
FAMILY DOMESTIC VIOLENCE POLICY

1. Purpose

This Family Domestic Violence Policy outlines how LancelinSouth Water (“**we**”) will assist a residential customer (“**you**”) who have been, or are being, affected by family violence.

Residential tenants who have agreed with the landowner to receive a water bill are also covered by this policy.

We understand that it can be difficult to ask for support. We will treat you sensitively and respectfully.

2. Legislation

The [Water Services Code of Practice \(Family Violence\) 2020](#) requires water service providers to have and implement a family violence policy, and stipulates the minimum requirements that the policy must address.

This policy exceeds these requirements and has been informed by the Department of Water and Environmental Regulation’s Guidance for water service providers in addressing family violence.

3. What is Family Domestic Violence?

Family violence is the intentional and systematic use of violence and abuse to control, coerce and create fear. It can be physical, emotional/psychological, sexual, financial, spiritual or social in nature. Further information on what is considered family violence can be found on the Department of Communities (Government of Western Australia) website, available [here](#).

We understand that victims of family violence may suffer significant psychological and emotional impacts while attempting to resolve debts at the same time as ensuring their personal safety.

In addition, we recognise that perpetrators may gain access to a victims’ confidential information such as their whereabouts; for example, through their knowledge of the personal details of the victim.

4. Our Role in Addressing Family Violence

At Lancelin South Water, we have zero tolerance for family violence and will do everything we can (within our control) to support customers affected by family violence.

Our employees receive ongoing role-relevant training and have access to supporting processes to identify, deal appropriately with and apply our full suite of policies (including this policy) and procedures to customers affected by family violence.

We have implemented appropriate management systems so that customers who disclose to us that they have been, or are being, affected by family violence:

- are heard and need only make such a disclosure to us once and only once
- have confidential and respectful interactions with our staff
- can be certain their personal information is kept confidential and safe
- are provided with information about financial support and assistance available, including specialised support networks

- are provided with time and information to help them consider their options and make informed decisions
- can enter into Lancelin South Water's Financial Hardship program and be supported by our family violence process
- are not requested to provide any written evidence of family violence.

5. Useful Information *Payment options:*

We understand that every customer's situation is different. We know that water as an essential service, makes it a target for financial abuse. Our staff will discuss payment arrangements to help you pay your bill. Our payment arrangements are flexible and you can re-negotiate them if your circumstances change.

For more information on your payment options, please contact Customer Service on 08 9655 1555 (refer to "[Our Contact Details](#)" section).

Support Services

[1800RESPECT National Sexual Assault, Domestic Family Violence Counselling Service](#)

National sexual assault, domestic family violence counselling helpline, information and support 24/7

Phone: 1800 737 732

[Men's Domestic Violence Helpline](#): provides counselling and referrals for male perpetrators, as well as male victims of family and domestic violence. Phone: 1800 000 599.

[Women's Domestic Violence Helpline](#): provides support and counselling for women experiencing family and domestic violence (including referrals to women's refuges). Phone 1800 007 339.

[Crisis Care](#): information and counselling service for people in crisis needing urgent help. Phone: 1800 199 008.

[MensLine Australia](#): 24/7 support for men and boys dealing with family and relationship difficulties. Support for men who are concerned that their behaviour is hurting the people they care about. Phone: 1300 78 99 78.

[QLife](#) - Telephone and web-based counselling, referrals, and support groups for LGBTI people and their families.

Phone: 1800 184 527

[Sexual Assault Resource Centre](#): provides a range of free services to people affected by sexual violence. Phone: 1800 199 888

6. Complaints Handling

If you have a complaint, please contact us first and we will see if we can assist. Our contact details are included in Section 8 below.

Our Complaints handling process is available at [Customer Complaints](#).

If you are not satisfied with the way we handle your complaint, you may refer your complaint to the Energy & Water Ombudsman. The Energy & Water Ombudsman will investigate your complaint and may mediate the dispute between you and us.

Energy and Water Ombudsman Western Australia

Phone: (08) 9220 7588
 Freecall: 1800 754 004*
 Email: energyandwater@ombudsman.wa.gov.au
 Website: <https://energyandwater.ombudsman.wa.gov.au>
 Address: Level 2, Albert Facey House
 469 Wellington Street, Perth WA 6000

* Calls made from mobile phones will be charged at the applicable rate.

7. Approval and Review

We will review our policy at least every two years (and/or directed to do so by the Minister) to ensure it remains up-to-date and relevant.

8. Our Contact Details

You can contact Lancelin South by telephone during normal business hours.

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:

The Translating and Interpreting Service (TIS National) provides interpreting services to people who do not speak English. TIS National provides interpreting services 24 hours, every day of the year. If you need an interpreter, please call TIS National on 131 450 and ask them to call Lancelin South Water on [Company Phone].

You can contact us at:

Lancelin South Water

Phone: 08 9655 1555
 Email: admin@lancelinsouthwater.com.au
 Website: [Lancelin South Water.com.au](http://LancelinSouthWater.com.au)
 Post: Lancelin South Water,
 Locked Bag 4, Osborne Park DC, WA 6916



National Relay Service

TTY users

Phone: 133 677 then ask for 08 9655 1555

Speak and Listen users

Phone: 1300 555 727 then ask for 08 9655 1555

Internet Relay Service

Website: <https://internet-relay.nrscall.gov.au>



Translating and Interpreting Service (TIS National)

Phone: 131 450 then ask for 08 9655 1555

LANCELIN SOUTH WATER	
	Family Domestic Violence Policy



9. *Related Policies*

The following related documents can be found on the Lancelin South Water website [Forms, Documents and Publications.](#)

Form 1	Customer Service Charter
Form 12	Financial Hardship Policy
Form 13	Customer Complaints Procedure

Amendment History

Rev	Date	Description / Amendment	Approved
A	28/4/2021	Initial Draft	
0	18/5/2021	Issued for use	S Williams
1	31/05/21	Updated with new postal address	SW
2	22/10/21	Updated post 2021 audit and review.	SW
3	22/05/23	Footer and web links updated	BS