

Policy – Family Violence

Policy

SRW recognises the harmful impact family violence has on our community and that, at times, family violence may affect our employees and customers.

We will provide a safe and confidential environment to support our employees and customers experiencing family violence, including:

- resources and referral to other agencies, and
- access to hardship payment arrangements, including protection from debt collection.

SRW will not tolerate family violence and will maintain a culture of respectful relationships.

SRW will ensure staff are trained to identify and assist in cases where colleagues or customers may be experiencing Family Violence.

Definitions

Family Violence is defined as behaviour by a person towards a family member that is:

- physically or sexually abusive; or
 - emotionally or psychologically abusive; or
 - economically abusive; or
 - threatening or coercive; or
 - in any other way controls or dominates the family member and causes that family member to feel fear for their safety or wellbeing of that family member or another person; or
 - behaviour by a person that causes a child to hear or witness, or otherwise be exposed to the effects of behaviour referred to above.
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Effective date and review date

This policy takes effect on 6 June 2018.

It is due for board review in June 2021.

Who is affected

This policy applies to all directors and employees of Southern Rural Water.

Rationale

SRW's employees are trained to identify instances of family violence and to assist employees deal with customers and colleagues who are impacted by family violence in a caring and respectful manner.

We will comply with ESC mandatory requirements including the requirement that all employees undertake training appropriate to their role in the organisation.

SRW is committed to providing a safe, healthy and productive workplace for the benefit of employees and customers. We recognise that family violence impacts customers ability to pay bills, and can cause employees to be absent at short notice.

The Enterprise Agreement allows for employees to take family violence leave, often at short notice. That leave can be taken in a safe and familiar environment such as at an SRW office.

SRW respects the need for confidentiality and privacy and balances that need against safety.

The policy also applies to perpetrators who are seeking assistance to manage/change their behaviour.

Contact

For more information on this policy, contact the General Manager, Customer Service, or the People and Culture team.

Related documents

- Privacy and Data Protection Act 2014
 - SRW Customer Charter
 - SRW Policy for Staff Behaviour Regarding Equal Opportunity, Discrimination, Harrassment, Human Rights, Bullying & Violence
 - SRW Privacy Policy
 - SRW Enterprise Agreement
 - Code of conduct for Victorian Public Sector Employees
 - CI - Family violence for customer
 - CI - Family violence for employees
 - ESC Customer Service code changes
 - SRW's suite of family violence documents
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Communications

This policy will be made available on SRW's website and SRW's Wiki page.
