

Family Violence Policy

BQSPower — Protecting Customers Affected by Family Violence

Business:	BQSPower (trading name of Blue Quality Studios)
ABN:	21 269 363 940
Email:	energy@bqspower.com.au
Phone:	1300 130 653
Doc ref:	BQS-POL-002
Version:	Version 1.0 Effective 1 January 2026

If You Are in Immediate Danger — Call 000

If you or anyone is in immediate danger, call Triple Zero (000) immediately.

This policy does not replace emergency services or specialist family violence support.

This policy applies to all customers of BQSPower at all embedded network properties who may be affected by family violence. It has been developed in accordance with Condition 27 of the AER Retail Exempt Selling Guideline (Version 7, August 2025) and the AER's guidance for exempt sellers on family violence obligations.

1. Purpose

BQSPower recognises that family violence is a serious social issue and that customers affected by family violence may face unique challenges in managing their energy accounts. This policy sets out how BQSPower will support affected customers, protect their safety and privacy, and ensure that our processes do not inadvertently cause additional harm.

2. What is Family Violence?

For the purposes of this policy, family violence includes any behaviour by a person towards a family member that is violent, threatening, or coercive, or that is intended to cause fear, physical or psychological harm. This includes:

- Physical, sexual, emotional, and psychological abuse
- Economic and financial abuse (including controlling access to money or energy services)
- Threats, intimidation, and coercive control
- Stalking and monitoring behaviour
- Damage to property

Family violence can occur in any relationship including between current or former partners, family members, and carers. Anyone can be affected by family violence regardless of gender, age, cultural background, disability, or other personal characteristics.

3. Our Commitments

3.1 Safety is our priority

We will always put the safety of an affected customer first. We will not take any action that could increase the risk of harm to an affected customer, including disclosing their contact details, new address, or account information to a person who may be perpetrating family violence.

3.2 Privacy and confidentiality

- We will not disclose information about an affected customer's account or whereabouts to anyone without their explicit consent.
- We will keep records of family violence disclosures separate from general account records and restrict access to that information.
- We will not put notes on accounts or communications that could alert a perpetrator that the customer has disclosed family violence.
- We will not send correspondence to a shared address that could put a customer at risk.

3.3 No proof required

We will not require customers to provide documentary evidence of family violence (such as police reports, protection orders, or statutory declarations) as a precondition to receiving support under this policy. We will take disclosures at face value.

3.4 Debt and billing considerations

- We will not pursue debt collection activities against an affected customer in a way that places them at risk of harm.
- We will consider waiving or transferring debt that has arisen as a result of family violence where it is reasonable to do so.
- We will not disconnect supply to a customer who has disclosed that they are affected by family violence and is at risk.
- We will consider adjusting billing and account arrangements to support safe exit from a shared account.

3.5 Account separation

Where a customer needs to separate from a joint energy account due to family violence, we will assist with that process as quickly as possible and will waive any fees associated with account separation in these circumstances.

4. How to Tell Us About Family Violence

You can contact BQSPower at any time to let us know you are affected by family violence. You can choose how you communicate with us — by phone or email. If you need assistance communicating with us due to a disability, language barrier, or other need, we will make reasonable accommodations.

Contact BQSPower — Confidential

Email: energy@bqspower.com.au (mark your email Private & Confidential)

Phone: 1300 130 653

We will respond promptly and sensitively. You will not be required to repeat your story unnecessarily.

Please note: if there is any risk that communications could be monitored by a perpetrator, consider using a safe device, a safe email address, or asking us to use an alternative contact method.

5. External Support Services

BQSPower is not a specialist family violence service. We strongly encourage customers affected by family violence to contact specialist support services. The following services are available in Queensland:

Service	Phone	Notes
1800RESPECT (National sexual assault, domestic & family violence counselling)	1800 737 732	24/7, free, confidential
DVConnect (Queensland)	1800 811 811	24/7, free — women & children seeking refuge or advice
MensLine Australia	1300 789 978	24/7 — support for men experiencing or using family violence
Lifeline Australia	13 11 14	24/7 crisis support
QLife (LGBTIQ+)	1800 184 527	3pm–midnight daily
13 YARN (Aboriginal & Torres Strait Islander)	13 92 76	24/7 crisis support
Translating & Interpreting Service (TIS)	131 450	Free interpreter access

6. EWOQ — Independent Dispute Resolution

Energy and Water Ombudsman Queensland (EWOQ)

If you are not satisfied with how BQSPower has handled your situation, you have the right to contact EWOQ — a free, independent service.

Phone: 1800 662 837 (free call) | Website: www.ewoq.com.au

7. Policy Review

This policy will be reviewed annually. BQSPower will update this policy as required to remain consistent with the AER's Retail Exempt Selling Guideline and any improvements in guidance on family violence support. A copy of this policy is available on request.

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