

# Family and Domestic Violence Policy

## Purpose

Kyeema Water is committed to supporting customers affected by family and domestic violence. We recognise that individuals experiencing such circumstances may face significant physical and emotional trauma, financial hardship, disruption to daily life, and challenges in managing essential services.

This Policy provides a framework for how Kyeema Water will sensitively and respectfully support customers experiencing family and domestic violence.

## Definition of Family and Domestic Violence

Family and domestic violence refers to violent, threatening, or abusive behaviour by a close relative, a member of a person's household, or a current or former intimate partner that:

- a) seeks to coerce or control the person; and
- b) causes the person harm or fear.

## Who This Policy Applies To

This Policy applies to any customer who:

- Self-identifies as experiencing or being affected by family or domestic violence; or
- Is identified by Kyeema Water or a recognised community service provider as experiencing family or domestic violence.

The safety and wellbeing of affected customers and their family members is our priority.

09 January 2026

## Our Commitment

Kyeema Water will work collaboratively with relevant agencies and stakeholders to ensure customers are supported appropriately. We will:

- Treat customers with respect, fairness, and sensitivity
- Handle all customer information confidentially and securely
- Contact local police or emergency services (000) if there is an immediate safety risk
- Manage customer accounts in a secure manner and maintain family violence protections until the customer requests removal
- Protect customer confidentiality, including withholding personal information from other individuals listed on the same account
- Offer flexible payment plans for outstanding or future charges, and ensure sewage services are not restricted due to debt
- Use a risk-based approach to identify and manage potential threats to customer safety
- Provide appropriate training to staff and contractors who manage customer information or interact with affected customers

This policy applies to customers who identified as experiencing or affected by family and domestic violence and applies if you self-identify or are identified by us or a community service provider as experiencing domestic violence.

## Confidentiality

Kyeema Water will not use or disclose information relating to a customer's family or domestic violence situation except:

- With the customer's consent
- Where required by Australian law
- Where necessary to protect the life, health, or safety of the customer or another person

## Further Assistance

Customers seeking support or information regarding family and domestic violence may contact Kyeema Water or the following external services:

### National Referral and Support Services

- **1800RESPECT** – 1800 737 732 (24/7 counselling, information and support)
- **Emergency Services** – 000
- **Lifeline** – 13 11 14
- **Beyond Blue** – 1300 224 636
- **Relationships Australia** – 1300 364 277
- **Full Stop Australia** – 1800 385 578
- **Men's Referral Service** – 1300 766 491 | [ntv.org.au/mrs/](http://ntv.org.au/mrs/)
- **MensLine Australia** – 1300 789 978

09 January 2026

- **Community Legal Centres Australia** – (02) 9160 9500
- **Rainbow Sexual, Domestic and Family Violence Helpline** – 1800 497 212
- **National Aboriginal and Torres Strait Islander Legal Services** – 0490 534 572
- **13Yarn** – 13 92 76
- **Blue Knot Foundation** – 1300 657 380
- **National Counselling and Referral Service – Disability** – 1800 421 468
- **Kids Helpline** – 1800 551 800
- **WellMob** – [wellmob.org.au](http://wellmob.org.au)
- **No to Violence** – [ntv.org.au](http://ntv.org.au)
- **Say It Out Loud** – [sayitoutloud.org.au](http://sayitoutloud.org.au)
- **Daisy App** – [1800respect.org.au/daisy](http://1800respect.org.au/daisy)