



# Family, Domestic and Sexual Violence

## Assistance Policy

Domestic and family violence refers to behaviours of an individual that are designed to create a dependency or to isolate, monitor, dominate or control another individual. These behaviours can be physical or nonphysical and can occur in a variety of personal relationships, including between intimate partners, parents and children, family groups, kinship connections and in carer and guardianship arrangements.

Sexual violence is sexual behaviour that occurs where consent is not freely given or obtained, is withdrawn or the individual is unable to consent due to their age or other factors and can be physical or non-physical.

### **Our Commitment to Your Safety**

At Mint Telecom, we recognise that domestic and sexual violence (DFV) can significantly affect a person's wellbeing and access to essential telecommunications services. We acknowledge that telecommunications services may be misused by perpetrators to exert power, control including monitoring and surveillance, while also recognising their critical role in enabling access to safety, support and emergency assistance.

Mint Telecom has policies and procedures in place to protect the privacy, safety and continued access to services for individuals affected by these forms of violence

### **Maintaining Connection to Services**

We are committed to keeping affected persons connected to their telecommunications services. Where a service has been restricted, suspended, or disconnected and you express or indicate concerns about your safety, we will reverse this service limiting action as a matter of urgency. If reversal of the service limiting action is not practical, we will help you to identify and connect an equivalent telecommunications service where possible.

Other ways we may be able to assist include:

- Updating how we contact you and who is authorised to speak with us about your account
- Supporting the separation of services from another person or setting services up in your own name
- Adjusting or cancelling services you no longer feel safe using
- Assisting with changes if you have moved or are planning to move
- Setting up a new service to support a fresh start with secure access

### **Financial Hardship Assistance**

We understand that DFV can be reasons for non-payment. In such instances, you may be entitled to financial hardship assistance under the Telecommunications (Financial Hardship) Standard 2024.

### **Contacting Us for Assistance**

If you require assistance, you can contact us via:

- Phone: 1300586468
- Email: [care@minttelecom.net.au](mailto:care@minttelecom.net.au)
- Hours: 9am to 5pm Mon to Fri AEDST
- Call Backs: We can arrange call backs at a time that is convenient and safe for you.

We are a very small team and will work with you in a respectful and appropriate way. We will not ask for proof of your situation unless legally required and will check with you about how you wish to proceed.



### **Support Services**

We recommend that affected persons consider reaching out to external DFV support organisations, such as:

1800RESPECT is Australia's national domestic, family and sexual violence support service. It provides free, confidential support, including crisis counselling, safety planning, risk assessment, and referrals to local support services. 1800 Respect support is available 24/7, via phone, online chat, video call and SMS.

- **1800 Respect:** 1800 737 732 | [www.1800respect.org.au](http://www.1800respect.org.au)

For customers experiencing financial challenges related to domestic, family or sexual violence, we suggest engaging with the Centre for Women's Economic Safety (CWES). CWES offers free, trauma-informed financial counselling, advocacy and support for women who have experienced abuse via its online Money Clinic program.

- **Centre for Women's Economic Safety (CWES)** | [www.cwes.org.au](http://www.cwes.org.au)

### **Accessibility and Availability**

For more information or support, please visit our website or contact our customer service team.

Thank you for your trust in Mint Telecom. We are here to support you and prioritise your safety and well-being when experiencing family, domestic or sexual violence.