

# Our Statement of Commitment

## A message from Wannon Water



**Wannon Water is proud to join the Financial Inclusion Action Plan (FIAP) program, which has important links to our corporate vision of *beyond water for strong communities.***

As a regional urban water corporation, we are proud of our strong business foundations, providing secure, safe and affordable water and sewerage services that are highly valued by our customers.

In the past 12 months we have focussed beyond these core responsibilities to strategically partner with other organisations and consider the wellbeing and prosperity of our region as a whole.

As a provider of an essential public service, Wannon Water has always had an implicit social role. We recognise that financial stress and exclusion has many root causes and its impact can be profound. It places people and families at risk of poverty, vulnerability to predatory lending practices and poor social, emotional and health outcomes.

In 2015/16, we financially supported more than 500 customers and provided allowances and rebates of more than

\$172,000 through programs such as our customer hardship program, flexible payment plans and financial assistance incentives.

Our commitment to the FIAP program as a Trailblazer organisation is the next step in shaping new initiatives to support those who are disadvantaged and vulnerable. Our aim is to help them to transition to a more stable, safe and financially secure status.

We are excited at the prospect of working with Good Shepherd Microfinance and the FIAP Partnership Group to develop a Financial Inclusion Action Plan, creating positive impacts for our employees, our customers, our suppliers and, by extension, our communities across south-west Victoria.



Andrew Jeffers  
Managing Director

## Our commitment

Wannon Water will develop and launch a Financial Inclusion Action Plan (FIAP) in November 2017 to support those who are disadvantaged and vulnerable.

ACTION AREAS	OUR COMMITMENT
<b>Products and services</b>	<ul style="list-style-type: none"><li>➤ Continue to strengthen our work in supporting and providing easy access to services for customers who are financially vulnerable.</li><li>➤ Strengthen relationships and increase coordination efforts with local support agencies.</li></ul>
<b>Capabilities, attitudes and behaviours</b>	<ul style="list-style-type: none"><li>➤ Improve our ability to recognise people experiencing financial hardship.</li><li>➤ Improve our understanding of financial hardship so we can be more responsive and respectful.</li></ul>
<b>Awareness and understanding of culture and diversity</b>	<ul style="list-style-type: none"><li>➤ Promote an inclusive workplace that embraces and promotes diversity and where everyone is treated with respect and feels valued.</li><li>➤ Improve our communications with a broader audience and initiate discussions with isolated or hard-to-reach communities and groups.</li></ul>
<b>Economic participation and status</b>	<ul style="list-style-type: none"><li>➤ Ensure our community partnerships will help our region to flourish, especially in the areas of regional economic development, education and training, health and wellbeing, environmental outcomes and assisting those in need.</li></ul>

Wannon Water looks forward to developing our FIAP in 2017 in collaboration with Good Shepherd Microfinance, the Centre for Social Impact, EY and the Australian Government.



**Andrew Jeffers**  
Managing Director  
Wannon Water



**Adam Mooney**  
Chief Executive Officer  
Good Shepherd Microfinance

