

Innkuan Sung Ngongtatna - Customer Tawh Kisai Paizia (Family and Domestic Violence - Customer Policy)

Ngimna

Hih paizia ah Greater Western Water (GWW) nasemte leh nasep buplakte (contrators) in innkuan sung ngongtatna a thuak mite panpih dan ding leh innkuan sung ngongtatna a thuakkha mite ii mimal thu, bitna leh thusimte ngaihsut masak ding a thupitzia hong gen hi.

GWW in innkuan sung ngongtatna pen mihing kipawlkhopna sungah a piang buaina bangin a thupitna hong theihpih a, a vanlenate, panpih piaknate, nasepziate, leh seplebawlziate pen a metdawkin a kizat khak ding lauhuainate dal ding leh kiamsak ding hanciamnate panpih ding i tavuan zong hong theihpih hi.

GWW in innkuan sung ngongtatna kici khempeuh nakpitakin mawhsak a, innkuan sung ngongtatna hangin a thuak kha mimalte, a innkuanpihte leh kipawlkhopna tungah a piang huntom leh hunsau sung sukkhaknate ciaptehna bawl hi.

GWW in a kism pelmawh panpih piaknate in innkuan sung ngongtatna a thuak kha mimalte panpihna ah a neih theih uh a tuam vilvel vaipuak theitel in, innkuan ngongtatna hangin a thuak ka mite uh panpih ding hanciam hi. Tua pen mipi leh Gam nakpitakin khangtosak ding cih ka ngimna uh tawh kituak hi. Ka mite uh pen nasem, naseppih, customer-te leh tualsung mipi kipawlkhawmte ahi uh hi. Ka ngimna uh ahih leh sumbawl sumzonna lam, mipi kipawlkhopna lam, kimlepam lam leh ngeina lamah khangtoh theih nadingin mipite panpih ding cih lam tawh a muantak tui panpihnate pia ding cih ahi hi.

Hih paizia (policy) in innkuan ngongtatna thuak mite panpihna piak ciangin ka khentatnate uh leh ka sepkhiatnate lam hong lak in, 1 July 2024 ni dong puahphat dingte sem khawmin Essential Services Commission Water Industry Standard - Urban Customer Service Version 4 (Tui Piakna Thukhunte) ah a kiciamteh seplehbawl ding vaipuakte hong tangtungsak hi.

A huamna zah

Hih paizai pen innkuan ngongtatna thuak kha-in a kiciamteh customer khempeuh tawh kisai hi. GWW in customer-te pen amah-le-amah kiciaptehna, GWW, a tangdin sumlepai lam thukuppih mi khatpeuh ahihkeileh thu vaisaipi khatpeuh, ahihkeileh customer tang leh customer phalna tawh a sem theihna kicing nei dang khatpeuh in innkuan sung ngongtatna thuakin kiciamteh thei hi cih thei hi. Tua sungah hih paizia ah a kigen panpihna kism sumbawl customer khempeuh kihel hi. Gentehna, sumbawlina min khatpeuh tawh innkuan ii neih sumbawlina a nei khatpeuh in zong hih paizia sungah a kigen bangin panpihna ngah thei hi. Ka customer-te a kuamah peuh in innkuan sung ngongtatna thuak thei ding uh a, a maute pen genkhiat ding ut loin, a tuamdang khatin kipanpihna ngah thei ding cih zong ka thei uh hi.

Innkuan Sung Ngongtatna - Customer Tawh Kisai Paizia (Family and Domestic Violence - Customer Policy)

Tupna ngimnate

Hih paizia ii tuplengim pen GWW nasemte leh nasep buplakte in innkuan sung ngongtatna thuak customer khempeuh panpih ding cih ahi hi. Hih paizia tungtawnin, komau ii panpihna a kizam customer-te ading a tuamdiakin panpih piaknate tawh ka mite uh panpihin innkuan sung ngongtatna thuak customer-te ii mimal thu, bitna leh thusimte ngaihsut masak ding, tualsung ah upna muanna a om nading, leh 'mipite khangtosak ding' cih ngimna a tangtun nadingin ka mite uh panpih ding ka kiciam uh hi.

Customer Tuahkhak Thu (Customer Experience) tawh kisai ka tup ka ngimnate uh a tangtun theih nadingin, GWW in ka ngimna leh ka tupnate uh hong panpih hi:

Ka ngimna uh pen mipite leh Gam.¹ Khangtosak ding cih ahi hi

- Ka customer-te leh tualsung ading bang thupipen hiam cih thu telin, customer-te khangtosak ding cih ahi hi. Ka zomsuak ding uh:

Customer leh kipawlina pan genkhiatna aw a kizak nading leh thukhentatna ah a kizat nadingin
Community Engagement Framework semkhia in

Sum zat ding nei loin sumpiak ding hamsa a sa
customer-te panpihna

Customer-te in buainate hong koh uh teh panpihna
ngah kisa in, tua buainate a vengsak zo ding cih
hong up hong muan nadingun ka customer panpih
piakna uh puahpha

Innkuan sung ngongtatna namkimte theihsakna nei

¹ GWW 2030 Corporate Strategy

Doc Min: POL-Family and Domestic Violence-Customer-ctd-Latn

A nei: Manager, Customer Assist

Thukimna pia: General Manager, Customer Experience / ELT

Hih lai pen thohkhiat ding ahi a, lakhia-a kep ding ahi zongin kikhaktan lo hi

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Laimai 2 of 12

Innkuan Sung Ngongtatna - Customer Tawh Kisai Paizia (Family and Domestic Violence - Customer Policy)

Hilhciannate

Sehtuam Hun Sung	Hilhcianna
Innkuan Sung Ngongtatna pen Family Violence Protection Act 2008 (Vic) sunga bangin ciamteh hi	Innkuan Sung Ngongtatna pen Family Violence Protection Act 2008 (Vic) sunga bangin kiciamteh hi: (a) tua nu/pa ii innkuanpih khat tungah mi khat ii gamtat luhek, tua gamtat luhek pen: (i) pumpi tawh ahihkeileh nulepa lam tawh a zawhthawh leh; ahihkeileh (ii) lungsim thuakna lam ahihkeileh lungsim ngaihsutna lam tawh a zawhthawh leh; ahihkeileh (iii) sumbawl sumzonna lam tawh a zawhthawh leh; ahihkeileh (iv) a lauthawngsak leh; ahihkeileh (v) thagumhat thu tawh ahih leh; ahihkeileh (vi) adang khatpeuh tawh innkuanpihte ukcip ahihkeileh huzap in, tua a innkuanpih pen lausak ahihkeileh tua a innkuanpih ahihkeileh mi dangkhat ii lungnopna liinglawngsak ahih leh; ahihkeileh (b) naupang khat a zasak ahihkeileh a musak mi khat ii gamtat luhek, ahihkeileh a piang thute tawh kisukhasak, laiguallom (a) sunga ki-ensawn gamtat luhek.

Kizopna ding

- Tua bangin a kihih theih hun ciangin, customer-te in Nikhatni pan Ningani zingsang nai 8.30 pan nitaklam nai 5 dong panpihna kimasak nadingin **13 44 99** hong hopih a, sazian sungah innkuan sung ngongtatna cih pen teel ding kong hanthawn uh hi.
- Innkuang sung ngongtatna a kitheihkhiat ciangin (kipulakna zong kihel), tua customer pen Community & Care team ka ap pah ding uh hi. A thukicing leh theihhuai thute khempeuh limtakin kikemcing ding hi.
- Ka Community & Care Team un pulak theih nading a bit leh a zahtakhuai kimlepam vaihawm nadingin kumsimin a tuamdiaka kigel innkuan sung tintan kah uh hi.
- Customer khatpeuh ka program sung uhah hong kihel phetin, a tangthu uh a genkikkik a kul lo dingin hopih pah theih nading line khat kipia ding hi.
- Mangkam a zang lo customer-te ading lailet leh kamphen panpihna a khongin ka vaihawmsak uh hi. Kamphen tawh kizop nadingin customer-te in 9313 8989 hong hopih a, a kampau lunggulh uh hong gen ding uh kisam hi.
- Khuazakna hoihlo customer-te ading, 13 36 77 ah National Relay Service ka pia uh hi.
- Kampau nam 23 tawh kilet thulelate a kingah thei dingin zong ka vaihawm uh a, ka website uhah ki-en thei hi.

Innkuan Sung Ngongtatna - Customer Tawh Kisai Paizia (Family and Domestic Violence - Customer Policy)

Kiciamna

Innkuan sung ngongtatna thuakte in pumpi bawlsiatna bek thamlo, gamtatna luhek tuamtuum bawlsiatna zong tuak uh hi, cih ka theihpih uh hi. Tua sungah sumbawlina lam, lungsim thuakna lam ahihkeileh lungsim ngaihsutna lam zawhthawh bawlina, thagumhat thu-in ukcipna leh adang innkuan sung ngongtatna tuamtuumte kihel thei zel a, tuate in mimal dinmun dungzui-in panpihna tuamtuum kisam ding hi.

Innkuan sung ngongtatna in numei pasal a vekpi-in sukha thei hi cih ka thei uh a, numeite tungah ngongtatna a piang pen tamzaw hi cih kong pulak uh hi. Numei leh pasal liangko kikimlohna pen minam hihna bulpi, kum, pumpi cinlohna, minamke hihna, nulepa hihna, minam, biakna, nulepa kiehna leh adang hihnate siksarin mihing khat in a tuahkhak theih khentuum deidan tuam neihnate hangin suksia zaw thei hi.

Innkuan sung ngongtatna tuamtuum a thuak customer-te panpih ciangin ka ngimna uh a tangtun theih nadingin, hih bangin ka kiciam uh hi:

- Vanlenate, panpih piaknate, paiziate, leh nasepziate khantohna ding ah ngaihsutna thubulphuhte leh vanlenate, panpih piaknate, paiziate leh nasepziate zangin innkuanpihte bawlsiat nadingin a kizang thei gamtat luhek ngongtatnate kiamsak nadingin tuate sittelin bitna ka koih ding uh hi.
- Customer khat in GWW tungah innkuan sung ngongtatna ka thuak hi cih thu a zasak ciangin, account uh a kikhak thei dingin ka bawlsak ding uh hi. Cihnopna ah account uh pen Community & Care team bek in lenin en ding a, customer-te tungah amau ii account ah a kizang ding security level teel khuan pia ding cihna hi. GWW in teci kisam loin, mite a kampau uh tawh um ding hi.
- Innkuan sung ngongtatna a thuak thei ding customer-te lawptakin ka kankhia ding uh a, panpihna ngah theih nadingin Community & Care team tawh ka meihset ding uh hi.
- Innkuan sung ngongtatna thuak customer-te tawh khut kilenin na ka semkhawm ding uh a, mimal khatciat ii dinmunte a hoihpen a suah theih nadingin bittak, zahtakna leh thusimte genkhia loin kidawmtak leh thupitakin ka hopih ding uh hi.

Thusim, mimal thu leh bitna kepcingna

- Customer khempeuh leh mi khempeuh ii mimal thu leh thusim ka zahtaksak uh hi. Innkuan sung ngongtatna a tuak kha thei customer-te ii thute a kipang, customer tawh kisai ciaptehna khempeuh ka bittakin kemcing uh hi. Thulela kician theih nadingin, GWW ii Mimal Thu Tawh Kisai Paizia (GWW's Privacy Policy) en in
- Sumlepai tawh kisai sukkhaknate vaihawm theih nadingin customer-te thuneihna pia-in ka panpih ding uh a, a thulelate uh bittakin ka kepsak ding uh hi. A kisapnate uh kicingsak ding ngimna nei in, a mainawt zawh nadingun amaute a panpih ding account uk theihna ka vaihawmsak ding uh hi.

Innkuan Sung Ngongtatna - Customer Tawh Kisai Paizia (Family and Domestic Violence - Customer Policy)

- Customer-te in a thu kizawitawn thulelate leh panpihna a ngah theih nadingin kimlepam bit ka vaihawmsak ding uh hi. A dinmunte uh a pulakkhiatna hangin a piang thute launa, panpihna plate tungah muanzawh lohna, maizumna, maizumsakna, pauleham, ngeina kibatlohnate leh ngongtat mite theih ding launa tualsung ah kong pulak uh hi.
- Customer khempeuh adingin, ngongtat mite tawh joint account neite ii thulelate a vuicingin ka kikum kei ding uh hi, a diakin;
 - A min nihin thuneihna a nei joint owner account-te, mimal thute (sikkhau satna ahihkeileh kizopna dingte a kipan) bangmah account nei dangte tawh ka kikum kei ding uh hi;
 - Min kikop joint account-te, customer-te ading amau min bek tawh account thak ka honsak thei uh hi.
- Vai khatciat kidawmtak leh zahtak bawl takin kivaihawmsak ding hi. Mimal khatciat khat khit khatin sittel ding kisam ding cih kong theisak uh hi. Haksatna a tuak mite ka panpih uh ciangin amau ii lunggulhnate leh innkuanpih khempeuh ii bitna ding gelna ngaihsunin customer ii agency leh a lauhuai dinmun ah a om innkuanpihte ka thapia ding uh hi.
- Customer Support Program in a ngongtat mite a lut theihloh nadingin kidalna lan (flag) khat zang beh thei a, Community & Care team bek in customer-te ii mimal thulelate kepbit nadingin lut khuan ngah ding uh hi. Hih panpihnate in tua a thuak customer pen GWW account tawh a kizom tua a ngongtat mi tawh kizop kulsak nawn lo hi.
- Customer account ah flag ka zat uh leh, tua flag in mimal thute kepbitsak beh lai ding hi:
 - mimal thulela khempeuh dalsakin, Community & Care team bek in ka paizia uh leh a thu kizom thukhun tawh kituak thusim a kepcingsak thulelate en thei ding hi;
 - GWW nasem dangte phone sapnate ahihkeileh thu dotnate innkuan sung ngongtatna a thuakte ii mimal thu, bitna leh thusim a kikepcing nadingin ngongtatte tawh muibuntakin kihotuahna vaihawm theih nadingin limtak a sin leh a siam case manager tungah ap ding theisak;
 - ngongtat mite account ah lut ding a kikap lai uh leh minkop joint account-te security ciangtannate koih thua ding. Tua sungah password ahihkeileh thusimin dotna leh dawnna kihel thei ding hi.

Sumlepai lam panpihna leh leiba vaihawmna

- Innkuan sungah ngongtatna thuak in, huntom sung ahi a, hunsaupi ahi zongin sumlepai hamsatna a tuak customer-te tungah mimalin panpihna ka pia ding uh hi.
- GWW in a ngongtatte innkuan sung ngongtatna thuak mi khat in a piak sumte khiatkik ding a nget theihloh nadingin dal hi.
- Innkuan sung ngongtatna thuak customer-te adingin customer ii dinmun leh sum piakzawhna ngaihsunin Customer Support Policy² pan a kipia sumlepai lam panpihnate a bitin ngahtheihna ka vaihawmsak uh hi, tua sungah a kihel thei dingte in:

² Sumlepai lam panpihnate a kicingin theihna dingin Vanleimi Panpihna Paizia (Customer Support Policy) ensawn in.

Doc Min: POL-Family and Domestic Violence-Customer-ctd-Latn

A nei: Manager, Customer Assist

Thukimna pia: General Manager, Customer Experience / ELT

Hih lai pen thohkhiat ding ahi a, lakhia-a kep ding ahi zongin kikhaktan lo hi

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Laimai 5 of 12

Innkuan Sung Ngongtatna - Customer Tawh Kisai Paizia (Family and Domestic Violence - Customer Policy)

- a kilaih kawikawi thei sumpiak ding gelna, phalna, sumlepai hamsatna ahihkeileh hun sottohna, Utility Relief Grant Scheme ah puakna leh mankhiapnate;
- lakkikna ahihkeileh vanlena khaktanna pan suahtakna, amah le amahin a khang summette maisakna, summet khangte maisakna, a ziakai khin sumpiak dingte maisakna ahihkeileh piaksak loh photna leh leiba ahihkeileh zum kitutnate khawlsak photna;
- tui zat khiap dan ding tawh kisai theih ding thute hilh, tui limtak zat theihna puahpha in, a kizom kumpi lam tui limtak zat theih nading program-te ah puaksawn.
- Leiba tawh a om innkuan sung ngongtatna thuak customer-te ading huhna leh panpihna dang zong ka pia thuah ding uh hi. Joint account zang customer-te in leiba panpihna a ngah theih nading pan a khaktan tampi om cih ka thei uh hi. Tua customer-te tawh a kituak dinga kibawl panpihna leh bitna lamsang ciangtannate ka vaihawm uh hi.
- Thumaan pawlkhat bulphuhin a leiba khempeuh ahihkeileh khenkhat ka maisak thei ding uh hi, tua sungah a kihel te:
 - leibat zah;
 - leiba a piangsak dinmunte (sumlepai phengzatna hangin a piang ahih leh tua zong kihel);
 - a muibun (muibun thei) sumpiak panpihna tawh kisai teel dingte;
 - customer ii mimal dinmunte leh leiba piak zawh zah.

Customer ii dinmunte a kilaih leh, leiba panpihnate ah zong kikhelnate zui in, a kizam bangin lai in amau tawh khut kilenin na ka sem khawm ding uh hi.

Tintan piakna leh theihsakna

- Customer-te itna leh veina tawh a huh innkuan sung ngongtatna a thuak thei customer-te tawh na semkhawm nasemte leh nasep buplate khempeuh ka panpih uh hi, hih bangin:
 - mimal thu leh innkuan sung ngongtatna thuak customer-te hoihtakin hopih dan ding tawh kisai a kizam theihna ngah a, a kizamte a piak theih nading nasepziate panpihin innkuan sung ngongtatna theihsak ding tintan piakna cihte a kihel nasemte khempeuh nasep guanin kumsim tintan piakna tungtawnin;
 - customer-te tawh a kithuah nasemte khempeuh innkuan sung ngongtatna tuamtumate a theih nading a thei a siamte tawh tintan piakna, a kilawmin hopih zia ding leh a thei a siamte kiang puaksawwna tawh kisai teel dingte tungtawnin. Tua sungah ngongtat mite a kilawmin hopih zia ding banah, a thuakte ii thusim, mimal thu leh bitna ngaihsut masak dan ding zong kihel hi;
 - innkuan sung ngongtatna thuak customer-te tawh nasep khop ciangin nasemte amau vaipuak lakna munah panpihna piak theih nadingin etcik khuan ahihkeileh thukuppah khuan piakna;
 - nulepa liangko kikumna leh GWW in Gender Equality Action Plan tungtawnin nulepa liangko kikumna koici bangin lam hiam cih theihsakna.

Innkuan Sung Ngongtatna - Customer Tawh Kisai Paizia (Family and Domestic Violence - Customer Policy)

- GWW in a tuam dangin customer panpih piak a hanciam hangin, customer pawlkhat lungkim thei lo ding cih pen ka thei uh hi. Ka Lungkimlohnate Vensakna Tawh Kisai Paizia (Complaints Resolution Policy) uhah lungkimlohnate siangtak, manlangtak leh picingtakin sep ding ka kiciamnate uh hong gen hi. Customer-te in a lungkim kei uh leh, lungkimlohna pen Energy and Water Ombudsman Victoria ahihkeileh buainate kikupkhopna forum ah pulak theihna nei uh hi.

Innkuan Sung Ngongtatna - Customer Tawh Kisai Paizia (Family and Domestic Violence - Customer Policy)

Tualsung huhna leh panpihna

Panpih Piakna (Support Service)	Gencianna	Nasep Hun	Kizopna Dingte
13Yarn	Lungsim natna nei ahihkeileh haksatna a nei mite ading a masa pen kumpi pan dongtuak panpihna line. Lifeline-trained Aboriginal and Torres Strait Islander Crisis Supporter tawh thusim genkhia loin khatlekhat kigen khuan pia uh hi.	24/7	139276 (13YARN) 13yarn.org.au
1800RESPECT	1800RESPECT pen kumpi tawh kisai inn sung, innkuan sung leh nulepa vai ngongtatna lamsang thukuppihna, leh panpih piakna hi	24/7	1800 737 732 1800RESPECT.org.au 0458 737 732 ah laikhak in
Asylum Seeker Resource Centre	Kibukna ding a ngen mite panpih piakna.	Mon, Tue, Thu & Fri 10am-4pm	03 9326 6066 Asrc.org.au
Beyond Blue	A lungkia, lungsim patau ahihkeileh adang lungsim lam damlohna a nei mite ading a khongin online leh telephone pan panpihna line	24/7	1800 224 636 beyondblue.org.au
Djirra	Innkuan sung ngongtatna a tuak laitak ahihkeileh a tuak khin mite gammi masate panpihna.	9am – 5pm Mon - Fri	1800 105 303 djirra.org.au
Elder Abuse Help Line	Uham khat tungah bawlsiatna a tuakkha ahihkeileh a mukha mite theih dingin a khongin a kipia thulelate leh panpih piaknate Zum hon hun kibanglo.	Kibanglo	1300 353 374 Health.gov.au/ contacts/elder-abuse- phone-line
EveryMan	Pasalte' thukuppihna, ngongtatna lamsang dalna, leh tutkhawlina ding panpihna	Mon - Fri	02 6230 6999 www.everyman.org.au
Foodbank Victoria	Kitangsapna a nei Victoria gamke mite tungah citpiakna nei a kipawlpah mite tungtawnin nekledawn piakna.	8am-3pm Mon-Fri	03 9362 8300 Foodbank.org.au
In Touch	Peemta leh gambeel mite tualsung kipawlinate sungah innkuan sung ngongtatna panpih piaknate, program-te, thudonnate.	9am – 5pm	1800 755 988 Kamphen na kisap leh, hehpihna tawh 131 450 ah TIS hopih in intouch.org.au
Kids Line	Kum 5 pan 25 kikal khangnote ading a khawnkhong, thusim kigenkhia lo online leh phone pan thukuppihna.	24/7	1800 55 1800 kidshelpline.com.au/

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Panpih Piakna (Support Service)	Gencianna	Nasep Hun	Kizopna Dingte
Legal Aid Vic	Ngongtatna, simmawh bawlsiatna, leh mimal bitna tawh kisai thukhun tawh kituakin huhna leh adang panpihna	8am – 6pm Mon - Fri	1300 792 387 legalaid.vic.gov.au
Lifeline	Innkuan sung ngongtatna, dongtuak panpihna, leh kisihbawlna ding pan dalna tawh kisai theih ding thute	24/7	13 11 14 Lifeline.org.au
Men's Referral Service	Ngongtatna ah a zat uh tawh kisai a gen nuam pasalte leh tua ngongtatna a khawl theih nadingin panpihna a la nuam pasalte ading kizopna phualpi. Innkuan sung ngongtatna thuak pasalte panpihna leh puaksawlna.	24/7	1300 766 491 Health.gov.au/contacts/ mens-referral-service
MensLine	Innkuan leh kizopna lamsang lunghihmawhna a nei pasalte ading telephone leh online pan thukuppihna	24/7	1300 78 99 78 mensline.org.au
National Debt Helpline/ Financial Counselling Australia	Man ngen lo, a tangdin leh thusim ngenkhia lo panpih piakna a pia sumlepai lam thukuppih siamte.	9.30am – 4.30pm Mon - Fri	1800 007 007 Ndh.org.au
Orange Door	Innkuan sungah ngongtatna a tuak laitak ahihkeileh a tuak khin khangcingsate, naupangte leh khangnote ading a khawnkhongin panpih piakna	9am – 5pm Mon - Fri	orangedoor.vic.gov.au
Qlife	Qlife in Australia gamah omin nulepa vai, nulepa hihna, pumpi nopsaknate ahi a, kizopnate ahi zongin a gen nuam mite ading min kigen lo leh man ngen lo LGBTQIA+ khanguelpih panpihna leh puaksawlna.	nitaklam nai 3 - zan dong nisim	1800 184 527 Qlife.org.au
Rainbow Door	LGBTIQ+ te, a lawmlegualte leh innkuanpihte a tuamdiak ngaihsutpiakna.	10am – 5pm nisim	1800 729 367 ahihkeileh 0480 017 246 ah laikhak in rainbow-door.org.au
Safe and Equal	Victoria gamke sunga om haksatna thuakte panpih nading a tuamdiak innkuan sung ngongtatna lamsang panpih piakna ding kipawlna.	9am – 5pm Mon - Fri	03 8346 5200 safeandequal.org.au

Innkuan Sung Ngongtatna - Customer Tawh Kisai Paizia (Family and Domestic Violence - Customer Policy)

Panpih Piakna (Support Service)	Gencianna	Nasep Hun	Kizopna Dingte
Safe Steps Family Violence Response Centre (Victoria only)	Innkuan sung ngongtatna tuak laitak ahihkeileh a lau Victoria gamke sunga om khempeuh ading a tuamdiak panpih piaknate	24/7	1800 015 188 Safesteps.org.au
Uniting	Innkuan sung ngongtatna hangin inn pan a taikhia mite panpih nadingin UnitingCare network pan gambup huamin nasepna.	9am- 5pm Mon - Fri	1800 387 387 unitingvictas.org.au/ services/family- services/family-violence- services/escaping- violence-payment/
Women's Information & Referral Exchange (WIRE)	Numeite, nulepa hihna neilote leh nulepa hihna tuamtuam nei mite ading a khongin panpihna, puaksawanna leh theih ding thute.	9am – 7pm Mon – Thu 9am-5pm Friday	1800 134 130 Wire.org.au

Nasepzia/sepkhiatna

Hih paizia pen kumsim sumbawl sumzon gelna pan kiseumkhia a, tua in ka paiziate uh encik in, sepkhiatna ding munte, a kisam bulpite leh puakkik ding ciangtan hunte zonkhiatsak hi. Tua sungah Residential Customer Charter 2024-2028, Customer Support Program, Customer Experience nasemte gamtat luhekte leh a kizom nasepziate hong hihlcian hi.

Customer Experience nasem khempeuh Family and Domestic Violence Policy leh a thu kizom nasepziate kisinsak ding a, customer-te kidawmtak leh zahtakna tawh a kidon theih nadingin a thakin tintan piakna leh hihlna tawh kipanpih beh ding hi.

Tua policy pen GWW website ah kihawmkhia a, pau tuamtuam tawh zong a om zawh nadingin hihtheih zahin kihanciam ding hi. Copy pen ngetna dungzui-in customer-te kiangah email tawh kikhak ding hi.

Tavuante leh vaipuakte

Thuvaihawm pawl (board) in hih Paizia (Policy) kisepkhiatnate etcik ding vaipuak nei hi.

Executive Leadership Team (ELT) in paizia zui-in ka vaipuakte uh sumbawl sumzon lamsang gelna tawh kisai sepkhiatna ah sepkhop ding vaipuak nei hi.

General Manager of Customer Experience in lamlah ding, sittel ding, leh customer-te adingin Family and Domestic Violence Policy sepkhiatna leh vaihawmna tawh kisai thupuak ding vaipuak nei uh hi.

Innkuan Sung Ngongtatna - Customer Tawh Kisai Paizia (Family and Domestic Violence - Customer Policy)

Senior Leadership Team leh Team Leaders te in nasemte tawh a kimu customer te pen Family and Domestic Violence Policy (a kizom program-te kihel) ah tintan kipia in, customer-te tawh kidawmtakin a kizop theih hamtang ding vaipuak nei uh hi.

Nasem khempeuh in a nasep silbawlnate in hih policy tawh koici bangin kisukha hiam cih theihtelna a khan semsem nadingin a thu kizom GWW policy-te, lamlahnate leh tua policy tawh a kizom nasepziate zuih ding vaipuak nei uh hi.

Laksawnnate leh etkak laite

A thu kizawitawn GWW Paizia dangte, Seplebawlziate leh Lamlahnate:

Innkuan sung ngongtat beisakna – kikhel nading Victoria ii kum 10 sung gelna

Essential Services Commission Water Industry Standard - Urban Customer Service Version 4, 1 July 2024 ni-in phuahphatnate

Residential Customer Charter 2024 -2028

Customer Panpihna Tawh Kisai Paizia (Customer Support Policy)

Thulela Kepbitna Tawh Kisai Paizia (Information Security Policy)

Mimal Thu Tawh Kisai Paizia (Privacy Policy)

Lungkimlohnate Siangsakna Tawh Kisai Paizia (Complaints Resolution Policy)

Mihing Kizopna Tawh Kisai Paizia (Social Policy)

A Lauhuai Thute Vaihawmna Paizai (Risk Management Policy)

Innkuan Sung Ngongtatna - Nasemte Piazia (Family and Domestic Violence - Employee Policy)

Etphatna Bawlzia

Piazia (policy) pen kumsimin ki-enpha ding hi

Executive Leadership Team (ELT) pan thukimpiah 17 April 2025

ELT pan a kik ah etphat hun ding April 2026 kha sung

Innkuan Sung Ngongtatna - Customer Tawh Kisai Paizia (Family and Domestic Violence - Customer Policy)

Thuluan ukna mun

Thuluan Nambat	Doc Nei	Laih / Puahpha	Nimit
1.0	Customer Panpih Thusaipi (Customer Assist Manager)	Nasemte ading Innkuan Sung Ngongtatna paizia tuam bawl	August 2023
2.0	Customer Panpih Thusaipi (Customer Assist Manager)	Safe & Equal pan a pua lamah etphatna	April 2024
3.0	Customer Panpih Thusaipi (Customer Assist Manager)	Uniting (Victoria and Tasmania) Limited pan a pua lamah etphatna	February 2025