



112-122 Dry Dock Road, Tweed Heads South, NSW 2486
Phone 07 5524 2682

Domestic & Family Violence Statement

At **The Palms Village**, we stand firmly against all forms of domestic and family violence. We're committed to protecting your privacy and safety, and ensuring you stay connected to your utility service.

This policy explains how we support customers who are affected by family and domestic violence.

We take this seriously

We recognise that domestic and family violence is a serious and prevalent issue in Australian society. We are against domestic and family violence, and non-domestic sexual violence, and acknowledges the short and long-term harm it causes for victim survivors, their families and our communities.

You can talk to us here at The Palms Village

- understand the nature and impacts of domestic and family violence
- recognise signs that you may be affected by domestic and family violence
- offer support and assistance

Your safety is our priority

We will protect your privacy and will only share your personal information with:

- your consent; or
- as required by law

We make sure that you:

- do not have to keep repeating your story every time you talk to us
- will have your privacy secured and confidentiality respected

Keep you connected: if you're the account holder and let us know that disconnecting or restricting your service could compromise your safety, we will not take any action to limit your service for 30 days

Support to pay your bills We recognise that domestic and family violence – and non-domestic sexual violence – can cause financial hardship. If you're having trouble paying bills, please contact us as soon as you can so we can discuss how we can support you.

- setting up a payment plan to suit your needs
- service or plan adjustments
- review of outstanding debt

How to contact us

- contacting our Office Manager (9am to 3pm) Monday, Tuesday, Thursday & Friday or
- send an email to: enquiries@thepalmsvillage.com.au