



22 May 2025

Strategy to support a safer energy market for customers affected by family violence

Everyone has the right to live free from the fear of family violence and financial abuse. We believe that everyone in the energy sector has a responsibility to work together to make the energy market safe for customers affected by family violence. We are committed to working with the sector to prevent essential services and energy debt from being weaponised.

PRIORITY 1

Building organisational awareness and capability within the AER

PRIORITY 2

Supporting a regulatory framework that enables safety by design

PRIORITY 3

Encouraging regulated entities to prioritise safety in their businesses

Objectives

We provide our staff with the information, skills, resources and support needed to promote safety in their work and within the AER.

We monitor, enforce and review obligations that protect customers affected by family violence, including the family violence rules and hardship and payment difficulty protections.

We support innovation that promotes safety for customers affected by family violence in the energy sector.

Outcomes

Decisions that promote safety for customers and AER staff affected by family violence.

Effective regulation of protections that improve safety for customers affected by family violence over time.

Business practices that promote safety for customers affected by family violence.

Activities

- Integrate family violence awareness into staff training and capability strategy (focusing on key roles such as senior leaders and staff who engage with energy businesses on these issues or with people affected by family violence).
- Incorporate appropriate expert advice and/or lived experience insights when considering issues related to family violence.
- Collaborate with other regulators, including by continuing to explore good regulatory practice in relation to family violence and safety by design through our inter-regulator Community of Practice on Consumer Vulnerability.

- Continue to monitor and enforce compliance with protections for customers affected by family violence, in line with our enduring Compliance and Enforcement priority.
- Continue to gather intelligence to identify potential issues and non-compliance related to family violence.
- Continue to improve intelligence channels to support consumer advocates to raise potential issues and non-compliance.
- Communicate clear policy positions on proposed changes to the regulatory framework.
- Identify and advocate for regulatory reforms to make the energy market safer for customers affected by family violence.

- Publish and promote retail performance reporting data related to family violence obligations to highlight outcomes and potential gaps.
- Share examples of good practice among retailers through our work and engagement.
- Prioritise family violence issues in relevant stakeholder engagement activities, to identify good practice and reflect on lessons learned.
- Encourage industry collaboration to identify, share and reflect on lessons learned to develop better practices in the energy sector.