark of Tobii Dynavox, LLC. All rights reserved. Used with permission. This document must not be sold to third parties. The images must not be reused without permission. For more information about the images, contact Scope on 1300 472 673 or visit [scopeaust.org.au](https://scopeaust.org.au)

