



# WATERCARE



WE'RE HERE  
TO HELP

# ARE YOU OR IS SOMEONE YOU KNOW AFFECTED BY FAMILY VIOLENCE?

**Have you been left with a debt to Yarra Valley Water through no fault of your own?**

**Has a partner or family member put you in a difficult situation with your bill?**

**This may be a form of family violence. We are here to support you.**

Our dedicated Customer Support Team have been trained to assist people who are experiencing family violence. You will only have to explain your situation once and no extra proof is required.

We will treat you with understanding and respect, explain how we can assist you in this difficult situation, and give you as much time as you need to consider your options.

## **All conversations are confidential**

Your safety and privacy will be respected at all times. None of the information you give to us will be disclosed to anyone else, even if their name is on the account. Only staff who are directly involved will have access to the information provided. We can lock your account in our system to everyone other than the Customer Support Team, giving you added privacy.

## **We'll help you with the debt**

Yarra Valley Water provides support and assistance to customers left with debt. We'll work with you to find a solution for your individual situation and won't restrict your water supply.

## **We can put you in touch with additional support**

We work with a number of community organisations that specialise in supporting people experiencing family violence. We can refer you to one of these services for immediate and or more long-term assistance.

## **We are here to listen and support you**

If a partner or family member has left you with unpaid water and sewerage bills, please contact our experienced Customer Support Team on **1800 637 316** between 8.00am and 5.00pm, Monday to Friday.



## SUPPORT SERVICES

### FOR WOMEN

**1800RESPECT - 1800 737 732**

**1800respect.org.au** - National counselling helpline, information and support 24/7

**SafeSteps – safesteps.org.au**

**1800 015 188** - 24/7 family violence response service

**Womens Information and referral Exchange WIRE (Victoria)**

**1300 134 130** (9am-5pm, M-F)

**wire.org.au** - Women's information and support service

### FOR MEN

**Men's Referral Service –1300 766 491**

**mrs.org.au** - men's counselling and referral service for men impacted by family violence

**Mensline - 1300 789 978** 24/7 **mensline.org.au**

– support for men with family and relationship issues.

### FOR LGBTI

**QLife - 1800 184 527 - qlife.org.au**

Telephone and web based counselling, referrals and support groups for LGBTI people and their families

### GENERAL INFORMATION

**The Lookout - thelookout.org.au**

Information and support for those experiencing family violence

**Domestic Violence Resource Centre**

Victoria (DVRCV) - **(03) 9486 9866**

(9am-5pm, M-F) **dvrcv.org.au**

Victorian statewide resource centre