

# Domestic and family violence assistance

## 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 devices, visit this website from a computer, tablet or smartphone that isn't being monitored. Exit from this website and delete it from your browser history.

### 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 affected 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 can happen to anyone. Domestic and family violence includes behaviour that is (but not limited to) physically, sexually, emotionally, psychologically or economically abusive, threatening or coercive. It includes any dominating or controlling behaviour that causes you to fear for your safety or wellbeing.

Energy 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 domestic and family violence, there are ways we can help you to stay safely connected. 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 6pm, Monday to Friday.

Alternatively, if you'd like a call from the SAFE team, please complete this [form](#).

### Our Specialised Staff

Our contact centre staff and SAFE team are trained to be aware of and understand the nature and consequences of domestic and family violence and our policy. Our contact centre staff are also trained to identify affected customers and make a referral to our SAFE team for further help. Our staff will work with you in a respectful and appropriate way.

### 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 that is confidential 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 *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 Telstra Energy Hardship Policy here:

For Victorian customers click [\[here\]](#)

For customers in other States click [\[here\]](#)

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 energy 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.

External Support Services		
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-is-here-campaign">https://www.dss.gov.au/women/help-is-here-campaign</a> or 1800RESPECT (1800 737 732)
Services Australia	Centrelink, Medicare, Child Support Services.	13 28 50 (multilingual) or 13 12 02 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,	<a href="https://www.familyrelationships.gov.au/legal-advice">https://www.familyrelationships.gov.au/legal-advice</a>

	including family violence law help.	
<b>Legal:</b>		
National Legal Aid	Provides links to legal aid commissions in each of the states and territories.	<a href="https://www.nationallegalaid.org/">https://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 Support:</b>		
National 1800 RESPECT line		1800 737 732 <a href="https://www.1800respect.org.au/">https://www.1800respect.org.au/</a>
Family Relationship Advice		1800 050 321
Relationships Australia	Provides relationship support services for individuals, families and communities, including counselling, family dispute resolution and family and community support and education programs.	1300 364 277 <a href="https://www.relationships.org.au/">https://www.relationships.org.au/</a>
Lifeline		13 11 14

## If you are unhappy with our suggested outcome, you can lodge a complaint

If we are unable to come to an outcome that you think is reasonable, you can lodge a complaint through either the My Telstra app or [telstra.com/complaints](http://telstra.com/complaints) or call us on 132 200 and say “*Energy Complaint*”.

## Contact us

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

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