



Family Violence Policy

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DOCUMENT CONTROL

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* Must be the Process Owner and is the person assigned authority and responsibility for managing the whole process, end-to-end, which may extend across more than one division and/or functions, in order to deliver agreed business results.

** This person will have the power to grant the process owner the authority and responsibility to manage the process from end to end.

*** Frequency period is dependent upon circumstances– maximum is 5 years from last issue, review, or revision whichever is the latest. If left blank, the default will be 1 year unless otherwise specified.

STAKEHOLDERS	NOTIFICATION LIST
The following positions must be consulted if an update or review is required:	The following positions must be notified of any authorised change:
Retail Services Manger	All Staff
Manager Customer Service	
Manager Customer Experience	

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1. POLICY STATEMENT

This Policy sets out the principles by which Horizon Power will assist its customers who are recovering from or facing family violence. Horizon Power condemns any form of family violence and any act of diminishing or excusing such violence. At all times it is Horizon Power's intention to support all victims with compassion and respect and where possible offer all available assistance available as their electricity provider.

2. WHO DOES THIS POLICY APPLY TO?

This Policy applies to all persons transacting on an Energy account for Horizon Power customers, including agents, contractors or employees of agents, as well as Horizon Power staff.

3. PURPOSE OF THIS POLICY

This Policy is intended to ensure all staff interacting with Customers on Horizon Power's behalf, including contractors, customer service officers, credit management and Financial hardship staff, have a clear and consistent understanding of Horizon Power's policies and procedures in dealing with instances of Family Violence among our customers and in our communities.

This document looks to outline the way Horizon Power will support those who are recovering from or facing a Family Violence Situation.

4. DOMESTIC AND FAMILY VIOLENCE

Horizon Power adopts the definition of Family Violence outlines in the Restraining Orders Act 1997.

Domestic and family violence refers to acts of violence, intimidation and coercion that occur between people of different or same sex who have, or have had, an intimate relationship; violence between family members; between partners, housemates or violence towards or from children. These acts include physical, sexual, emotional, financial and psychological abuse. No matter the circumstances, or whether the individual experiencing it recognises it, domestic and family violence is a crime.

The term 'family violence' is the preferred term in many Indigenous communities.

The Restraining Orders Act (1997) Provides the following guidelines by way of a definition of Family Violence:

- (5) 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;
 - (ha) 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;
 - (i) preventing the family member from making or keeping connections with the member's family, friends or culture;
 - (j) kidnapping, or depriving the liberty of, the family member, or any other person with whom the member has a family relationship;
 - (k) distributing an intimate image of the family member without the family member's consent, or threatening to distribute the image;
 - (l) 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.

It is important to acknowledge that often the fear generated by the perpetrator that has been instilled into the individual may continue to impact this individual for extended periods of time. Similarly, the abuse and harassment may continue for a substantial amount of time, even decades.

5. UNDERSTANDING THE CUSTOMER'S SITUATION

The gathering of information in order to understand a customer's situation for the purposes of offering assistance, will be done with the utmost compassion and respect at all times. No person asking for assistance will be required to provide evidence of family violence or any other personal

documentation to support any statement they are facing or recovering from a Family Violence situation.

Customers may be referred from Financial Counsellors, community agencies, or may approach Horizon Power directly. In all cases, regardless of the method of approach or referral, the customer will be treated in the same way.

6. ONGOING CUSTOMER CONTACT

Horizon Power will ensure that customers impacted by family violence are not put in a position where they are required to retell their story or relate their experiences on an ongoing basis.

7. INFORMATION PROVIDED TO CUSTOMERS

Information in relation to Horizon Power's Family violence policy, its commitment to victims of family violence will be freely available to all customers. This policy will be published on our website and made available in other formats on request.

During their first contact with Horizon Power, a customer affected by family violence will also be given information relating to how Horizon Power will protect their personal information and will also be given a direct contact number for the Customer Relationship Team.

8. PROTECTION OF CUSTOMER DETAILS

Horizon Power acknowledges the importance of National Privacy protocols in its dealings with all customer information, however also respects that the safety of customers who have been involved or are facing family violence is of additional concern.

Horizon Power will take additional steps to ensure that any customer who has been involved in or is facing a family violence situation is protected. Information on available security options will be made available to all staff and agents of Horizon Power.

These further steps to protect the accessibility of customer information include assisting the customer to set up a new account number to avoid alerting other authorities to the account, messaging to advise there is an additional risk to the account holder, password protection and the customer being given a direct contact number for Customer Relationship Officers to avoid customers having to relate their situation again.

9. DEBT MANAGEMENT

Horizon Power strictly adheres to the Code of Conduct for the supply of Electricity to Small use customers at all times. In the case of those customers who are facing a family violence situation, Horizon Power commits to ensure that every effort is made to ensure that outstanding debts do not worsen the customer's situation, or create additional stress or anxiety.

All debts in these situations will be forwarded to the Customer Relationship team who will determine the financial assistance that may be offered.

10. TRAINING

Horizon Power will ensure that all customer facing staff are provided with training on dealing with customers involved in or facing a family violence related matter and trained on Horizon Power's internal procedures in dealing with these situations.

This training will be specific to Family violence and be officially endorsed by a professional organisation who are deemed by the relevant Government agency to have expertise in matters relating to Family Violence.

Training will be delivered during induction and additional or refresher training will be delivered annually.

11. GLOSSARY

Item	Detail
Velocity	Customer Information System holding all of Horizon Power's customer information
Customer	Any person who holds an account with Horizon power or resides at a premises
Financial Counsellor	An aid worker, usually employed by the Government to assist those facing financial hardship, homelessness and Family Violence
Energy Credit	A financial credit made in respect of an Energy Invoice
Energy Invoice	An invoice in connection with the supply of, and payment for, electricity.
Bad Debt	An outstanding amount due on an Energy Invoice, the recovery of which seems unlikely
Account	The combination of customer details and electricity supply address used to create an energy invoice.
Contact Details	These are identifying items such as phone numbers, email addresses and mailing addresses stored in Velocity and used to identify and contact a customer.