



Our Horizon Power family violence policy

For customers impacted by family violence in WA

horizonpower.com.au/heretohelp

HORIZON
POWER

At Horizon Power, we're responsible for delivering energy solutions across the largest geographical catchment of any Australian power provider – and we take our role in supporting regional WA seriously.

If you're experiencing, recovering from, or impacted by family violence, or you're supporting somebody in this situation, we want to connect you with the help you need.

Important phone numbers

If you're in danger or there is an immediate threat to your safety, **call 000** for emergency services.

For crisis support or to talk to someone about your options, **call 1800 737 732**

National Sexual Assault and Domestic Family Violence Counselling Service.

13 11 14 Lifeline, for 24/7 support

13 92 76 Aboriginal & Torres Strait
(13 Yarn) Islander 24/7 support

For a full list of support services and resources, please visit our website at
horizonpower.com.au/heretohelp

Horizon Power phone numbers

Call us on 1800 267 926 if you would like to speak with us about how we can help.

Call 13 14 50 if you'd like to use an interpreter service if your first language is a language other than English, or you're supporting someone whose first language is not English.

If you have a Type and Read phone, contact 13 36 77 to access the Type and Read (TTY) service for our hearing-impaired customers.

You can find other support options and contact details listed on page 7 of this document.

Our Horizon Power family violence policy

Horizon Power condemns any form of family violence and any act of diminishing or excusing such violence.

We have developed this family violence policy to outline how we can help our customers within our regional communities who may be vulnerable and experiencing or recovering from family violence.

If you've been impacted by family violence, or are supporting someone in this situation, we are here to support you with compassion, empathy, sensitivity, and respect and, help you to connect with the options and support you need.

What is family violence?

Family violence is an ongoing pattern of behaviours intended to coerce, control or create fear within a family or intimate relationship. It can take many forms and occur across all cultural groups, ages and sexual preferences.

Some abusive behaviours can be identified easily, whilst others can be difficult to recognise. Many adult and child victims live with perpetrators who use coercive patterns of control and may not realise that they are experiencing family violence.

“Family violence” most commonly refers to violence, abuse, intimidation, and coercion that occur between people in an intimate relationship (including same sex relationships and ex-partners), violence between family members, between partners, housemates, or violence towards or from children. These acts include physical, sexual, emotional, financial, and psychological abuse.



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No matter the circumstances, or whether the individual experiencing it recognises it, family violence is a crime.

Horizon Power adopts the definition of Family Violence outlined in the Restraining Orders Act 1997. Part 5A of the Act provides the following guidelines by way of a definition of Family Violence:

1) A reference in this Act to *family violence* is a reference to —

- (a) violence, or a threat of violence, by a person towards a family member of the person; or
- (b) any other behaviour by the person that coerces or controls the family member or causes the member to be fearful.

2) Examples of behaviour that may constitute family violence include (but are not limited to) the following —

- (a) an assault against the family member;
- (b) a sexual assault or other sexually abusive behaviour against the family member;
- (c) stalking or cyber stalking the family member;
- (d) repeated derogatory remarks against the family member;
- (e) damaging or destroying property of the family member;
- (f) causing death or injury to an animal that is the property of the family member;
- (g) unreasonably denying the family member the financial autonomy that the member would otherwise have had;
- (h) unreasonably withholding financial support needed to meet the reasonable living expenses of the family member, or a child of the member, at a time when the member is entirely or predominantly dependent on the person for financial support;
- (i) coercing, threatening, or causing physical abuse, emotional or psychological abuse or financial abuse, in connection with demanding or receiving dowry, whether before or after any marriage;
- (j) preventing the family member from making or keeping connections with the member's family, friends or culture;
- (k) kidnapping, or depriving the liberty of, the family member, or any other person with whom the member has a family relationship;
- (l) distributing an intimate image of the family member without the family member's consent, or threatening to distribute the image;
- (m) causing any family member who is a child to be exposed to behaviour referred to in this section.

3) For the purposes of this Act, a person who procures another person to commit family violence is taken to have also committed the family violence.

Our staff members are trained to help you

Our Horizon Power customer service team is trained to help our customers who may be impacted by issues related to family violence, including managing your electricity account, providing support and assistance with your payment options and helping you to avoid disconnection.

To develop and deliver our employee training, we work with organisations with specific expertise related to Family Violence. Our training is delivered as part of our new employee induction processes and every year, all of our customer-facing employees receive annual refresher training to keep up-to-date with family violence policies, processes and support options.



If you'd like to speak to us about how we can help,

call us on 1800 267 926

How your circumstances might be identified and assessed

There are several ways your circumstances related to family violence can be identified. For example, you might be referred to us by a financial counsellor or consumer representative, you could reach out to our Horizon Power team directly or your situation could be identified through our normal customer interactions with you.

We will also use our best endeavours to confirm whether you may be vulnerable, even when you have not advised us that you may be impacted by family violence.

We're here to help. If you're in need of our help, you'll be referred to a dedicated Customer Relationship Officer (CRO). This person will be your ongoing point of contact for support and assistance until you no longer need help in relation to this policy.

Regardless of how you get connected with our services, our team will always treat you with compassion, sensitivity and respect. We will not request written evidence of family violence or any other personal documentation to support you whilst you are facing or recovering from a family violence situation, unless we need reasonable evidence to allow us to work out the best way to help. For example, we may need certain information such as concession or rebate details, if we need to help you address an unpaid bill or a pending (or proposed) disconnection at your supply address.

Your privacy is important to us

We take the safety and security of all of our customers' privacy and information very seriously and have put in place, specific processes to protect you and your information.

You can [read more about our privacy policy on our website.](#)

We know that if you are experiencing or recovering from family violence, you may be vulnerable – and your personal data may need extra protection for your physical and mental safety and wellbeing.

We will advise you of the consequences of being named on a Horizon Power account of a residential customer who is not experiencing family violence.

The account holder has the authority to request information related to the account, which may include your details. The account holder also has the authority to remove you as an authorised contact, which would remove the assistance we can provide.

We want to make sure you can communicate with us safely

As part of our family violence procedures, our Horizon Power team will work with you to agree and establish a safe method of communication with us.

We will use your preferred method of communication, to communicate with and provide information while you are experiencing or impacted by family violence. If this method of communication is or becomes difficult for you, we'll work with you to find an alternative method of communication.

We also have system flags and processes in place to make sure you don't have to repeatedly refer to or disclose your situation every time you are in contact with our team.

Keeping you connected is a priority for us

Disconnecting power for non-payment is a last resort for us. We want to make sure you stay connected whilst dealing with the impacts of family violence.

In accordance with the Code of Conduct for Supply of Electricity to Small Use Customers, if you are identified as affected by family violence, we will make sure you are protected from having your electricity disconnected at your residential supply address for nine (9) months from when we become aware of your circumstances.

These protections may change if:

- (a) You let us know (or we become aware) that you no longer live at the supply address.
- (b) You give us your verifiable consent to disconnection of your supply address.
- (c) There are safety reasons or an emergency that warrants the disconnection.
- (d) Electricity has been illegally consumed at the supply address.



Please remember, while these protections are in place, you'll still need to pay for electricity supplied to that address. We'll also need to send bills and notices to you related to the electricity supplied at the address.

These disconnections protections DO NOT apply if you have a prepaid meter or are a former residential customer, however we will work with you to identify an appropriate way to assist you if you are impacted by family violence.

Support if you have a pre-payment electricity meter

We know that family violence can also affect our customers with a pre-payment meter. If you are a Prepaid Power customer and we become aware that you're experiencing or recovering from family violence, we'll let you know about:

- (a) The different types of meters available
- (b) The advantages and disadvantages of each type of meter
- (c) How you can request a change to a different meter

If you are experiencing family violence and decide to request a change from a pre-payment meter to a standard meter, there will be no charge to make that change.

We also have arrangements in place to help you avoid disconnection if you have a pre-payment meter. For example, we may be able to connect you with financial assistance, stop disconnections for a short time or allow emergency credit for a short period.

Financial support is available

If you're experiencing temporary financial difficulty because of family violence, there are a number of payment and relief options available to you, including payment plans and payment extensions.

We can also help you if you're experiencing longer term financial difficulty with your electricity bill, in line with our financial hardship policy.

As part of our commitment to help any of our customers experiencing or recovering from family violence, we will ensure that our obligations under the Code of Conduct are maintained.

This means, depending on your circumstances, we may consider reducing or cancelling any fees, charges and debt that you would otherwise need to pay, and assessing whether financial hardship assistance could be right for you.

We may be able to help you with payment plans, time to pay arrangements and the assessment of eligibility for the Hardship Utility Grant Scheme (HUGS) payment. We'll also consider the potential impact of any credit management activity on your safety and well-being – and the extent to which another person may have contributed to the energy debt for your supply address.

External Support

Here are some external support services which may be able to help you with support and services to suit your needs and safety requirements. Please note, this is not a complete list of every service available. For example, there are other national or state-based agencies which could provide similar services.

24 Hour Helplines	Details
1800RESPECT National Sexual Assault, Domestic Family Violence Counselling Service: A national telephone and online counselling and referral service	Phone: 1800 737 732
Crisis Care: Provides Western Australia's after-hours response to reported concerns for a child's safety and wellbeing and information and referrals for people experiencing crisis.	Phone: 1800 199 008
Sexual Assault Resource Centre: Provides a range of free services to people affected by sexual violence.	Phone: (08) 6458 1828 or free call 1800 199 888

Services for Aboriginal and Torres Strait Islander people	Details
Aboriginal Family Legal Services: A not-for-profit organisation that assists Aboriginal and Torres Strait Islander people to live free from family violence and sexual assault. Offers free legal services, community education and early intervention and prevention programs.	Phone: (08) 9355 1502 or free call 1800 469 246
Aboriginal Interpreting WA: Provides interpreters accredited by the National Accreditation Authority for Translators and Interpreters (NAATI) in more than 18 Kimberley and central desert Indigenous languages to clients anywhere in Australia.	Phone: (08) 9192 3981 or free call 1800 330 331
Yarn: Engage and converse with counsellors, support workers and resources in native language.	https://www.13yarn.org.au/
Financial Support services: Helps women and their children facing financial or other domestic abuse become empowered through increased skills and knowledge, supporting them on their journey to an independent, confident and safe life.	https://yourtoolkit.com

Services for culturally and linguistically diverse people	Details
<p>Multicultural Women's Advocacy and Support: Promotes the safety of women from migrant, refugee, or culturally and linguistically diverse backgrounds. Outreach services are in Rockingham/Fremantle, Gosnells, Mirrabooka and Northbridge.</p>	<p>Phone: (08) 9328 1200</p>
<p>Centrelink – Multicultural and Multilingual Services: Speak with a skilled bilingual service officer about Centrelink payments and services.</p>	<p>Phone: 131 202 (Monday to Friday, 8am to 5pm)</p>
<p>Family Safety Pack: This resource has been developed by the Australian Government Department of Social Services with information on Australia's laws regarding domestic and family violence, sexual assault and forced marriage. It aims to reduce violence against women from CALD backgrounds, by ensuring they understand their rights and where to get support if needed. The pack includes factsheets on a range of topics, translated into over 40 languages.</p>	<p>https://www.dss.gov.au/family-safety-pack</p>

Services for children and young people	Details
<p>Kids Helpline: Is a free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25 in Australia. Visit the Kids Helpline website to access email or web counselling services.</p>	<p>Free call: 1800 551 800 (24 hours a day, 7 days a week) http://www.kidshelp.com.au/</p>

Services for people of diverse sex, sexuality and gender	Details
<p>Living Proud LGBTIQA+SB Community Services of WA: Aims to promote the wellbeing of lesbian, gay, bisexual, transgender, intersex, queer and other sexuality, sex and gender diverse people in Western Australia.</p>	<p>QLife Counselling Phone: (08) 9486 9855 or free call 1800 184 527</p>

How we can support you

We have put together this guide to explain our Horizon Power family violence policy and help you connect with options for what kind of help is available, who to contact and what to do if you need help with your Horizon Power account or managing the impacts of family violence.

For more information on how we can support you visit [Help for you and your family](#)



Powered by community spirit

We understand it's the unique spirit, passion and determination of our regions which helps our communities thrive. More than 200 of our own Horizon Power team and their families live and work in the regional and remote communities we serve.

18 Brodie Hall Dr, Bentley WA 6102
1800 267 926

This document is available in alternate formats on request

Interpreter service: 13 14 50

TTY: 133 677

horizonpower.com.au

 Printed on 99% recycled paper, improving our shared environment.

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