



WATER SERVICES FAMILY VIOLENCE POLICY

PURPOSE

This policy outlines the City's approach to addressing family violence, as required by the Water Services Code of Practice (Family Violence) 2020.

SCOPE

This policy applies to customers and staff of the City who have been, or are being, affected by family violence.

DEFINITIONS

City means the City of Kalgoorlie-Boulder.

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

CONTEXT

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



OUR ROLE IN ADDRESSING FAMILY VIOLENCE

At the City, 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
- 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 the City's Financial Hardship program and be supported by our family violence process.

SUPPORT AVAILABLE

Customers can be referred to external support networks and resources including:

- 1800RESPECT National Sexual Assault, Domestic Family Violence Counselling Service: a national telephone and online counselling and referral service. Phone: 1800 737 732.
- Men's Domestic Violence Helpline: provides information and referral for male perpetrators, as well as male victims of family and domestic violence. Phone: (08) 9223 1199 or free call 1800 000 599.
- Women's Domestic Violence Helpline: provides crisis support and referral for women experiencing family and domestic violence (including referrals to women's refuges). Phone: (08) 9223 1188 or free call 1800 007 339.
- Crisis Care: provides the after-hours response to concerns for a child's safety and wellbeing and information and referral for people experiencing a crisis. Phone: (08) 9223 1111 or free call 1800 199 008.
- Mens Line 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.
- Sexual Assault Resource Centre: provides a range of free services to people affected by sexual violence. Phone: (08) 6458 1828 or free call 1800 199 888.

More support services, useful information and resources are listed on [Family and domestic violence support and advice | Western Australian Government \(www.wa.gov.au\)](https://www.wa.gov.au/family-and-domestic-violence-support-and-advice)

COMPLAINTS PROCEDURE



Please refer to our Complaints Handling Policy available on the City's website. If you are not satisfied with how we have handled your situation.

APPLICATION AND REVIEW

This policy will be reviewed at least every five years to ensure it meets the needs of customers experiencing family violence. The review will incorporate the views and recommendations of our stakeholders.

We will ensure procedures and work instructions are reviewed and maintained to ensure our interactions with customers experiencing family violence are conducted in a sensitive manner according to the guidelines set in this policy.

ALTERNATIVE FORMATS

This document is available in alternative formats (softcopy/online, hardcopy and large print) upon request, please contact us for assistance.



If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone the City on (08) 9021 9600. Our business hours are 8:00am to 5:00pm Monday to Friday.

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service www.relayservice.gov.au :

TTY users phone 133 677 then ask for 08 9021 9600 Speak and Listen users phone 1300 555 727 then ask for 08 9021 9600

RELEVANT DOCUMENTS

Complaints Handling Policy

DOCUMENT CONTROL				
Responsible Department	Engineering			
Description of Changes				
Version	Resolution Number	Endorsement Date:	Last Reviewed Date:	Next Review Date:
1	14.3.1	26 June 2023	June 2023	June 2025
2	13.1.2	18 August 2025	May 2025	May 2027