

# Supporting customers impacted by family violence



As an essential service provider and part of the wider community, South Gippsland Water has measures in place to support customers experiencing family violence.

For those experiencing family violence we know safety and support is paramount.

South Gippsland Water has put in place training and procedures to help support and protect any customer who discloses that they are experiencing family violence.

Customers who disclose they are experiencing family violence are eligible for specific support. For example:

- Financial Relief;
- Confidentiality - Managing Customer and Account Contact Information;
- Referral to Specialist Support Services.

## Financial Relief

Customers experiencing family violence automatically qualify for access to all financial relief (hardship) support available from South Gippsland Water. This includes jointly held accounts where one account holder has made South Gippsland Water aware of family violence impacts. Depending on individual circumstances these may be:

- Instalment Plan;
- Extension of time;
- Utility Relief Grant;
- Suspension of part or full debt;
- Suspension of interest accrual;
- Partial or full debt write off
- Protection from further debt recovery action in relation to the water and sewerage account;
- Protection from water restriction notifications and actions.

## Confidentiality

South Gippsland Water has put in place procedures to manage customer accounts and contact information. As a result, the Customer Support Team can tailor account mailings and contact preferences to ensure privacy is protected. The Customer Support Team can set up mailing of duplicate accounts or create additional accounts in the event a customer relocates.

If a customer discloses a family violence situation, the Customer Support Team will work with the customer to establish their contact preferences for how and when South Gippsland Water will contact them.

If you wish to disclose to South Gippsland Water that you are impacted by family violence, South Gippsland Water's Customer Support Team are trained to assist with a range of needs that may arise, whilst maintaining dignity and respect for each individual.

**Call 1300 851 636 and ask to speak to the Customer Support Team or email: [customersupport@sgwater.com.au](mailto:customersupport@sgwater.com.au)**

**[www.sgwater.com.au](http://www.sgwater.com.au)**