



**BUSSELTON WATER**

# **Busselton Water**


## **Family Violence Policy**

**October 2025**

Busselton Water

(08) 9781 0500

TTY 133 677

 TIS 131 450

# 1 Purpose

This Family Violence Policy outlines how Busselton Water (“**we**”) will assist a residential customer (“**you**”) who is experiencing family violence. If you are a commercial customer, we encourage you to still talk to us.

Whilst the owner is liable for all charges for the property, we will extend the conditions of this policy to all customers as defined in the Water Services Code of Conduct (Customer Service Standards) 2024 with prior consent from the land owner. This includes tenants who are registered to receive water use bills as directed by the owner.

We are committed to working with you to find an appropriate payment solution that works for both you and us. We understand that it can be difficult to ask for support, and 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.

# 3 What is family 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 is available [here](#).

Perpetrators of family violence can use control over their victims as a form of economic abuse, such as incurring debt in the victim’s name, refusing to contribute to costs, refusing to pay bills or having the service disconnected when they leave the family home.

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, perpetrators may gain access to the 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 Busselton Water, we have zero tolerance for family violence and will do everything we can (within our control) to support customers affected by family violence.

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

- Are heard and need only make this disclosure once. To ensure this, we will assign a case manager to the customer’s account and add a forced pop-up note to alert staff.
- Have confidential and respectful interactions with our staff.
- Can be certain their personal information is kept safe. The account and contact details will be secured within our database that can only be accessed by the Senior Customer Service Officer, or the Manager Customer Services.

- 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 Busselton Water's Financial Hardship program and be supported by our family violence process.
- Will be assessed to determine if they are experiencing payment difficulties or financial hardship and be offered:
  - Assistance as per our Financial Hardship policy;
  - Flexible, interest free payment arrangements and extensions.
- Will not be requested to provide written evidence of family violence unless it is reasonably necessary to enable Busselton Water to assess appropriate measures that it may take in relation to debt management and recovery.
- Will be provided with information and access to our complaints policy and procedure during the initial conversation.

## **5 Debt recovery**

Busselton Water will not commence or continue proceedings to recover debt if:

- The customer is complying with a payment plan.
- We are assessing whether the customer is experiencing payment difficulties or financial hardship.
- We are resolving a complaint from about a water service charge related to the debt.

## **6 Staff training**

All staff understand the importance of appropriate responses to family violence, including ensuring information is kept confidential and secure.

- All staff are provided with training to help build a common understanding of family violence and the role the community can play in addressing the issue.
- Front-line staff are provided additional training to assist in identifying customers affected by family violence and how to deal with them in an appropriate manner.
- Case managers are provided further training to implement Busselton Waters Family Violence policy.
- Records of all staff training will be managed within Busselton Waters training records management system.

## **7 Support available**

Customers will be provided with information about external support networks and resources. These referrals will occur during the initial conversation with the customer and will include, but not be limited to:

Agency	Phone	Website	Services Provided
1800 Respect	1800 737 732	<a href="#">1800 Respect</a>	National Sexual Assault, Family violence counselling service.
Crisis Care	1800 199 008	<a href="#">Crisis Care</a>	Provides information and counselling service for people in crisis needing urgent help.
Tuart House	(08) 9752 2758 or (08) 9251 5777	<a href="#">Tuart House</a>	A regional residential support service for women and their children who are homeless, or are at imminent risk of homelessness, as a result of family violence.
<b>Waratah</b>	1800 017 303 or (08) 9791 2884	<a href="#">Waratah</a>	Provides family and domestic violence and sexual assault services throughout the South-West of Western Australia.
Men's Domestic Violence Helpline	1800 000 599 or (08) 9223 1199	<a href="#">Men's Domestic Violence Helpline</a>	Provides information and referral for male perpetrators, as well as male victims of family and domestic violence.
Women's Domestic Violence Helpline	1800 007 339 or (08) 9223 1188	<a href="#">Women's Domestic Violence Helpline</a>	Provides crisis support and referral for women experiencing family violence (including referrals to women's refuges).
MensLine Australia	1300 789 978	<a href="#">MensLine Australia</a>	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.
Sexual Assault Resource Centre	1800 199 888 or (08) 6458 1828	<a href="#">Sexual Assault Resource Centre</a>	Provides a range of free services to people affected by sexual violence
Beyond Blue	1300 224 636	<a href="#">Beyond Blue</a>	24/7 support for people experiencing anxiety or depression.

Up-to-date information about support networks and resources can be found from the [Department of Communities website](#).

## 8 Complaint's handling

Please refer to our Complaints procedure (available [here](#) ) if you are not satisfied with how we have handled your situation.

If you have a complaint, please contact us. Our contact details are included below.

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

The Energy and Water Ombudsman's contact details are:

Energy and Water Ombudsman WA

Phone: 9220 7588

Freecall: 1800 754 004

Email: [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)

Website: [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

## 9 Approval and review

In accordance with the *Water Services Code of Practice (Family Violence) 2020* we will review our policy at least every five years to ensure it remains up-to-date and relevant.

## 10 Our contact details

You can contact us at:


1 Fairbairn Rd, Busselton WA 6280

(08) 9781 0500

[admin@busseltonwater.wa.gov.au](mailto:admin@busseltonwater.wa.gov.au)

[www.busseltonwater.wa.gov.au](http://www.busseltonwater.wa.gov.au)

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