

# Domestic and Family Violence Assistance Policy.

## Need help? We're here.

### Are you in immediate danger?

Call **000** if you need help right now. If you think someone may be monitoring your device, exit from this document and website, delete it from your browser history and visit this website and document from a computer, tablet or smartphone that isn't being monitored.

### Your safety is our priority and commitment

The purpose of this policy is to provide you with information on how we can help support you if you are impacted by domestic and family violence. At Telstra, we want to build a connected future where everyone can be safe, especially those in vulnerable circumstances.

Domestic and family violence is the use of violent, threatening, coercive or controlling behaviours by an individual against a family member(s), or someone with whom they have, or have had an intimate relationship with, including carers, and can happen to anyone. Telecommunication is a huge part of our lives, so we want to help to make sure you can always be connected when you need to be.

### How we can help

If you're experiencing or have just left a domestic and family violence situation, there are ways we can help you to stay safely connected. Our contact centre team is trained to identify affected customers and make a referral to our **SAFE** team for further help.

Our specially trained **SAFE** team can help with protecting your privacy and security. You can contact the **SAFE** team on **1800 452 566** between 8am and 7pm, Monday to Friday (NSW/VIC time zone). Alternatively, if you'd like a call from the **SAFE** team, please complete [this form](#).

### Our Specialised Team

Our contact centre team members and **SAFE** team are trained to be aware of and understand the nature and consequences of domestic and family violence and our policy. Our team will work with you in a respectful and appropriate way, will check with you about how you want to proceed and will not ask for proof of your situation before providing assistance.

### Your information is safe

If you let us know that you are affected by domestic and family violence, we won't disclose anything you tell us to another person. We have a secure process, designed to ensure you do not need to explain your situation to us each time you contact us. We will be guided by the information you provide to us and provide you with assistance to support your safety.

If you have a preferred way for us to contact you, let us know and we will use that method to contact you. If that is not possible for us, we will tell you about other ways we can contact you in a safe way. We are committed to protecting your privacy, keeping your information, and ensuring the security of your data in accordance with The Privacy Act 1988 (Cth) and the Australian Privacy Principles. For more information on how we collect use, store, and disclose personal information, visit <https://www.telstra.com.au/privacy>.

## What if I am having trouble paying my bill?

We understand that your situation may make it hard for you to pay your bill. Let us know if this is the case so that we can look at how we can help you. We will provide financial hardship assistance where possible and provide you with a tailored response.

You can find a copy of the Hardship Policy here: [Telstra-Financial-Hardship-Policy](#).

Before we take any debt recovery action against you, we will consider the impact of that action on you and whether someone else might be responsible for your outstanding bills and usage.

## Other organisations who might be able help you

**In an emergency or if you're not feeling safe, always call 000**

If you need any further support, we have set out below some external support services available across Australia.

This list is not exhaustive.

Organisation	What they do	Contact Details
<b>Government</b>		
Department of Social Services	Provide counselling and access to support services.	<a href="https://www.dss.gov.au/women/help-ishere-campaign">https://www.dss.gov.au/women/help-ishere-campaign</a> or <b>1800RESPECT (1800 737 732)</b>
Services Australia	Centrelink, Medicare, Child Support Services.	<b>13 28 50</b> (multilingual) or <b>13 12 02</b> or visit their website at <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
Family Relationships Online	An Australian Government initiative which provides information on dealing with family & domestic violence, including family violence law help	<a href="https://www.familyrelationships.gov.au/">https://www.familyrelationships.gov.au/</a>
<b>Legal</b>		
National Legal Aid	Provides links to legal aid commissions in each of the states and territories.	<a href="http://www.nationallegalaid.org">www.nationallegalaid.org</a>
Community Legal Centres Australia	Provides a list of community legal centres near you that may be able to help.	<a href="http://www.clcs.org.au/findlegalhelp">www.clcs.org.au/findlegalhelp</a>
<b>Wellbeing</b>		
National 1800 RESPECT line	The national sexual assault, domestic and family violence counselling service.	<b>1800 RESPECT</b>
Family Relationship Advice Relationships Australia	Provides relationship support services for individuals, families, and communities, including counselling, family dispute resolution and family and community	<b>1800 050 321</b> <b>1300 364 277</b> <a href="http://www.relationships.org.au">www.relationships.org.au</a>

	support and education programs.	
Lifeline	24/7 crisis support. Short-term support for people who are feeling overwhelmed or having difficulty coping.	Call - 13 11 14 Text - 0477 13 11 14
<b>Financial</b>		
National Debt Helpline	A not-for-profit service that helps people tackle their debt problems. Professional financial counsellors offer a free, independent, and confidential service	1800 007 007

If you are unhappy with our suggested outcome, you can lodge a complaint through either the My Telstra app or [telstra.com/complaints](https://www.telstra.com/complaints) or call us on **13 22 00** and say “Complaint”.

## Contact us

If you have any questions about the Domestic and Family Violence Assistance Policy, you can contact us on [customervulnerability@team.telstra.com](mailto:customervulnerability@team.telstra.com)