

Financial Inclusion Action Plan

Statement of Commitment

A Message from Water Corporation

Water Corporation is pleased to become the first Western Australian organisation to support the Financial Inclusion Action Plan (FIAP) program. Joining the nationwide FIAP community is a natural extension of our service commitments to vulnerable customers which strives to ensure our business is accessible and inclusive to all members of the community.



Many people who live in Western Australia could be at risk of financial hardship. It would only take a job loss, relationship breakdown or serious medical issue to lead to serious financial distress. It is important we have the programs in place to ensure we do not leave behind those less fortunate and financially excluded. Equally important is the recognition and support of our customers who live in remote communities and do not have easy access to financial services and products. We also recognise financial vulnerability co-exists with other complex socio-economic issues that affect the community.

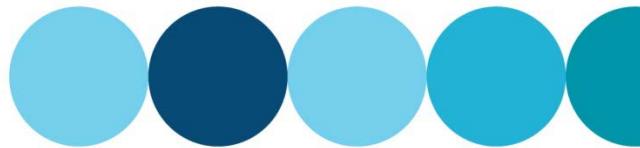
Water Corporation will partner with organisations across government, business and community sectors to fulfil our commitments. While we are proud of our social responsibility, we believe making significant inroads to identifying, and reducing, vulnerability can only be achieved by collaborating with other organisations. The FIAP program is well placed to facilitate that collaboration.

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 the broader Western Australian community to achieve financial resilience, and contribute to a thriving community.

A handwritten signature in black ink, appearing to read "Sue Murphy".

Sue Murphy
Chief Executive Officer

Our Commitment



It is with great pleasure that Water Corporation commits to developing and launching a Financial Inclusion Action Plan in July 2018.

The FIAP is a natural extension of our vulnerable customer service commitments that strive to ensure our business is accessible and inclusive to all members of the community.



Products and services

We will continue to strengthen our vulnerable customer engagement by adapting our products and services to meet their needs.

We will also expand our collaboration with industry partners and community organisations that support vulnerable customers.



Capabilities, attitudes and behaviours

We will provide appropriate training and resources to empower our people to build relationships with customers, and the community. This includes specific training in supporting vulnerable customers.

We will also ensure our people, who may be experiencing financial vulnerability, have personal access to support and information.



Awareness and understanding of culture and diversity

Through our Diversity Access & Inclusion Plan we have invested in building a culture that supports empathy, accountability, fairness and collaboration.

We will partner with people from diverse backgrounds, businesses and communities enhancing opportunities for employment and training, leading to sustainable employment and skill development.



Economic participation and status

We will encourage economic participation by the Western Australian community by delivering programs that educate and empower financially vulnerable customers.

Our community partnerships will help our state to flourish, particularly in the areas of regional economic development.

We would like to take this opportunity to acknowledge Good Shepherd Microfinance and the FIAP Partnership Group on the FIAP program. We look forward to developing our FIAP in 2018, in collaboration with Good Shepherd Microfinance, the Centre for Social Impact, EY and the Australian Government.

Sue Murphy
Chief Executive Officer
Water Corporation

Adam Mooney
Chief Executive Officer
Good Shepherd Microfinance

Our Commitment

