

## FAMILY VIOLENCE

East Gippsland Water recognises that family violence is a serious issue that poses substantial risk to the health and wellbeing within our communities.

Family violence includes physical, sexual, financial, verbal or emotional abuse by a family member. This includes the use of violent, threatening, coercive or controlling behaviour by an individual against a family member or someone with whom they have, or have had, an intimate relationship. Anyone can experience family violence, regardless of gender, age, race or religious beliefs

It is now widely recognised that Government, the business and the community sector all have a role to play in working together to support those experiencing family violence. A collaborative and integrated response is essential in order to effect long term systemic change.

East Gippsland Water is an essential service provider and recognises that customers and our employees will be amongst those affected by situations of family violence. The Corporation actively supports measures to reduce family violence and has provisions in place to support our employees.

East Gippsland Water has also developed a comprehensive process to support our customers that are experiencing family violence. We will treat customers in a respectful and sensitive manner, with a focus upon the customer's safety and wellbeing, and providing support with any East Gippsland Water related debt and payment difficulties.

Privacy will be paramount for all concerned regardless of whether they are an employee or customer.

### REFERENCES:

Essential Services Commission – Moving towards better practice  
Standard Operating Procedure SOP 177A – Family Violence Guidelines – Customers  
Standard Operating Procedure SOP 177B – Family Violence Guidelines – Employees  
POL 036 Privacy Policy

### REVIEW

This Policy will be reviewed every three years