

YARRA VALLEY CARING WATER

OFFERING A HELPING HAND

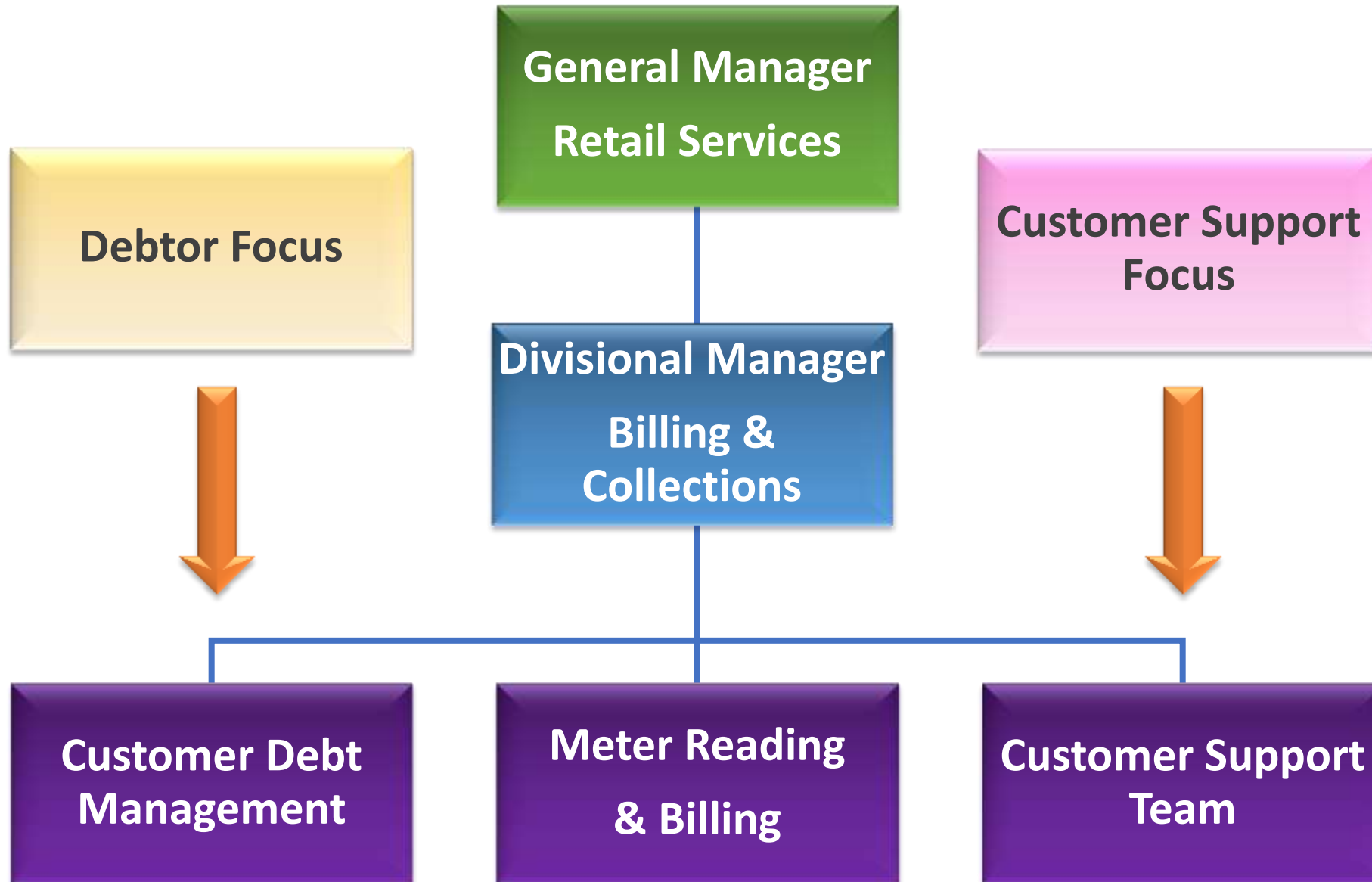
CIARA STERLING


MANAGER WATERCARE

SACOSS HARSHIP & AFFORDABILITY CONFERENCE 2015



Structure to Support Success



WON'T  **CAN'T**
PAY **PAY**

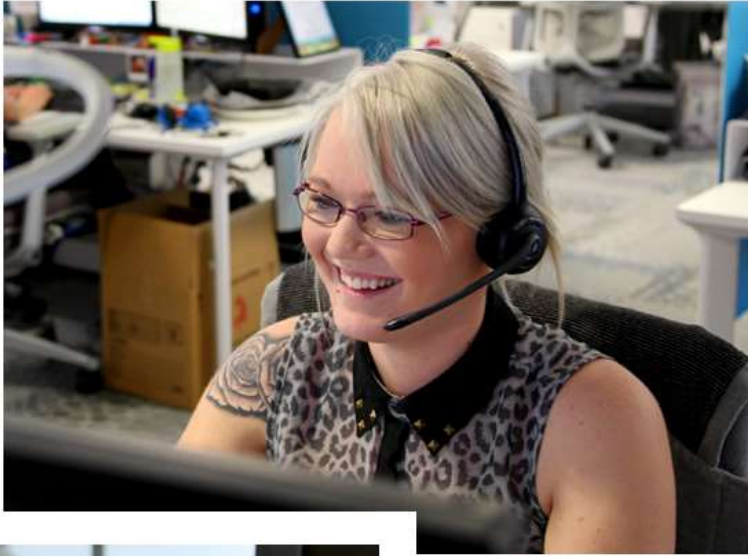
Building Trusted Relationships Across the Sector



Pathway Forward



Training Staff Across the Business



WaterCare - Taking It to the Next Level



IDENTIFICATION

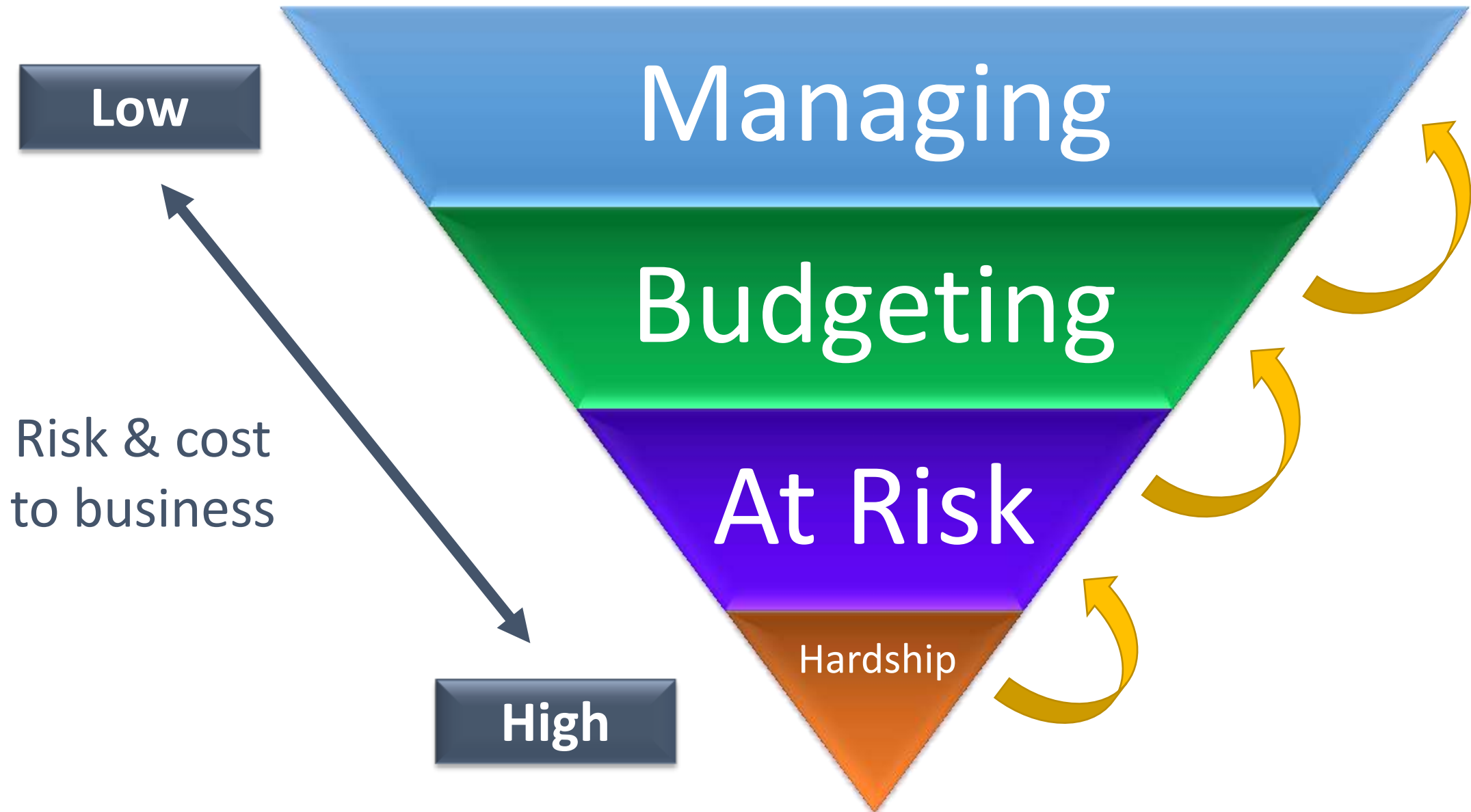


VISIBILITY



SUPPORT

Managing the Debt Spiral



Our Programs

Individual Case Management

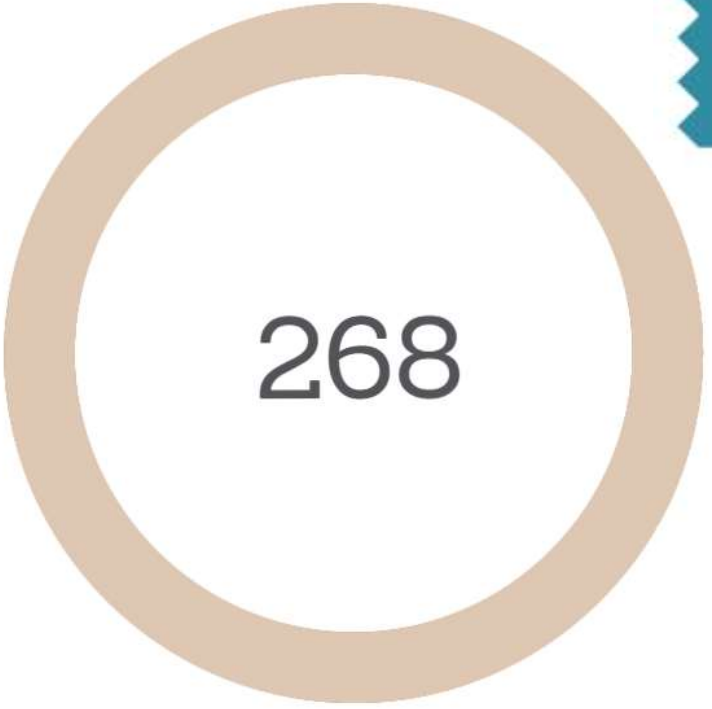


Our Programs



Customer Support Team
customers

»»»»»»»»»» in 2013/14 ««««««««««



Referred to
financial counselling

»»»»»»»»»» in 2013/14 ««««««««««

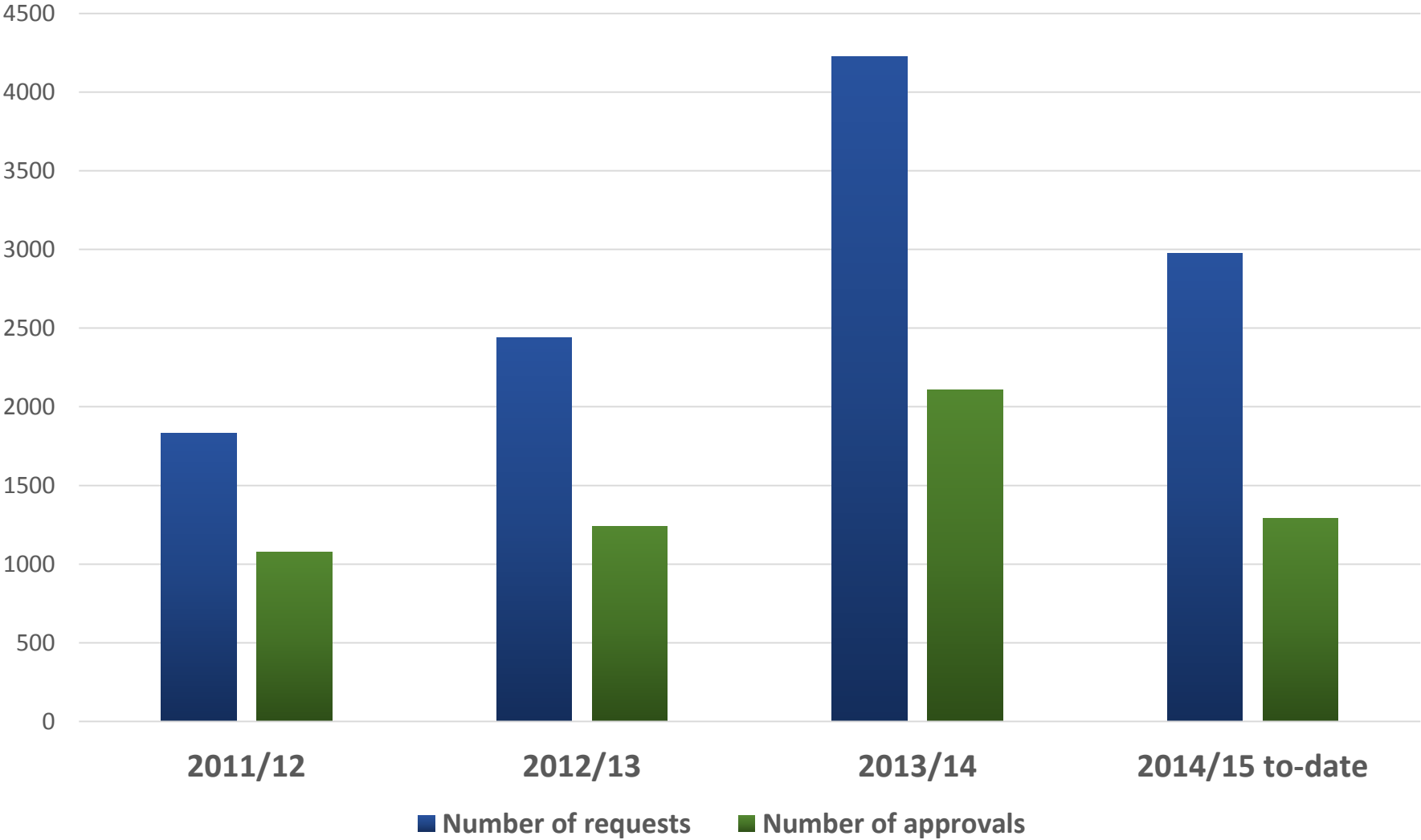
Financial Counselling
Referrals

Our Programs – Arrange & Save



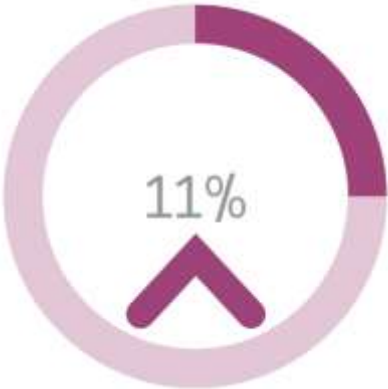
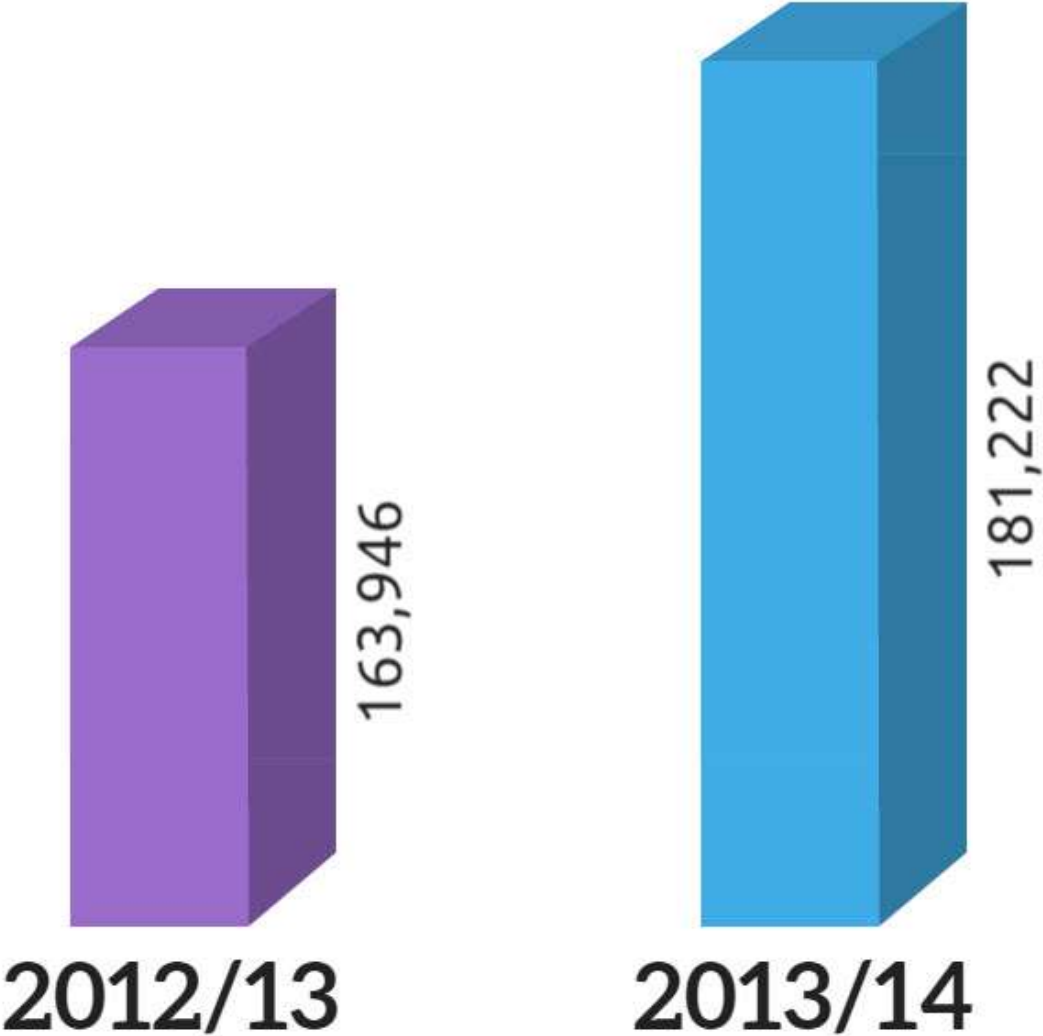
Utility Relief Grants

URG Requests & Approvals



Government Concessions

TOTAL
CONCESSION
CUSTOMERS



Prevention is the Cure



WATERCARE

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PROGRAMS

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In Summary





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Water