



WaterNSW Customer Family and Domestic Violence Policy

July 2025

Implementation officer	Manager, Customer Experience
Relevant to	WaterNSW Customers WaterNSW employees in their interactions with customers, and who manage customer data
Relevant documents	WaterNSW Customer Family and Domestic Violence Procedure Debt Management Code of Practice
Relevant legislation	Crimes (Domestic and Family Violence) Act 2007 Privacy and Personal Information Protection Act 1988

Monitoring, evaluation and review, revision history

Monitoring	Annual
Evaluation and review	
Revision history	Document Created June 2024

Approval

Executive Manager, Customer Services

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Our Commitment

WaterNSW is committed to effectively supporting its customers who may be experiencing family and domestic violence, whether it be direct or indirect.

This policy outlines how WaterNSW will support customers who identify to WaterNSW that they are impacted by family and domestic violence.

Scope

WaterNSW recognises that, from time to time, customers and the broader community may be impacted by family and domestic violence. This could result in the customers being unable to manage their accounts, including the ability to pay their bill. This policy applies to all interactions between our employees and customers, including but not limited to in-person interactions, phone calls, emails and online interactions.

This policy also applies to the management of customer data and sensitive information.

Definition

Family and domestic violence includes any form of violent, threatening, coercive, or controlling behaviour that occurs within a family, domestic, or intimate relationship. This can include physical, sexual, emotional, or psychological abuse, as well as economic abuse or social isolation.

Managing Your Account

Assistance is available for customers who are experiencing hardship caused by being impacted by family and domestic violence. The WaterNSW Debtor Management Code of Practice recognises the hardship caused by family and domestic violence and customers are able to access assistance under this policy.

If a customer self identifies or is identified by WaterNSW as being impacted by family or domestic violence, and is experiencing hardship, WaterNSW, based on information at hand, will offer to place their account on hold to immediately cease additional interest charges being incurred and to stop their account being referring to a debt collection agency, we can also pause future bills for up to 12 months, if this is something that will help. Where the account is not jointly held, WaterNSW will close online access to that account, on request from the verified account holder.

Joint Accounts

Where an account has joint holders, WaterNSW is unable to quarantine access to the account from other joint holders. WaterNSW will ensure that any sensitive information provided to its staff, will not be recorded for other WaterNSW staff or other joint holders to view. Any changes to a jointly held account, may still require other joint holders to approve that change. WaterNSW will work with the account holder(s) as needed, ensuring sensitive information is managed per the WaterNSW privacy policy.

Referral Services

As part of our commitment to the safety of our customers, we believe it is our responsibility to assist customers who may be experiencing family and domestic violence. By referring customers to appropriate support services, we can help them access the resources and assistance they need to ensure their safety and well-being.

WaterNSW employees will receive training on appropriate support services, such as helplines, support groups, counselling services, and community resources, for example, the Rural Financial Counselling Service.

Confidentiality

WaterNSW is committed to protecting private information. All personal information concerning customer accounts is kept confidential and meets the WaterNSW Privacy Policy, including the Privacy and Personal Information Protection Act 1988 (NSW).

Training and Awareness

We are committed to training our employees to manage sensitive matters. WaterNSW will also ensure that customer accounts, where it comes to our attention that a customer is affected by family or domestic violence, are managed by an employee who is adequately trained to deal with such sensitive matters. Our training includes how to recognise signs, respond appropriately, and refer customers to support services.

To limit repeat disclosure, our employees are trained to refer customers to our Customer Care Team who will assist with any enquiries. If any follow up is required, WaterNSW will ensure that contact is via the preferred method of communication and at a time nominated by the customer.

Accountability

The WaterNSW Executive Leadership team are responsible for ensuring this policy is understood and implemented by their teams.

The Executive Manager, Customer Services is responsible for reviewing, and reporting on this policy.

All WaterNSW employees who may liaise with a customer who is impacted by family or domestic violence are responsible for understanding this policy.

Review and Update

This policy will be reviewed annually and updated as necessary to ensure it remains effective and compliant with relevant laws and regulations.