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# COUNTRY HEIGHTS WATER

## Family Violence Policy

November 2023

# 1 Purpose

We have zero tolerance towards family violence and will do everything we can, within our control, to support customers affected by family violence.

This policy outlines our approach to address family violence. We understand that it can be difficult to ask for support hence we will treat you with outmost respect and sensitivity.

# 2 Scope

This policy applies to customers and staff of Country Heights Water who have been or are being affected by family violence.

# 3 Legislative Requirements

The *Water Services Code of Practice (Family Violence) of 2020*, requires water service providers to have and implement a family violence policy. The Code of Practice also stipulates the minimum requirements that this policy must address. This policy meets these requirements and takes due cognizance of the *2020 Guidance for Water Service Providers in addressing Family Violence* of the Department of Water and Environmental Regulation.

# 4 What is Family Violence

Family violence is the intentional and systematic use of violence and abuse to control, coerce and create fear. It can be physical, emotional, psychological, sexual, financial, spiritual or social in nature. Further information on what is considered family violence can be found on the Department of Communities (Government of Western Australia) website, available [here](#).

Perpetrators of family violence can use control over their victims as a form of economic abuse, such as incurring debt in the victim's name, refusing to contribute to costs, refusing to pay bills or having the service disconnected when they leave the family home.

Victims of family violence may suffer significant psychological and emotional impacts while attempting to resolve debts at the same time as ensuring their personal safety.

In addition, perpetrators may gain access to the victims' confidential information such as their whereabouts, for example, through their knowledge of the personal details of the victim.

# 5 Our Role in Addressing Family Violence

We have implemented systems and staff training so that customers who disclose to us that they have been, or are being, affected by family violence:

- are heard and need only make this disclosure once;
- have confidential and respectful interactions with our staff;
- can be assured their personal information is kept confidential and safe;

- are provided with information about financial support and assistance available, including specialised support networks;
- are provided with time and information to help them consider their options and make informed decisions;
- can access our Financial Hardship Policy including various flexible payment plans, payment options, financial relief and concessions.

## 6 Support Available

In an emergency, or if you or someone you know is in immediate danger, call the Police immediately on 000.

If you are assisting someone who does not speak English, first call the Translating and Interpreting Service (TIS) on 13 14 50. They can connect you with the service of your choice and interpret for you.

If it is not an emergency and you need support, you can call these helpline numbers 24 hours a day, seven days a week.

- [1800RESPECT National Sexual Assault, Domestic Family Violence Counselling Service](#): a national telephone and online counselling and referral service. Phone: 1800 737 732
- [Men's Domestic Violence Helpline](#): provides information and referral for male perpetrators, as well as male victims of family and domestic violence. Phone: (08) 9223 1199 or free call 1800 000 599
- [Women's Domestic Violence Helpline](#): provides crisis support and referral for women experiencing family and domestic violence (including referrals to women's refuges). Phone: (08) 9223 1188 or free call 1800 007 339
- [Crisis Care](#): provides the after-hours response to concerns for a child's safety and wellbeing and information and referral for people experiencing a crisis. Phone: (08) 9223 1111 or free call 1800 199 008
- [MensLine Australia](#): 24/7 support for men and boys dealing with family and relationship difficulties. Support for men who are concerned that their behaviour is hurting the people they care about. Phone: 1300 78 99 78
- [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.

More support services, useful information and resources are listed on the website of the [Department of Communities](#).

## 7 Complaints Procedure

If you have a complaint, please contact us and we will make every effort to assist you. Please refer to our Complaints Procedure set out in our [Customer Contract](#).

## 8 Review

This policy will be reviewed periodically, and at least every five years, to ensure it meets the needs of customers experiencing family violence and that it remains relevant and up to date.

## 9 Our Contact Details

You can contact us at:

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