

Support for those affected by domestic, family, and sexual violence (DFSV)

We understand that domestic, family and sexual violence (DFSV) can affect many aspects of life, including access to water, financial stability, and communication. If you're experiencing or recovering from DFSV, you're not alone and we are here to help.

What is DFSV?

Domestic, family and sexual violence includes (but is not limited to):

- Emotional, physical, financial, verbal and sexual abuse
- Controlling, threatening or isolating behaviour
- It can happen to anyone, of any age regardless of gender, culture, ability or background.

How we can support you

We believe everyone deserves to feel safe at home. If DFSV is affecting your life, we can help by:

- Protecting your SA Water account
- Ensuring safe access to bills, water and services
- Connecting you with specialist services
- It is never your fault. Please reach out, support is available.

How we can help you

As your water and sewerage provider, if you let us know you are experiencing DFSV we will:

- Protect your information by placing additional safeguards and protections on your account
- Support safe communication by respecting your preferred way to be contacted and avoiding unsafe phone numbers and emails.
- Assist you with your payments and services by offering flexible payment options, hardship support and safe and discreet help with urgent service needs.

What you can expect from us

When you contact us, we will:

- Listen without judgement
- Respect your privacy and confidentiality
- Work with you to keep your account and access safe
- Connect you with specialist services.



Support services that can help

SA Domestic Violence Crisis Line (24 hours)
1800 800 098

1800RESPECT- National domestic, family and sexual assault line
1800 737 732 (24 hours)
0458 737 732 (text)

Mensline
1300 789 978

13YARN
13 92 76

QLife
1800 184 527

For more information about your nearest domestic violence support services or our support visit



**Office for
Women DFSV
support**



**SA Water
DFSV support**

Acknowledgement of Country

We acknowledge the Traditional Owners of Country throughout South Australia. We recognise their unique and continuing connection to lands and waters. We pay respect to all Aboriginal and Torres Strait Islander peoples visiting or living in South Australia.

Acknowledgement of domestic, family and sexual violence

We acknowledge the traumatic and often life-long impacts domestic, family and sexual violence can have on all who experience it, and we pay our respects to those who did not survive it. We recognise the ongoing strength, courage and resilience of victim-survivors and express gratitude to those services who work tirelessly in and with communities to foster a safer future for us all.



Government of
South Australia