

Family Violence Support continued...

- › 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.
- › Specify Coliban Water's approach to debt management and recovery that thoughtfully considers situations of family violence.

There are many support services available to assist those affected – some of these are listed on our website www.coliban.com.au

Definition of Family Violence

Family Violence is defined by the *Family Violence Protection Act 2008* as behaviour by a person(s) 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).

Contact us

TELEPHONE: 1300 363 200 (1300 COLIBAN)

General and billing enquiries and 24-hour faults and leaks.

Telephone calls are recorded for training and compliance purposes.

EMAIL: COLIBAN@COLIBAN.COM.AU

CONNECT: [@COLIBAN.COM.AU](https://www.coliban.com.au)

ONLINE FORM

Our Contact Us online form is available at www.coliban.com.au if you would like to ask a question or provide feedback.

POSTAL ADDRESS

PO Box 2770 Bendigo DC VIC 3554

OFFICE ADDRESS

37-45 Bridge Street Bendigo Victoria 3550
Business hours 8am to 5pm.

ACCESSIBILITY

If you would like to view this document in large print, please call us.



INTERPRETER SERVICE

If you require assistance in a language other than English, we provide a free interpreter service.

Contact the Translating and Interpreting Service (TIS) on **13 14 50** for assistance.

For this information in Burmese (Karen), Arabic, Chinese, Italian, German and Greek see our Translating and Interpreting Service PDF on our website.

For further information see the Translating and Interpreting Service (TIS) National website.



NATIONAL RELAY SERVICE

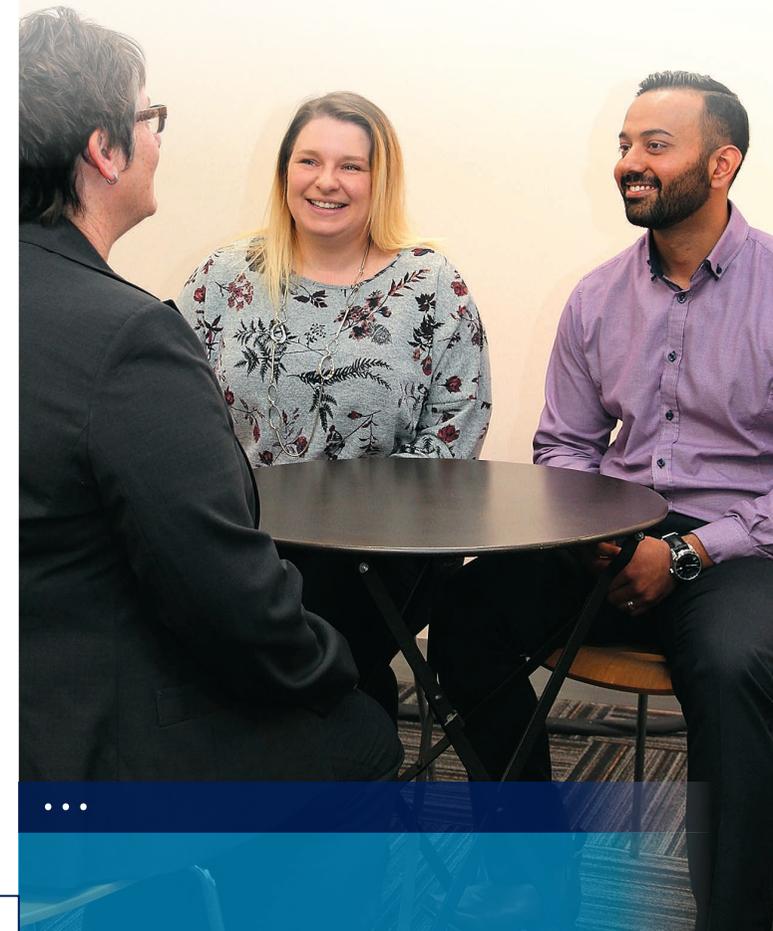
If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:

- › TTY users phone **13 36 77** then ask for 1300 363 200.
- › Speak and Listen users phone **1300 555 727** then ask for 1300 363 200.
- › Internet relay users connect to the NRS then ask for 1300 363 200.



We're here to help

WE CAN PROVIDE SOLUTIONS TO HELP YOU
MANAGE YOUR ACCOUNT AND TO ACCESS
EXTERNAL SUPPORT SERVICES.



We're here to help our customers

We recognise that some of our customers may need help to manage their account.

Our team is respectful and confidential.

We appreciate that every customer's situation is different.

We offer a variety of payment options including:

- > Flexible payment arrangements
- > Centrepay
- > Direct Debit
- > Concessions
- > Utility Relief Grant
- > Coliban Assist Program
- > Undetected water leak assistance

Our **Coliban Assist Program** supports customers experiencing financial hardship. Our experienced staff will work with you to address payment difficulties early and can provide confidential tailored advice and referral to other assistance programs.

Please call us on **1300 363 200** during business hours to talk about how we can assist you.

Or you can email us at coliban@coliban.com.au

Please make sure you include your contact details so we can find your customer information and then get in touch with you.

Payment arrangements

Payment arrangements are a good way of managing your regular bills.

The table below provides a guide to how a payment arrangement could assist in managing your water account.

Tenant with concession*	
1-2 people	\$6 per fortnight
3 people	\$12 per fortnight
4 people	\$18 per fortnight
Owner with concession*	
1-2 people	\$35 per fortnight
3 people	\$41 per fortnight
4 people	\$47 per fortnight

*Guide only and based on average daily consumption of 190 litres per person.

Community Rebate Program

A joint initiative supported by Coliban Water and the Victorian Government to reduce water bills through a free water audit. The program may repair or replace eligible water fixtures or products.

To be eligible to access this program customers must:

- > have an eligible concession number registered on their water account or be experiencing financial hardship. The program is open to concession and non-concession card holders.
- > have significant water usage, where potential water savings can be identified and achieved, and
- > reside at the property that will receive the audit as their primary residence.

We encourage customers who meet this criteria and are interested in the rebate program to please contact us.

Independent help

If you need help you can also access free and confidential financial counselling services.

Financial counsellors can assist you by providing information, support and advocacy, and can help with:

- > Bankruptcy
- > Credit card and loan debt
- > Gas/electricity disconnection
- > Housing challenges
- > Mortgage defaults
- > Negotiation with debt collectors
- > Referrals to organisations that might be helpful for you

A financial counsellor will respect your right to confidentiality. Your personal information will not be given to any other person or organisation without your permission.

Please ask us if you would like to find out more.

Family Violence Support

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

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

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

Turn over this brochure to see more information on Family Violence Support for customers and the Definition of Family Violence.

Our Family Violence Statement of commitment and Family Violence Policy for customers can be found on our website www.coliban.com.au



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