

Family and Domestic Violence Policy

Family and domestic violence has serious impacts on people's lives, and everyone deserves safe and respectful relationships.

Our Commitment

At Greater Western Water we support all customers affected by family and domestic violence. We understand that family and domestic violence takes many forms and some people are more vulnerable to family violence such as children, women, people with disability, Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, older people and people who identify as LGBTQIA+.

How we can help

If you're experiencing family or domestic violence, we will:

- Give you personalised support through our Community and Care team.
- Keep your information private and confidential.
- Help manage your account safely, especially if it's a joint account.
- Work with you to handle any payment difficulties.
- Protect your personal details from others who may try to access them.
- Connect you with other support services when you need them.
- Give you a direct number and email to contact so you won't have to repeat your story.

Financial support is available

We recognise that family violence can cause payment difficulty.

We can help you with:

- Flexible payment arrangements.
- Government grants and concessions.
- Options to manage or reduce debt on your water bill.
- Ways to lower your water usage and bills.
- Protection from debt collection or supply restrictions.

Your privacy and safety

We take your privacy very seriously. When you tell us about a family violence situation:

- We'll put special security measures on your account.
- Only employees with specialised family and domestic violence training will be able to see your personal information.
- We'll be careful with how we communicate with you.
- Joint accounts will be treated with extra care, to protect your privacy and keep you safe.
- We'll provide referrals to the appropriate specialist family violence services.

Getting help

You can access support by:

- Calling us to speak with our Community and Care team
- Having a support worker or financial counsellor contact us on your behalf
- Visiting our website for information about support services

Contact us

If you need help you can:

- Call us on 13 44 99 and select the family violence menu option for prioritised support.
- Visit our website gww.com.au

We're here to support you and will handle your situation with care, respect and confidentiality.

This is a simplified version of our full policy. For the full version of our policy, visit gww.com.au