

Chungkhar le Innchungkhar Buainak - Chawlettu phunglam

Phunglam tinhmi (Purpose)

Hi phunglam nih hin Greater Western Water (GWW) riantuantu le riantuantu hna nih chungkhar le innchungkhar buainak nih a tlunhmi customer pawl vialte bawmhnak an pek hna ning a langhter, cu lio ah an pumpak kong, himnak le thuhmi thil kilven a biapitnak kha a langhter.

GWW nih chungkhar le innchungkhar buainak cu zatlang nun ah a biapi tukmi buainak a si ti kha a cohlan i khamnak bawmhchanh ding le a thilri, riantuannak, system, asiloah thil kalning hna kha fahnak chuahter awkah hman sualnak ttihnung zorternak rian a cohlan.

GWW nih chungkhar le innchungkhar buainak phunkip kha fakpi in a doh i fahnak a ingmi-a luatmi hna, an chungkhar le mipi cungah caan tawite le caan saupi chung a chuahpimi hnahnawnak fakpi kha a cohlan.

GWW nih chungkhar le innchungkhar buainak in a luatmi hna bawmhnak ah a herhmi riantuannak nih a biapi tukmi rian a ttuanmi kha a hngalh i cu bantuk hmuhtonnak nih a tlunhmi hna bawmhchanhnak ah aa pe. Mah cu a tthangchomi mipi le Ram kan hmuhning he aa tlak. Kan mipi cu kan customer pawl, kan hawikom, kan cawtu le kan zatlangbu an si. Kan saduhthah cu sipuazi, zatlang nun, pawngkam le nunphung lei ah mipi an tthancho khawhnak ding caah zumhawktlak ti riantuannak pek a si.

Hi phunglam nih hin chungkhar le innchungkhar buainak nih a tlunhmi customer pawl bawmhnak ah kan biakhiahnak le kan tuahsernak hna kha a kan hruai i a Herhmi Riantuannak Commission Ti Riantuannak Phunglam – Chawlettu Riantuannak Version 4, 1 July 2024 thawk in remhnak hna telh in ah a ummi riantuannak hna kha kan tlinter (Ti Riantuannak Phunglam (Water Industry Standard)).

Phunglam nih a huapmi (Scope)

Hi phunglam hi chungkhar le innchungkhar buainak nih a tlunhmi tiah theihmi customer paohpaoh caah hman a si. Chungkhar buainak nih a tlunhmi riantuanpi hawi hna cu mah le mah i phuannak in, GWW riantuantu hna nih, aa hngat lomi phaisa lei ruahnak petu asiloah case riantuantu hna nih, asiloah an hnatlaknak he riantuanpi hawi aiawh in rian a ttuanmi thiamsang dang hna nih an hngalh khawh hna ti kha GWW nih a cohlan. Mah ah hin hi phunglam ah langhtermi bawmhnak a herhmi chawlehnak riantuanpi hawi paoh aa tel. Tahchunhnak ah, chungkhar ngeihmi chawlehnak ngeitu nih chawlehnak min in rian a ttuanmi zong nih hi phunglam ah langhtermi bawmhnak caah aa tlak ve. Cun kan riantuanpi hawi pakhatkhat cu chungkhar le innchungkhar buainak nih a tlunh khawh hna ti zong kan hngalh, cun an phuan lo ding le bawmhnak phunphun an herh men lai ti zong kan hngalh.

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Phunglam Tinhmi

Hi phunglam nih aa tinhmi cu GWW riantuantu le hnatlaknak tuahtu hna nih chungkhar le innchungkhar buainak nih a tlunhmi riantuanpi hawi vialte bawmhchanh ding a si. Hi phunglam hmangin, chungkhar le innchungkhar buainak nih a tlunhmi hna pumpak konglam, himnak le thuhmi konglam kha biapi ah chiah awkah kan mipi hna kha thazaang pek awkah bia kan kamh hna, a herhmi hna caah a hleiin le aa tlakmi bawmhna pek awkah, kan khuachung ah zumhnak tthanchoter awk le a thangchomi mipi kan hmuhning kha tlintar awkah bia kan khiah.

Kan Riantuan hawi Hmuhtonnak tinhmi zulhnak ah, GWW nih kan hmuhnak kau deuh le kan strategy tinhmi he aa tlak i a bawmh:

Kan hmuhnak cu a thangchomi mipi le Ram caah a si.¹

- Kan customer le kan zatlangbu caah a biapi bikmi thil ah lungthin peknak in riantuanpi hawi hmuhtonnak tthanchoter. Kan pehzulh lai:

Biakhiahnak tuahnak ah customer le zatlangbu aw theih le hman khawh a si nakhnga kan Zatlangbu Pehtlaihna Phunglam kha hman

Nunnak man fak tuk ruangah phaisa peknak ah harnak a tongmi customer hna kha an bawmh hna

Kan riantuanpi hawi hna nih buainak an chuahpi tikah bawmh an si ti an theih khawh nakhnga le kan tawrel khawhnak ah an i zumh khawh nakhnga kan riantuanpi hawi riantuannak a tthanchoter

Chungkhar le innchungkhar buainak phunkip kong theihhngalhnak ser

¹ GWW 2030 Company Timhtuahnak

Sullam fianternak

Thil umtuning	Sullam fianternak
Chungkhar Buainak Kilvennak Upadi 2008 (Vic) tangah fiantermi chungkhar buainak	Chungkhar buainak cu Chungkhar Buainak Kilvennak Upadi 2008 tangah a fianter (Vic) nih a fianter ning ahcun: (a) mi pakhat nih a chungkhar cungah a tuahmi thil tuahnak ah aa telmi: (i) pumsa lei asiloah nupa sualnak lei in tlaihhrem a si; silole (ii) lungthin lei asiloah thinlung lei in hremtu a si; silole (iii) sipuazi lei ah a ttha lomi a si; silole (iv) a hrocer; silole (v) a hnekmi a si; silole (vi) a dang lam in chungkhar chungtel cungah nawlungeihnak asiloah uknak a ngeihter hna, cu nih cun anmah himnak asiloah damnak caah, asiloah midang himnak caah tihnak a pek hna; silole (b) catlang (a) ah langhtermi ziaza nih ngakchia kha a theihter asiloah a hmuhter, asiloah a dang lam in a chuahtermi ziaza.

Kanmah he pehtlainnak tuah

- Cutin tuah a him tikah, riantuanpi hawi hna kha **13 44 99** ah kan chawnh hna lai i chungkhar le innchungkhar buainak thimnak kha menu chungin thim law biapi ah chiahi bawmhnak hmuh khawh a si, Monday in Friday tiang, zinglei 8:30am in zanlei 5:00pm tiang hmuh khawh a si.
- Chungkhar buainak hngalh khawhnak thil sining ah, phuannak telh in, a hleiin bawmhnak hmuh awkah kan Community & Care (Zatlangbu le Zohkhenhnak) phu sinah direct in kan kuat hna lai. An konglam le thawngpang vialte cu thuhpiak dih an si lai.
- Kan Community & Care Phu nih kum fatin tein chungkhar le innchungkhar buainak kong cawnnak an hmuh i cu nih cun phuannak a bawmmi a himmi le upatnak a ngeimi pawngkam an pek khawh hna.
- Customer pakhat cu kan program ah a um tik ah, an tuanbia chim tthan a hau ti lo nakhnga direct in pehtlainnak nambar pek an si lai.
- Mirang holh a thiam lomi hna caah man loin lehnak le lehnak rian kan pek hna. Cawtu hna nih 9313 8989 ah an chawnh lai i holhlet he pehtlainnak tuah awkah an duhmi holh kha an kan chimh lai.
- Theih khawhnak tlamtlin lonak a ngeimi hna caah, 13 36 77 ah chawnh in Ram Pumpi Pehtlainnak Riantuannak (National Relay Service) luh khawhnak kan in pek hna.
- Cun holh phun 23 in lehmi thawngpang hmuh khawhnak zong kan pek hna, mah kha kan website ah zoh khawh a si.

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Biakamnak

Chungkhar le innchungkhar buainak in a luatmi hna nih taksa thahnawnnak lawng si loin ziaza phunphun an ton ti kha kan hngalh. Mah nih hin sipuazi, thinlung, asiloah lungthin lei hremnak, hramhram in uknak, le chungkhar le innchungkhar buainak phun dangdang aa tel tawn, pakhat cio nih pumpak dirhmun cung ah hram bunh in bawmhna phun dangdang an herh.

Chungkhar le innchungkhar buainak nih nu le pa vialte a hnorsuan khawh hna ti kha kan hngalh, cun nu pawl zong aa tluk loin a hnorsuan hna ti kha kan cohlan. Nu le pa tlukruannak cu mi pakhat nih Aboriginal sinak, kum, pum tlamtlinlonak, miphun, nu le pa sinak, miphun, biaknak, nupa sinak duhnak, asiloah a dang pumpak sining hna ruangah a ton khawhmi santlaihlonak asiloah thleidannak phun dangdang nih a zualter khawh.

Chungkhar le innchungkhar buainak phunkip nih a tlunhmi riantuanpi hawi hna bawmh tikah kan saduhthah tlinter awkah a tanglei thil hna hi kan tuah:

- Kan thilri, riantuannak, system le kalning hna sernak le zohfelnak ah chungkhar chungtel hna a hnorsuan khomi thahnawnnak asiloah uknak ziaza caah hman an si khawhna hnga lo suaisamnak phunglam ningin himnak kha kan hman lai.
- Customer pakhat nih GWW sinah chungkhar le innchungkhar buainak nih a tlunh hna tiah a chimh tikah, an account himnak tuah khawhna lam kan pek hna lai. A sullam cu an account cu kan Community & Care phu lawng nih an zohkhenh lai i an luh khawh lai, cu nih cun customer kha an account ah hmanmi himnak tlukruannak biakhiahna nawl a pek hna lai. GWW nih tehte a herh lo i mipi kha an bia in a lak hna lai.
- Chungkhar le innchungkhar buainak nih a tlunhmi hna kha rianrang tein kan hngalh hna lai i bawmhna caah kan Community & Care phu he kan pehtlaih hna lai.
- Chungkhar le innchungkhar buainak nih a tlunhmi riantuanpi hawi hna he rian kan ttuan tti lai i an pumpak dirhmun caah a ttha bikmi thil a chuahter khomi ruahna le zawnruahna he lehnak kan pek hna lai, a dihlak in himnak, upatnak le thuhmi thil a um lai.

Thilthup, pumpak kong le himnak kilvennak

- Kan cawtu pawl le pumpak vialte pumpak konglam le thuhmi thil kha kan upat hna. Chungkhar buainak nih a tlunh khawhmi cawtu pawl hna konglam telh in riantuanpi hawi cazin vialte kan kilven. A tawinak in theih na duh ahcun, GWW's Pumpak Konglam Upadi kha zoh
- Customer hna kha tangka lei hnahnawhna a ummi tawlrel khawhna le an konglam him tein chia khawhna ding caah thazaang kan pek hna lai i kan bawmh hna lai. An herhmi a rannak in a lehrulhmi le hmailei an kalnak lam a bawmmi pehzulh tein account zohkhenhna kan pek hna lai.

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- Customer pawl nih aa pehtlaimi thawngpang le bawmhnak an hmuh khawhnak ding caah a himmi pawngkam kan serpiak hna lai. Khuachung ah, pumpak thil sining phuannak nih a chuahpi dingmi thil ttihnak, riantuannak a petu hna zumh lonak, ningzahnak asiloah ningzahnak, holh le nunphung dawnkhantu, le sualnak a tuahtu nih phuannak a hmuh sual lai ti ttihnak a um kho ti kha kan cohlan.
- Customer pawl vialte caah, sualnak a tuahtu he telh in, joint account ngeitu konglam kha kan i ruah lai lo – a bik in;
 - Inn min ah min pahnih aa telmi fonhmi account caah, ngeitu dang he cakuat asiloah pehtlaihna kong telh in pumpak konglam zehmanh kan i hrawm lai lo;
 - Min fonh in inn hlannak account caah, an min lawng in, a cawtu hna caah account thar kan ser khawh.
- Case pakhat cio cu hngalhthiamnak le upatnak he tawrel a si lai. Mi pakhat cio dirhmun cu aa dang cio i thil sining pakhat cio zoh in zohfel a hau ti kha kan hngalh. Harnak a tongmi pumpak hna bawmhchanh tikah, an duhnak upatnak le aa telmi vialte himnak caah timhtuahnak tuahnak in a cawtu le tihnung chungkhar hna i an riantuannak kha kan thanchoter lai.
- Chawlehnak Bawmhnak Program nih himnak caah a dang himnak tuahsernak tuah awkah a himmi hmelchunhnak a hman khawh, cu nih cun kan Community & Care phu lawng nih a himmi chawlettu hna pumpak konglam kha an hmuh khawh lai ti kha a hngalhter, misual a si khomi hna nih an luh khawh lonak hnga a huhphenh khawh. Hi bawmhnak tuahsernak nih hin a tuartu cawtu hna cu an GWW account kong he pehtlai in sualnak a tuahtu he pehtlaihna ngeih a hau lo ti kha a hngalhter.
- Customer account ah flag kan hman ahcun, cu flag nih cun pumpak konglam kha a huhphenh chin lai:
 - pumpak konglam vialte kha Community & Care phu lawng nih an hmuh khawh nakhnga thuh, kan phunglam le aa pehtlaimi upadi ningin thuhmi siter;
 - GWW riantuantu dang hna kha aa tlakmi case zohkhenhtu hna sinah chawnhbiaknak asiloah biahlnak hna kha thlen dingin ralrin peknak, cu hna cu sualnak a tuahtu hna he pehtlaihna ttha tein tawrel khawhnak ding caah cawnpiakmi le hriamnam a ngeimi an si, cucaah chungkhar le innchungkhar buainak a tongmi riantuanpi hawi hna pumpak kong, himnak le thuhmi thil kha a kilven;
 - sualnak a tuahtu hna nih account luh khawhnak nawl an herh rih tikah joint account caah himnak lam dang a onh lai. Mah ah password asiloah a thli tein biahlnak le lehnak aa tel kho.

Phaisa bawmhnak le leiba tawrelnak

- Chungkhar le innchungkhar buainak nih a tlunhmi hna caah tangka lei harnak a tongmi, caan tawite ca siseh, caan saupi ca siseh, aa tlakmi bawmhnak kan pek hna lai.
- GWW nih chungkhar le innchungkhar buainak a tongmi hna nih an pekmi phaisa pek tthan dingin hal aa zuammi sualnak a tuahtu hna sinin huhphenhnak a pek hna.

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- Chungkhar le innchungkhar buainak nih a tlunhmi riantuanpi hawi hna caah, Custome Bawmhnak Phunglam (Customer Support Policy)² tangah hmuh khawhmi phaisa bawmhnak phunphun hmuh khawhna kan pek hna, anmah pumpak dirhmun le pek khawhna kha tuaktan in, mah ah hin aa tel kho:
 - aa thleng khomi pekchanhnak timhtuahnak, bawmhnak, leiba ngaihthiamnak asiloah hnulei chiahnak, Hmanmi Bawmhnak Timhtuahnak (Utility Relief Grant Scheme) ah kuatnak, le cohlannak hmuh khawhna;
 - a dang hmuh tthannak tuahsarnak asiloah pekchanhnak khamnak in luatnak, a tangmi tangka cung i a hlan ah a rak i khonmi ngunkhuai hlawtnak, ngunkhuai laknak dang ngolternak, a tlai tukmi man hlawtnak asiloah ngolternak, le leiba zuarnak asiloah upadi ning in tuahsarnak ngolternak hna aa tel;
 - ti hmanna tlawmternak, ti tthatnak tthanchoternak lam kong thawngpang pek, cun a pehtlaimi cozah ti tthatnak program ah a cawtu pawl kha kuat hna.
- Chungkhar buainak nih a denmi le leiba a ngeimi customer hna caah bawmhnak le bawmhnak chapmi kan pek hna lai. Joint account a ngeimi customer hna nih leiba he bawmhnak hmuhna ah dawnkhantu an ton ti kha kan hngalh. Hi customer hna caah aa tlakmi bawmhnak le himnak lam kan pek hna.
- Customer leiba vialte asiloah a cheukhat cu thil phunphun cungah hram bunh in kan ngaihthiam khawh hna, cu hna cu:
 - leiba zat;
 - le leiba a chuahnak thil sining hna, a hleiin tangka hman sualna in a chuakmi a si ahcun;
 - a ttha cangmi (asiloah a ttha khomi) phaisa bawmhnak thimnak hna;
 - customer pumpak dirhmun le leiba cham khawhna an thiamnak.

Customer pakhat dirhmun aa thleng ahcun, pekmi leiba bawmhnak cu a herh ning in remh le remh a si khawh nakhnga anmah he rian kan ttuan tti lai.

Cawnpiaknak le theihternak

- Chungkhar le innchungkhar buainak nih a tlunhmi customer pawl he pehtlaihna a tuahmi riantuantu le contractor vialte kha zaangfahnak le hngalhthiamnak he lehrulh awkah kan bawmh hna, mah hna hi:
 - riantuantu vialte caah luhternak le kum fatin cawnpiaknak, pumpak kong le chungkhar le innchungkhar buainak theihhngalhnak telh in, a tuartu customer pawl kha aa tlak ning in lehrulhnak tuah khawhna ding caah a herhmi hngalhnak sernak le kilvennak ah a bawmmi kalning nih a bawmhmi;

² Phaisa bawmhnak kong he pehtlai in a tlingmi theihhngalhnak caah, Chawlettu Bawmhnak Phunglam kha zoh.

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- chungkhar le innchungkhar buainak phunkip hngalh khawhnak ding, aa tlak ning in lehrulhnak tuah khawhnak ding le special bawmhnak caah kuatnak lam hna hngalhthiam khawhnak ding caah customer he aa pehtlaimi riantuantu vialte caah thiamsang cawnnak. Mah ah hin sualnak a tuahtu hna he pehtlaihna kha ningcang tein tawlrlnak lamhruainak aa tel i cu lio ah cun fahnak a ingmi-a nungmi hna i an thuhmi, pumpak konglam le himnak kha biapi ah chiah;
- chungkhar le innchungkhar buainak nih a tlunhmi customer pawl he rian an ttuan tikah riantuantu hna kha an riantuannak ah bawmhchanh awkah zohkhenhnak asiloah ruahnak cheuhnak hmuh khawhnak lam pek;
- nu le pa tlukruannak kong theihhngalhnak karhternak le GWW nih zeitindah Gender Equality Action Plan (Nu le Pa Tlukruannak Riantuannak Timhtuahnak) hmanna thawngin a thanchoter.
- GWW nih a hlei in a ttha ngaimi customer riantuannak pek aa zuam lio ah, customer cheukhat cu an lung a tling lo men lai ti kha kan hngalhthiam. Kan Lungtlinlonak Tawlrlnak Phunglam nih lungtlinlonak hna kha a dingfelm, a caan hmaan tein le thiamnak he tawlrlnak ding in kan biakamnak kha a langhter. Chawlettu hna nih an lungtlin lo ahcun Energy le Water Ombudsman Victoria asiloah a dang buainak tawlrletu bu sinah taza cuainak nawl an ngei.

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Khuami bawmhnak le dirkamhnak

Chawlettu Bawmhnak	Langhtermi	Riantuan Caan	Pehtlainnak Konglam
13Yarn	Lungrethei in a ummi asiloah tei khawh a harmi mibu caah ram pumpi harnak bawmhnak phone hmasa bik. Aboriginal asiloah Torres Strait Islander a simi le Lifeline nih a cawnpiakmi harnak a tongmi bawmtu he pumpak pakhat le pakhat i chawnhbiaknak an tuah.	24/7	139276 (13YARN) 13yarn.org.au
1800RESPECT	1800RESPECT cu Australia ram pumpi riantuannak a si i innchungkhar, chungkhar le nupa sualnak kongah ruahnak cheuhnak, thawngpang le bawmhnak a pek hna	24/7	1800 737 732 1800RESPECT.org.au 0458 737 732 ah ca kuat
Asylum Seeker Resource Centre	Dornak a kawlni hna caah bawmhnak a pek hna.	Riantuan caan: Nikhatni, Nithumni, Nitlaani le Nirukni, zinglei Zingkah 10:00 – Zanlei 16:00	03 9326 6066 Asrc.org.au
Beyond Blue	Lungdonghnak, lungretheihnak, asiloah lungthin lei ngandamnak kong he pehtlai in a dang lungretheihnak a tongmi hna caah online le phone in man loin bawmhnak halnak	24/7	1800 224 636 beyondblue.org.au
Djirra	Hi riantuannak nih hin chungkhar le innchungkhar buainak nih a tlunhmi Aboriginal mi hna caah bawmhnak a pek hna.	Zingkah 9:00 – Zanlei 17:00, Nikhatni – Nirukni	1800 105 303 djirra.org.au
Elder Abuse Help Line	Hi riantuannak nih hin tar pakhatkhat tlaihhremnak a tongmi asiloah a hmumi hna caah man loin thawngpang le bawmhnak riantuannak a pek hna. Riantuan caan cu aa dang kho.	I thlen	1300 353 374 Health.gov.au/ contacts/elder-abuse- phone-line
EveryMan	Pa pawl ruahnak cheuhnak, thahnawnnak khamnak, le umnak bawmhnak	Nikhatni – Nirukni	02 6230 6999 www.everyman.org.au
Foodbank Victoria	An bawmchantu hawikom hna hmangin a herhmi Victoria mipi hna caah rawl a pek hna.	Zingkah 8:00 – Zanlei 15:00, Nikhatni – Nirukni	03 9362 8300 Foodbank.org.au

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Chawlettu Bawmhnak	Langhtermi	Riantuan Caan	Pehtlainnak Konglam
In Touch	Mipem le ralzam zatlangbu chung ah chungkhar buainak kong he pehtlai in bawmhnak riantuannak, timhtuahnak le lehnak hna.	Zingkah 8:00 – Zanlei 17:00	1800 755 988 Holhlet na herh ahcun TIS kha 131 450 ah chawnh khawh a si intouch.org.au
Kids Line	Kum 5 in 25 kar mino hna caah online le phone in man loin le thuhmi ruahnak cheuhnak riantuannak.	24/7	1800 55 1800 kidsline.com.au/
Legal Aid Vic	Thahnawnnak, tlaihhremnak le pumpak himnak caah upadi lei bawmhnak le a dang bawmhnak	Zingkah 8:00 – Zanlei 18:00, Nikhatni – Nirukni	1300 792 387 legalaid.vic.gov.au
Lifeline	Chungkhar buainak, harnak bawmhnak, le mah le mah thahnak khamnak riantuannak kong thawngpang	24/7	13 11 14 Lifeline.org.au
Men's Referral Service	Thahnawnnak hmanna kong chim a duhmi le ngolter awkah bawmhnak hmuh a duhmi pa pawl caah pehtlainnak hmunpi. Chungkhar buainak a tongmi pa pawl bawmhnak le kuatnak.	24/7	1300 766 491 Health.gov.au/contacts/ mens-referral-service
MensLine	Chungkhar asiloah pehtlainnak kong he aa pehtlaimi pa pawl caah phone le online ruahnak cheuhnak	24/7	1300 78 99 78 mensline.org.au
National Debt Helpline/ Financial Counselling Australia	Man loin, thuhmi le mah tein bawmhnak a petu thiamsang phaia lei ruahnak petu hna.	Zingkah 9:30 – Zanlei 16:30, Nikhatni – Nirukni	1800 007 007 Ndh.org.au
Orange Door	Chungkhar le innchungkhar buainak a tongmi asiloah a tong cangmi upa, ngakchia le mino hna caah man loin riantuannak	Zingkah 9:00 – Zanlei 17:00, Nikhatni – Nirukni	orangedoor.vic.gov.au
Qlife	Qlife nih Australia ram chung ummi nupa sinak, nu le pa sinak, pumsa intuarnak asiloah pehtlainnak kong chim a duhmi hna caah min langhter lomi le man loin LGBTQIA+ hawikom bawmhnak le kuatnak a pek hna.	Nifatin zanlei 15:00pm-zanlai	1800 184 527 Qlife.org.au
Rainbow Door	LGBTIQ+ mi hna le an hawikom le chungkhar hna caah thiamsang ruahnak cheuhnak.	Nifatin Zingkah 10:00am in Zanlei 17:00pm	1800 729 367 asiloah 0480 017 246 ah cakuat rainbow-door.org.au

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Chawlettu Bawmhnak	Langhtermi	Riantuan Caan	Pehtlainnak Konglam
Safe and Equal	Victoria ah chungkhar buainak a tongmi hna bawmhnak pek ding in chungkhar buainak kong he pehtlai in thiamsang hna caah a sangbik bu.	Zingkah 9:00 – Zanlei 17:00, Nikhatni – Nirukni	03 8346 5200 safeandequal.org.au
Safe Steps Family Violence Response Centre (Victoria only)	Victoria ah chungkhar le innchungkhar buainak a tongmi asiloah a tong khomi pumpak hna caah a hleiin bawmhnak.	24/7	1800 015 188 Safesteps.org.au
Uniting	Chungkhar buainak in a zammi hna bawmhchanhnak caah UnitingCare network nih ram pumpi huap in an hruai hna.	Zingkah 9:00 – Zanlei 17:00, Nikhatni – Nirukni	1800 387 387 unitingvictas.org.au/ services/family- services/family-violence- services/escaping- violence-payment/
Women's Information & Referral Exchange (WIRE)	WIRE nih nu, nu le pa aa dangmi le nu le pa aa dangmi hna caah man loin bawmhnak, kuatnak le thawngpang a pek hna.	Zingkah 9:00 – Zanlei 19:00, Nikhatni – Nitlaani Zingkah 9:00 – Zanlei 17:00 Nirukni	1800 134 130 Wire.org.au

Strategy/tuahsernak

Hi phunglam cu kan kum fatin chawlehnak timhtuahnak caan chung ah hman a si, mah nih phunglam riantuan ning a zul, tthancho awk a simi hmun pawl a langhter, cun thilri herhmi le pekchanhnak caan kha a langhter. Kan Innchungkhar Customer Charter 2024–2028, Customer Bawmhnak Program, Customer Hmuhtonak riantuantu ziaza, le aa pehtlaimi hruainak kalning hna kha a kan theihter.

Customer hmuhtonak riantuantu vialte nih luhternak chung ah Chungkhar le Innchungkhar Buainak Phunglam le aa pehtlaimi phunglam hna kong cawnnak an hmuh lai, cu he cun a pehzulh in thlennak cawnnak le cawnpiknak he cu nih cun customers pawl kha zaangfahnak le upatnak he pehtlaih an si lai.

Phunglam cu GWW website ah chuah a si, cun holh phunphun in bawmhnak pek khawhnak ding caah fakpi in i zuam a si lai. A copy cu kan customer hna nih an hal ahcun email in kuat khawh asiloah kuat khawh a si.

Rian le ttuanvo hna

Board nih hi Phunglam hmanna zohkhenhnak rian a ngei.

Hruaitu phu (Executive Leadership Team, ELT) nih hi phunglam riantuannak hna kha kan chawlehnak timhtuahnak riantuannak ah fonh ding rian an ngei.



Chungkhar le Innchungkhar Buainak - Chawlettu phunglam

Customer Hmuhtonak i General Manager cu kan customer hna caah Chungkhar le Innchungkhar Buainak Phunglam hmannak le pehzulh tein tawlirelnak zohkhenhnak, zohfelnak le report tuahnak rian a ngei.

Senior Hruaitu Phu le Phu Hruaitu hna nih riantuantu he aa pehtlaimi riantuantu hna nih Chungkhar le Innchungkhar Buainak Phunglam (le aa pehtlaimi program) kong cawnnak an hmuh khawhnak hnga le customer hna he ttha tein le theihhngalhnak he pehtlaihnaak tuah khawhnak ding caah timhtuahnak an ngei.

Riantuantu vialte nih hi phunglam he aa pehtlaimi aa pehtlaimi GWW phunglam, lamhruainak le kalning hna zulh ding le an riantuannak ah zeitindah a hman i zeitindah a thlen timi hngalhtiam ding rian an ngei.

Hramthawknak le aa pehtlaimi cauk hna

A dang aa pehtlaimi GWW Phunglam, Kalning le Lamhruainak hna ah aa Telmi hna cu:

Chungkhar buainak donghter – Victoria's thlennak caah kum 10 timhtuahnak

A Herhmi Riantuannak Commission Ti Riantuannak Phunglam – Khuachung Chawlettu Riantuannak
Version 4 1 July 2024 tiang remhnak aa telmi

Innchungkhar Cawtu Hnatlaknak 2024-2028

Chawlettu Bawmhnak Phunglam

Thawngpang Himnak Phunglam

Pumpak Konglam Phunglam

Lungtlinlonak Remhnak Phunglam

Miphun Phunglam

Tihnung Zohkhenhnak Phunglam

Chungkhar le Innchungkhar Buainak - Riantuantu Phunglam

Zohfelnak Tuahning

Cu phunglam cu kum fatin zohfel a si lai

Hi phunglam cu Executive Leadership Team (ELT) nih 17 April 2025 ah an cohlan

April 2026 ah ELT zohfelnak caah timhtuahnak a um

Chungkhar le Innchungkhar Buainak - Chawlettu phunglam

Version uknak cabuai

Version Namber	Doc Ngeitu	Thlennak / Tharchuahnak	Nithla
1.0	Chawlehnak Bawmtu Hruaitu	Riantuantu hna caah a dang tein Chungkhar Buainak phunglam ser	August 2023
2.0	Chawlehnak Bawmtu Hruaitu	Safe & Equal nih lenglei zohfelnak	April 2024
3.0	Chawlehnak Bawmtu Hruaitu	Uniting (Victoria le Tasmania) Limited nih lenglei zohfelnak an tuah	February 2025