

MESSAGE FROM PAT McCAFFERTY MANAGING DIRECTOR YARRA VALLEY WATER

Yarra Valley Water is excited to become a Trailblazer organisation in support of the Financial Inclusion Action Plan program (FIAP). Joining the FIAP community is a natural extension of our strategic commitment to contribute to the health and wellbeing of current and future generations and support thriving communities.

Our research indicates that around 50% of our customers could be at risk of financial hardship. On a national scale millions of Australians are only a lost job, relationship breakdown or medical emergency away from falling into serious financial distress. We also understand that financial vulnerability co-exists with other complex socio-economic issues that culminate to erode community wellbeing.

The only way to bring significant change is to partner across sectors, bringing governments, community organisations and businesses together to develop a united system for identifying and reducing vulnerability. So, it's a natural step for us to join the FIAP Program, a movement that is building financial resilience, particularly for those Australians at risk of being left behind.

We are proud to work with the FIAP Program to develop and implement our own Financial Inclusion Action Plan, to better support our customers, staff, suppliers and members of our broader community to realise their financial goals, and contribute to a thriving community.



A handwritten signature in black ink, appearing to read 'Pat McCafferty', written over a thin horizontal line.

Pat McCafferty
Chief Executive Officer
Yarra Valley Water



OUR COMMITMENT

It is with pleasure that Yarra Valley Water commits to developing and launching a Financial Inclusion Action Plan by October 2017. We believe that the FIAP is a natural extension of our strategic commitment to contribute to the health and wellbeing of current and future generations and support thriving communities.

FIAP ACTION AREAS	OUR COMMITMENT
Products and Services	We will continue to engage our stakeholders to understand the challenges that drive vulnerability, adapt our products and services to meet their needs and build on the strong platform and innovative partnerships we have created through our WaterCare strategy and the Thriving Communities Partnership.
Capabilities, Attitudes and Behaviours	Our staff are the front line, forging trusted relationships with customers, suppliers, each other and the broader community. We ensure they have access to training and resources that empower them to support anyone experiencing vulnerability, and create pathways for change. In 2017 we are excited to establish a platform that will drive action with other businesses, government and community organisations, toward increased resilience in our community.
Awareness and Understanding of Culture and Diversity	We have invested strongly in building a culture that supports empathy, accountability, fairness and collaboration. This is reflected in our customer-centric business model that puts the customer at the centre of all we do, regardless of the barriers they might face to inclusion. Our commitment is to innovate and celebrate new ways to acknowledge and respect the diversity of our customers, stakeholders, and staff and ensure we are fair and equitable in all we do.
Economic Participation and Status	Yarra Valley Water is committed to contributing to the United Nations Sustainable Development Goals, including Goal 8 that promotes sustained, inclusive economic growth and decent work for all. We remain committed to policies and processes that create opportunities for customers and employees to manage through financial hardship, address future challenges and achieve greater prosperity.

We would like to take this opportunity to acknowledge Good Shepherd Microfinance and the FIAP Partnership Group on their leadership through establishing the FIAP program. We look forward to the process of developing our FIAP in 2017, in collaboration with Good Shepherd Microfinance, the Centre for Social Impact, EY and the Australian Government.



Pat McCafferty
Chief Executive Officer
Yarra Valley Water



Adam Mooney
Chief Executive Officer
Good Shepherd Microfinance

