



Nickel West - Leinster Water Licence WL52

Family violence policy (for NiW potable water customers in the Leinster community)

Purpose

BHP Nickel West Pty Ltd (**NiW**) is a provider of potable water to the Leinster community in accordance with Water Licence WL52. This policy outlines NiW's commitments to its potable water customers in the Leinster community who are affected by family violence.

Legislation

The Water Services Code of Practice (Family Violence) 2020 specifies the minimum requirements that apply to potable water providers in Western Australia in relation to support for victims of family violence.

Family violence

Family violence is a reference to:

- a. violence, or a threat of violence, by a person towards a family member of the person; or
- b. any other behaviour by the person that coerces or controls the family member or causes the member to be fearful.

Further information on what is considered family violence is available [here](#).

In providing potable water to the Leinster community, we commit to:

- Continuing to provide potable water to the Leinster community on a “no accounts” basis to ensure that customers affected by family violence do not experience payment difficulty or financial hardship.
- Ensuring appropriate training is provided to leaders to support implementation of this policy and the BHP Human Resources Policy “Family and Domestic Violence Support”, including dedicated HR support through “MyHR+” and the BHP Employee Assistance Program.
- Maintaining privacy and sensitivity of any information received from customers pertaining to family violence, through use of BHP's secure “Ethics Point” system.
- Making this policy available on the BHP website, and providing a hard copy to potable water customers in the Leinster community on request at no charge.
- Informing all NiW employees who interact with customers in the Leinster community in relation to the provision of potable water of this policy and the support and resources available to customers who are affected by family violence, including:
 - 1800RESPECT National Sexual Assault, Domestic Violence Counselling Service, via **1800 737 732**;
 - Women's Domestic Violence Helpline, providing crisis support for women experiencing family and domestic violence on **(08) 9223 1188**, or free call on **1800 007 339**
 - Men's Domestic Violence Helpline, providing information and referral for male perpetrators and male victims of domestic and family violence on **(08) 9223 1199** or free call on **1800 000 599**
 - Crisis Care for after-hours response to concerns for a child's safety and wellbeing, on **1800 199 008**.
 - Yourtoolkit, an online resource providing guidance on personal safety for persons experiencing family violence.