

Overview

We are committed to providing support and assistance to customers who experience family or domestic violence.

This policy outlines the assistance that may be offered to a customer experiencing or being affected by domestic or family violence.

What is family or domestic violence?

Domestic and family violence can happen to anyone. It generally involves violent, threatening or other abusive behaviour enacted by a former or current family member, that seeks to coerce or control the targeted person and which causes them harm or to be fearful.

Domestic and family violence can include, but isn't limited to:

- physical violence;
- sexual assault;
- emotional or verbal abuse;
- psychological abuse or controlling behaviour; and
- financial abuse.

How we approach the issue of family or domestic violence

Solo Water is committed to customer safety in a family or domestic violence circumstance. This policy outlines our processes to help minimise the risk of harm in our interactions with you if you are experiencing family or domestic violence. It ensures our staff can help provide timely, consistent and targeted assistance.

This policy applies to customers who are identified as experiencing or affected by family and domestic violence and applies if you self-identify or are identified by us or a community service provider as experiencing family violence.

We are aware that family or domestic violence can affect our customers in different ways and the safety of our customers and their family members affected by family violence is a priority.

To achieve this, in partnerships with stakeholders and relevant agencies, Solo Water will:

- Implement and maintain customer management system for recording and identifying customers experiencing or being affected by domestic or family violence.
- Treat customers with respect and in a fair and reasonable way;
- Treat all customer information as private and confidential;
- If there is an immediate safety risk or concern for customers or their children, we will contact local police or call triple zero (000) for assistance.
- Record a customer/account in a family violence situation within its systems to enable customer service staff to identify and attend to the requests of customers in a secure way and only remove this status at the request of the customer;

- Utilise multiple methods to both record person identification and validate persons identities when interacting with Solo Water. On occasions where the customer may have a joint account with a perpetrator, additional identification check process can be activated on your account to ensure your information and safety is protected;
- Maintain a Customer MyAccount portal and encourage use by customers to securely logon to find information relevant to their account;
- Take steps to ensure your confidentiality is protected from other persons on the account, such as keeping details of calls with Solo Water confidential, and not disclosing the personal information of one joint customer to another;
- Offer customers in this circumstance, payment plans for the payment of any debt or current and/or future invoicing and ensure that your water supply is not restricted because of any debt;
- Where a customer could benefit from support services, Solo Water can offer a link to various family violence support services. Available serviced include:
 - White ribbon provides a list of services at <https://www.whiteribbon.org.au/helplines/>.
 - 1800RESPECT provides confidential information, counselling and support service and is available for free, 24 hours a day, 7 days a week to support people impacted by domestic, family or sexual violence. Refer to <https://www.1800respect.org.au/>
- Use a risk-based approach to identify and control potential threats to customers;
- Integrate the needs and expectations of our customers, stakeholders, regulators and employees into our planning;
- Provide appropriate training to staff and contractors involved with managing customer information;
- Continuously improve our practices by assessing performance against corporate commitments, stakeholder expectations and key performance indicators.