



A Message from City West Water

City West Water is proud to join the Financial Inclusion Action Plan (FIAP) program, and is committed to being an exceptional service provider that puts customers first and benefits the community.

We provide drinking water, sewerage, trade waste and recycled water services to more than 1 million residents across some of the fastest growing and most diverse suburbs in metropolitan Melbourne.

Financial inclusion and financial resilience is important to us in enabling our business to consistently deliver the highest quality service, and put customer value at the centre of all that we do.

The Financial Inclusion Action Plan aligns closely with our customer-centric aims and also reflects our work with culturally diverse and vulnerable customers.

By becoming part of the FIAP community, we will strengthen our current partnerships with financial councillors, community legal centres, family violence support workers, settlement services and contractors within our service area and beyond, and reinforce our commitment to supporting our people who may be impacted, or need help to support those who are.

Our Reconciliation Action Plan which commits us to working in partnership with Aboriginal and Torres Strait Islander Communities and Traditional Owners will also be enhanced, allowing us to add further value to existing relationships.

We are proud to work with the FIAP Partnership Group to develop and implement our own Financial Inclusion Action Plan to better support our customers, employees and the broader community to establish financial security and realise their financial goals.

A handwritten signature in blue ink, appearing to read "David Ryan".

David Ryan
Managing Director
City West Water

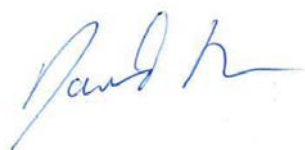


Our Commitment

City West Water commits to developing and launching a Financial Inclusion Action Plan in 2017. This will be done by leveraging and enhancing our work in the following areas:

FIAP Action Areas	Our Commitment
Products & Services	<p>Continue to engage with our customers and community and deliver programs to vulnerable customers, including CALD customers, Hardship Customers, Aboriginal and Torres Strait Islander customers and customers who experience challenges managing their accounts.</p> <p>Continue and expand our collaboration with industry partners, community organisations who support vulnerable customers, the Essential Services Commission and Energy and Water Ombudsman to understand and assess the impacts of social trends in our communities.</p>
Capabilities, Attitudes & Behaviours	<p>Our people are our greatest assets and it's important they know how to manage customers dealing with hardship, or financial vulnerability, and empower them to work collaboratively to manage an outcome that meets the customer and our needs. We will also ensure our people, who may be experiencing financial vulnerability, have access to information to support their situation.</p>
Awareness & Understanding of Culture and Diversity	<p>Our Diversity and Inclusion Strategy aims to proactively promote diversity and inclusion in our business, creating a workforce that mirrors the wonderfully diverse community we serve. We will continue to engage with our Culturally and Linguistically diverse communities to understand the level of financial literacy and needs of these customers and further develop our programs.</p> <p>Our Reconciliation Action plan will also support the engagement of Aboriginal and Torres Strait Islander support services to ensure our support programs meet their needs.</p>
Economic Participation & Status	<p>We will encourage economic participation for both our people via Diversity and Inclusion strategy and to strengthen our projects to educate and empower financially vulnerable customers and collaboratively work with partners to support research to investigate community trends that hinder economic participation for our customers.</p>

We look forward to developing our FIAP in 2017, in collaboration with Good Shepherd Microfinance, the Centre for Social Impact, EY and the Australian Government to support our vision and provide best practice outcomes for our customers and people.



David Ryan
Managing Director
City West Water



Adam Mooney
Chief Executive Officer
Good Shepherd Microfinance

