

2019 Victorian energy open forum

Engaging to deliver better
energy outcomes

27 August 2019

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#VicEnergyForum19



Promoting the safety and wellbeing of Victorian consumers affected by family violence

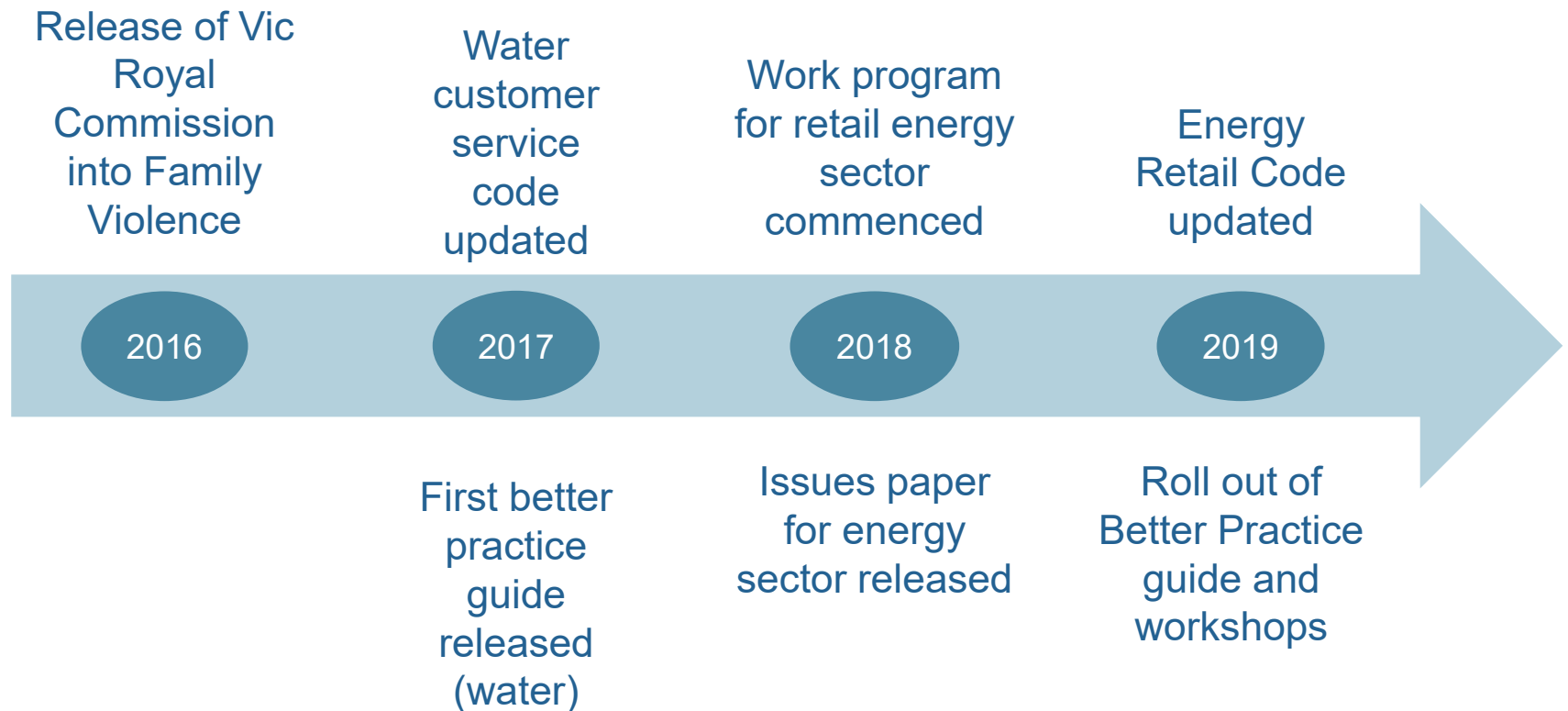
Lucy Weston

Project Manager

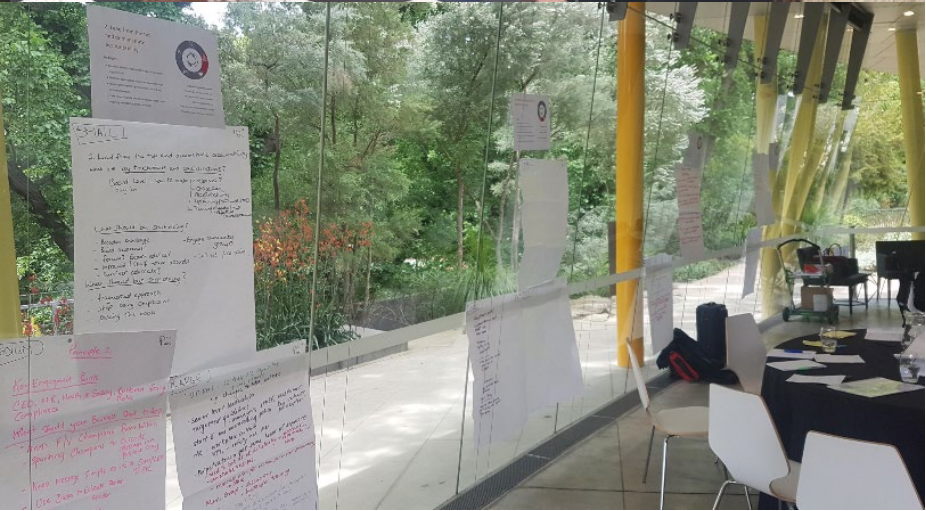
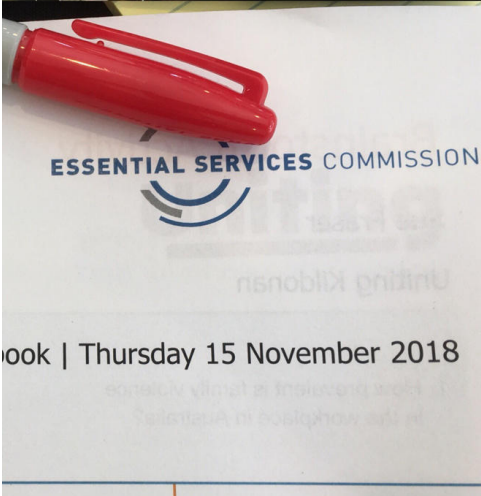
Energy – Customer
Engagement



Where we're up to



Our consultation



Who we heard from....



WEstjustice

Women's Health East

Uniting



Good Shepherd

Australia New Zealand



ENERGY AND WATER
OMBUDSMAN
Victoria **Listen Assist Resolve**



Yarra
Valley
Water



City West Water™



Our family violence framework

Family violence framework

Codes*

Better practice guide

Family
violence
entitlement**

Minimum
standards

Family
Violence
policy

Principles

Actions

Community
of practice

* The Water Customer Service Code for Urban Customers and Rural Customer Service Code family violence amendments are effective from 1 July 2018. The Energy Retail Code family violence amendment is effective from 1 January 2020.

**Only in the Energy Retail Code

What we heard at our latest workshop....

Businesses still at the early stages

- developing policies
- engaging trainers
- uncertainty about sequencing

Cross sector resources hub

Family violence resources for businesses

Our work to support Victorians experiencing family violence has resulted in numerous developments in the energy and water sectors. View all resources here and learn more about our work in this area.

[Home](#) ▶ [Electricity and gas](#) ▶ [Codes, guidelines, policies and manuals](#) ▶ [Family violence resources for business](#)

Overview

Resources

Our work to support Victorians affected by family violence has resulted in developments in the energy and water sectors.

Use this page to learn more about our work and on the 'resources' tab find reports on family violence and presentations from our workshop

On this page

<https://www.esc.vic.gov.au/family-violence-resources-businesses>

Contact us



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