



ERM Power Retail Pty Ltd  
Level 3, 90 Collins Street  
Melbourne VIC 3000  
ABN 87 126 175 460

13 23 76  
[ermpower.com.au](http://ermpower.com.au)

## Family Violence Support Services

ERM Power is committed to assisting customers affected by family violence and who are finding it difficult to manage their energy usage bills.

We believe our customers have the right to expect and receive confidential and respectful conversations and be assured that all personal information will be kept confidential in line with relevant legislation. We encourage any small business customer having difficulty paying their electricity usage bills as a result of family violence to contact us to have a confidential conversation on ways in which we may assist them.

There are several organisations that specialise on working and supporting people experiencing family violence. Below are some organisations that offer support and counselling.

If you or someone you know needs support, you can contact one of the support services listed below.

Family Violence Support	Phone No	Website	Services
1800 Respect	1800 737 732	<a href="http://1800respect.org.au">1800respect.org.au</a>	National 24-hour Domestic & Family Violence and Sexual Assault Line
Women's Legal Service Victoria	1800 133 302	<a href="http://Womenslegal.org.au">Womenslegal.org.au</a>	Free legal telephone advice, counselling and referrals to do with relationship breakdown and / or FV.
Safe Steps	1800 015 188	<a href="http://safesteps.org.au">safesteps.org.au</a>	24/7 Domestic & Family Violence Crisis Response including referral to refuge services for women and children.
Aboriginal Family Violence Prevention & Legal Services	1800 105 303	<a href="http://djirra.org.au">djirra.org.au</a>	Culturally - specific assistance to Aboriginal and Torres Strait Islander victims/survivors of family violence and sexual assault
Men's Line	1300 789 978	<a href="http://Mensline.org.au">Mensline.org.au</a>	<a href="https://mensline.org.au">https://mensline.org.au</a> (online chat)