# Substantive report of potential or actual non-compliance - template

## Instructions

Reports should provide as much information as is known at the time of reporting. Where a matter is still under investigation and/or remediation ongoing, note this in the template, including a date by which the information will be available.

Orange cells are for family violence related non-compliance reports.

Send all reports to [water.compliance@esc.vic.gov.au](mailto:water.compliance@esc.vic.gov.au).

|  |  |  |
| --- | --- | --- |
|  | Field | Details (if known) |
| **Report details** | ESC reference |  |
| Name of organisation |  |
| Contact name and details, including email address/es |  |
| Date of report |  |
| Date identified (if different) |  |
| What obligation in the WIS does this report relate to? Rural or Urban and clause reference |  |
| **Incident** | What happened? |  |
| How did it happen? |  |
| How was this incident identified?  e.g. self-report, customer, EWOV |  |
| **Investigation** | When did the non-compliance begin? (this may be different from the date it was first identified) |  |
| Is there a known end date for the non-compliance? |  |
| Outline the investigation to date and what further, if anything, is required. |  |
| What is the completion date of the investigation? (if known) |  |
| **Impact** | How many customers were impacted? (if known) |  |
| Have customers been advised of the incident (if required)? |  |
| How have customers been impacted? |  |
| Have any customers made complaints? If so, how have the complaints been resolved? |  |
| **Family violence related** | Is there any family violence affected customers impacted? If yes, how have they been supported? |  |
| Does this involve a joint account? If so, has the account been placed on hold? |  |
| What support has been offered to the customer? |  |
| What is the risk of harm[[1]](#footnote-2) to the family violence affected customer/s?   * what type of harm? * how serious? how likely? * are they safe? |  |
| **Remediation** | What has been done to correct the non-compliance in the short term? |  |
| What will be put in place to prevent the same issue from reoccurring in the longer term? For example, training staff, updating processes or procedures, replacing faulty equipment? |  |
| Is there any evidence that can be provided of the completion of any remediation? |  |
| **Other** | Any other factors for consideration? |  |
| Is this a continuation of a previous matter? |  |

1. This includes physical, psychological or financial harm. [↑](#footnote-ref-2)