

Family Violence Statement



Coliban Water has a zero tolerance for violence which includes family violence and men's violence against women

Our Commitment:

We recognise that customers and employees may sometimes face situations of family violence and it is our responsibility to provide appropriate support irrespective of where the family violence occurs.

We are committed to recognising and responding to family violence, and to providing support to our customers and employees.

Our organisation has Family Violence policies, processes and procedures to support our customers and employees.

We will treat our customers and employees with respect and dignity, and promote an environment where they feel safe and confident to seek support.

Family Violence

Family Violence is behaviour by a person towards a family member of that person if that behaviour is:

- a) physically or sexually abusive, emotionally or psychologically abusive, economically abusive, threatening, coercive, in any other way controls or dominates the family member and causes that family member to feel fear for the safety or wellbeing of that family member or another person, or
- b) behaviour by a person that causes a child to hear or witness, or otherwise be exposed to the effects of behaviour referred to in paragraph (a).¹

Referrals and policies we will:

- > Publish on our website, and keep up to date, the assistance and referrals available to customers affected by family violence and how customers may access such assistance
- > Provide a copy of the policy to a customer upon request, and
- > Provide for a periodic review of our Family Violence policies, processes and procedures.

¹ *Family Violence Protection Act 2008 (Vic) s 5.*



Support for Customers and Employees

Customers:

- > Promote customer safety by, providing for the secure handling of information about those affected by family violence, including confidentiality
- > Provide a process that, avoids customers having to repeat disclosure of their family violence, and provides for continuity of service
- > Provide a means for referring customers who may be affected by family violence to specialist family violence services
- > Recognise family violence as a potential cause of payment difficulties and include in hardship support, and
- > Specify Coliban Water's approach to debt management and recovery that thoughtfully considers situations of family violence.

Employees:

- > Identify the support to be provided to employees affected by family violence, including any training, leave, external referrals and counselling available
- > Provide that all relevant employees have ongoing training to:
 - a) Identify customers affected by family violence
 - b) Deal appropriately with customers affected by family violence, and
 - c) Apply Coliban Water's Family Violence policies and related processes and procedures to customers affected by family violence, and
- > Promote employee safety ensuring information in relation to those affected by family violence is secure and confidential.

If you are in immediate danger call 000
To access 24/7 counselling and support call 1800RESPECT on 1800 737 732

