

What can organisations do to address family violence?

15 August 2018

Electricity and gas

Addressing family violence is an extraordinarily complex challenge that requires the combined efforts of government, regulatory and family violence support services. Our work in this area has focused on engaging key industries in the process and developing effective, practical ways for regulated businesses to support customers experiencing family violence.



Family violence speaker Lisa McAdams

So one in five women ... are victims. One in five of [the women in your workplace] statistically are being abused.

- Lisa McAdams, family violence speaker

We are learning from specialists focused on addressing family violence

In our [customer service code review 2017 \(Royal Commission into Family Violence\)](#), we completed pioneering work with Victorian water businesses to update our customer service codes, and require family violence policies and training to be fully implemented across Victorian water businesses from 1 July 2018.

During that project, we worked with family violence specialists to learn about the latest developments and partnered with water businesses to identify principles for effective family violence policies and process for the sector.

One of these specialists was Lisa McAdams, a prominent family violence speaker. At an event in early 2018, Lisa discussed the complexities of family violence and what organisations can do to address issues related to it.

Looking at decision makers and where the information can be found ... if you've got someone who is going to be disclosed to, do they know where to go and what to do?
- Lisa McAdams, family violence speaker

Video: What should organisations do to address family violence?

In this video, Lisa McAdams, family violence speaker, discusses how organisations can address family violence issues at an event in 2018.

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Hear more from Lucy, Project Manager (Customer Engagement) at the commission, on helping water corporations support customers who are grappling with the financial abuse associated with family violence.

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