



FAMILY VIOLENCE SUPPORT SERVICES

Shell Energy 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 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	1800respect.org.au	National 24-hour Domestic & Family Violence and Sexual Assault Line
Women's Legal Service Victoria	1800 133 302	Womenslegal.org.au	Free legal telephone advice, counselling Victoria and referrals to do with relationship breakdown and/ or FV.
Safe Steps	1800 015188	safesteps.org.au	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	djirra.org.au	Culturally - specific assistance to Aboriginal and Torres Strait Islander victims/survivors of family violence and sexual assault
Men's Line	1300 789 978	Mensline.org.au	https://mensline.org.au (online chat)
White Ribbon		whiteribbon.org.au/Find-Help/Support-Services	Links to local and regional support services