



Thrivning  
Communities  
Australia

# Safety by Design Partnership - Water & Energy



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FLEQUITY

**SAFE + EQUAL**



# Safety by Design Partnership Project | Water & Energy Overview

- The purpose of this project is to develop a blueprint for energy and water sectors to reimagine their products and services so that customers experiencing domestic and family violence can access energy and water services in an equitable and safe manner.
- The project emphasises a collaborative approach to building capacity and capability within energy and water businesses to support consumers impacted domestic and family violence.
- The project will engage with energy and water businesses to share better practice approaches and build capability for change through workshops and the creation of safety by design resources, including two 'Designed to Disrupt' reports for the energy and water sectors.
- The **Essential Services Commission** has engaged Thriving Communities Australia (TCA) to deliver the project. To support the project objectives, TCA has partnered with independent expertise including Flequity Ventures, the Centre for Women's Economic Safety (CWES) and Safe and Equal:
  - **Flequity Ventures** is a social enterprise which aims to disrupt financial abuse and gender bias through more flexible, safe and equitable product and service design. The founder Associate Professor Catherine Fitzpatrick is also the author of the Designed to Disrupt papers, a series of independent, expert reports which provides industry blueprints to tailor safety by design.
  - **CWES** exists to support women experiencing, at risk of experiencing, or recovering from economic abuse in the context of domestic and family violence.
  - **Safe and Equal** is the peak body for specialist family violence services that provide support to victim survivors.
- TCA's approach employs an emphasis on collaboration and engagement with lived experience, the community sector, industry, regulators and ombudsman. Resources developed through the project will draw from multiple research sources and insights, including strategic partner surveys, TCA-facilitated workshops with lived experience and domestic and family violence experts, interviews, data and case studies.

## Key Phases



Discovery &  
Building  
Collective  
Capability

Lived experience  
engagement,  
Workshops,  
Collection of case  
studies, data and  
insights



Research &  
Development  
of Insights &  
Recommendati  
ons

Collation of all insights,  
themes, case studies,  
gap analysis, risks and  
opportunities obtained  
through all workshops  
and data collection.



Embedding  
Change

Launch of Designed to  
Disrupt Papers for Water  
and Energy  
Engagement with water  
and energy businesses



# The ask

## Workshops

- Regulators, ombudsman & community organisations – Online **27 August 2024**
- Water & energy businesses – Face to Face (Melbourne) **17 September 2024**
- Water & energy businesses – Online **1 October 2024**
- Monitoring Evaluation & Learning (MEL) – **Ongoing**

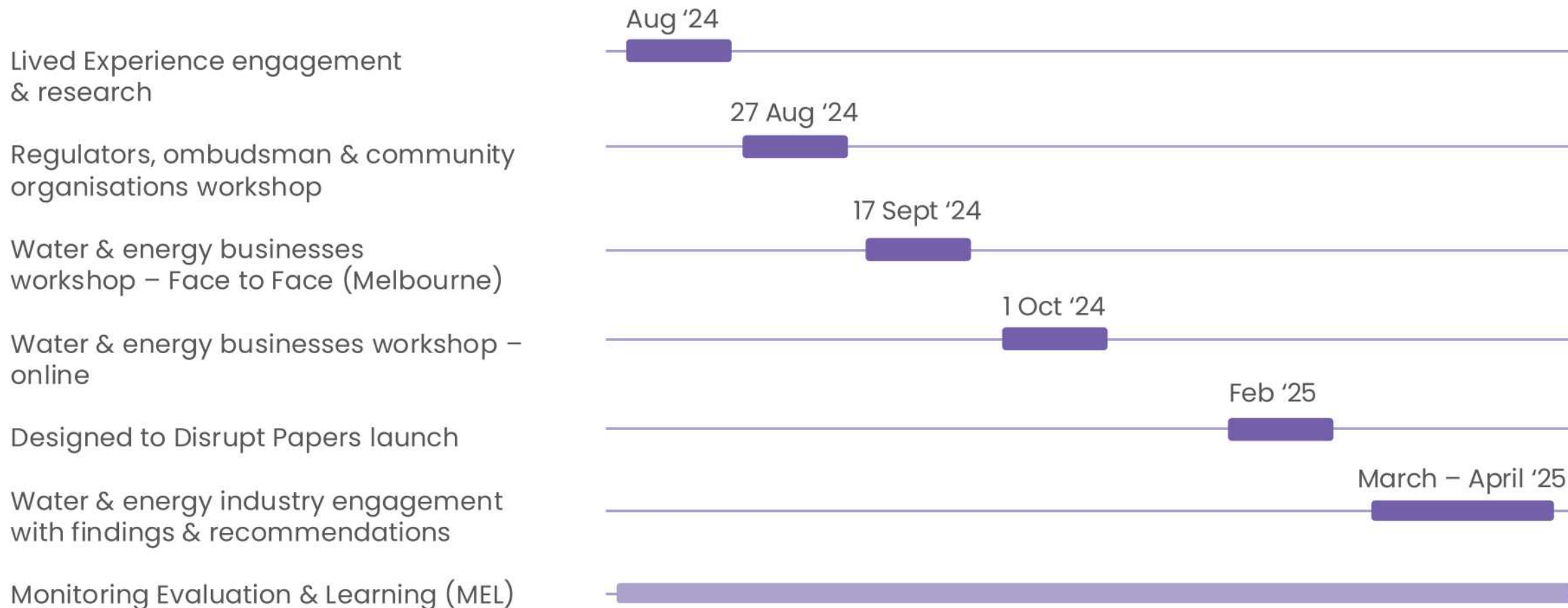
## Case Studies

- Case studies relating to water or energy customers and domestic and family violence. De-identified components of these may be used in workshop development or Safety by Design materials.
- Please send these through to [confidential@thriving.org.au](mailto:confidential@thriving.org.au)

## Data & Insights

- Data and insights requests may include information around number of family violence cases you see, some of the influencing factors, understanding financial abuse impacts. De-identified components of these may be used in workshop development or Safety by Design materials.

# Key milestones | Activities



# Thank you

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