



Domestic and Family Violence

Assistance Policy

Our Commitment to Your Safety

At Mint Telecom, we recognise that domestic and family violence (DFV), as well as non-domestic sexual violence, can have serious impacts on a person's well-being and access to vital telecommunications services. We have policies and procedures in place to protect the safety of all affected persons.

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.

Financial Hardship Assistance

We understand that DFV and non-domestic sexual violence 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
- **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:

- **1800 Respect:** 1800 737 732 | www.1800respect.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.