

# Domestic & Family Violence Assistance Policy

## If you're at risk right now:

Please call 000 right away.

If you think that someone may be monitoring your devices, try to visit our website from a safe phone, computer or tablet, and remember to clear your browser history afterwards.

## Your safety comes first

Domestic and family violence can affect anyone and take many forms. It may include physical, emotional, psychological, financial, sexual or technology-facilitated abuse, as well as controlling or coercive behaviour that makes you feel unsafe.

At Vonex, your safety comes first. We will help you stay connected to essential services and support networks that matter most, while protecting your privacy and respecting your choices each step of the way.

## How we can support you

Our team is here to listen and provide help if you are experiencing or affected by domestic or family violence. When you get in touch, we will always check first that it is safe to keep talking, to update your details, or to make any changes to your services.

From there, we will work with you to find the best options for your situation to keep you connected and supported.

### If you are the account holder, we can help you with things like:

- A new mobile number or prepaid mobile service
- Private number options
- SIM swap services
- Plan changes (including moving from post paid to prepaid, or changing your internet plan)
- Service cancellations if required
- Restoration of services cancelled due to non-payment (where possible)
- Flexible short or long-term payment options

### If you are not the account holder, we can help you with things like:

- A new mobile number or prepaid mobile service on a new account
- A new private home number on a new account
- Support to move services into an independent account

Before taking any debt recovery action, we will take your circumstances into account and consider whether someone else may be responsible for the outstanding bill.

## Your privacy matters to us

We know that reaching out for support isn't always easy, and your privacy is important to us.

That's why:

- Anything you tell us remains confidential unless you give consent.
- You won't need to explain your situation each time you contact us. Our processes are designed to protect you.
- You can choose your preferred method of contact, and we'll respect it wherever possible.
- Your information is protected under the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

## Talk to our Team

If you need to talk to us, our dedicated team is here to help. They're trained to support customers impacted by domestic or family violence, and to help you explore safe options.

Call us on 1800 828 668

- Monday to Friday, 8.00am – 8.00pm (AEST/AEDT)
- Saturday to Sunday, 8.00am – 6.00pm (AEST/AEDT)

Prefer not to call? You can also request a call-back through our [secure online form](#), or email us at: [safeconnections@vonex.com.au](mailto:safeconnections@vonex.com.au).

## Other services that can help you

You don't have to go through this alone. Alongside the help we can provide, there are a number of free and confidential services available if you need extra support:

- 1800 RESPECT – 1800 737 732 (24/7) | [www.1800respect.org.au](http://www.1800respect.org.au)
- Lifeline – 13 11 14 (24/7) | [www.lifeline.org.au](http://www.lifeline.org.au)
- Relationships Australia – 1300 364 277 | [www.relationships.org.au](http://www.relationships.org.au)
- National Debt Helpline – 1800 007 007 | [www.ndh.org.au](http://www.ndh.org.au)
- Kids Helpline – 1800 551 800 (for ages 5–25) | [www.kidshelpline.com.au](http://www.kidshelpline.com.au)
- StandbyU Foundation – 1800 069 010 | [www.standbyu.org.au](http://www.standbyu.org.au)

## If we haven't got it right

We want to make sure you feel safe and supported throughout the process. If you are not happy with the help you receive from us, you can:

- Lodge a complaint through our website
- Call our Customer Support Team directly

If we are unable to resolve your concern together, you also have the option to contact the Telecommunications Industry Ombudsman (TIO) for free, independent assistance.