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## 3.15 Family Violence Policy

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**Policy Number:** 3.15

**Policy Subject:** Family Violence Policy

**Responsible Officer:** Chief Executive Officer

**Policy Statement:** This policy outlines the Shire Dumbleyung 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 Shire of Dumbleyung who have been, or are being, affected by family violence.

### **Guidelines:**

#### **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 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

<https://www.wa.gov.au/organisation/departments-of-communities/family-and-domestic-violence-services-and-resources>

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 Shire of Dumbleyung 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 Shire of Dumbleyung Financial Hardship program and be supported by our family violence process.

### **Support available**

Customers can be referred into external support networks and resources including: [Department of Communities' website](#)

### **Complaints procedure**

Please refer to our complaints procedure available at:

<https://www.dumbleyung.wa.gov.au/contactform> if you are not satisfied with how we have handled your situation.

If you wish to access a hard copy (at no charge) of this policy, please contact us via: Shire of Dumbleyung, 32 Harvey Street Dumbleyung, PO Box 99 Dumbleyung WA 6350 or phone (08) 9863 4012.

Next review by 18 March 2027

**Forms & Templates:** Nil

**First Adopted:**

**Amended:**