



**How we can help if you
are being hurt or treated
badly by someone in
your family or home**

OPTUS

The words **we** and **us** in this book mean Optus.

Hard words



This book has some hard words.



The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.



About this book

OPTUS

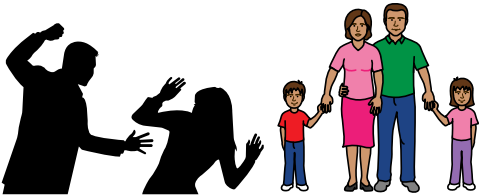
This book was written by Optus.



Optus cares about keeping our customers safe.



Optus cares about making sure our customers can use their phone and internet services.



This book was written to show how we can help people who are being hurt or treated badly by

- someone in their family



- someone in their home.

About this book



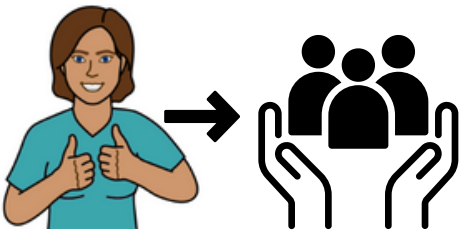
We know it can be hard to talk about.



Help is available.



It is **not** OK to be hurt or treated badly by anyone.



We promise to make a safe and caring place.

We are here to help you

If you are being hurt or treated badly by someone in your family or home we are here to

- support you
- help you to keep using your phone and internet services
- keep you safe
- treat you kindly
- keep your information private.

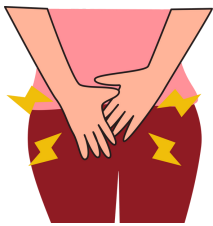


What does it mean to be hurt or treated badly by someone in your family

Being hurt or treated badly by someone in your family or home are things like



- when someone hits or hurts your body



- when someone makes you do sexual things you **do not** want



- when someone says mean things or scares you



- when someone takes or controls your money



- when someone uses **technology** to hurt or control you.

What does it mean to be hurt or treated badly by someone in your family



Technology is things like

- phones
- messages
- the internet.



We know that being hurt or treated badly by someone in their family or home can happen to anyone.

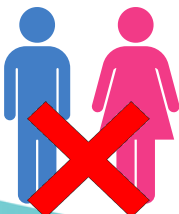


It can happen to

- men

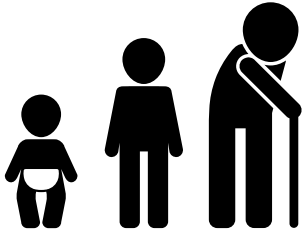


- women



- **non-binary** people

What does it mean to be hurt or treated badly by someone in your family

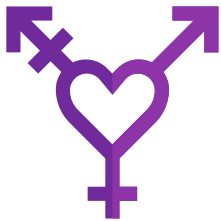


It can happen to

- any age



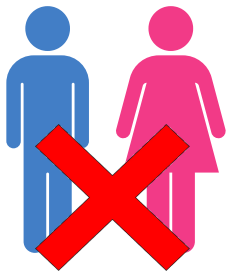
- any religion or culture



- anyone, no matter who they love



- rich or poor people.



Non-binary is when someone does not only feel like a boy or a girl.

How Optus can help



If you are being hurt or treated badly by someone in your family or home you can speak to our Specialist Care team.



Our Specialist Care team is a group of people who are trained to help you.



They will

- listen to you



- treat you with care



- support you safely.

How Optus can help



You can speak to the Specialist Care team by

- calling

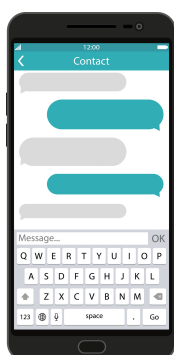
1800 685 059

You can call at any time.



- visiting any Optus store when they are open

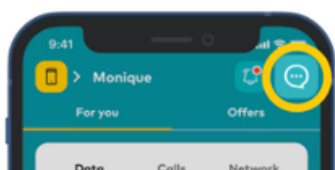
When you visit an Optus store you can ask to speak with the Specialist Care team.



- using **Optus Messaging**.

Optus Messaging is a way to send messages to Optus online or on your phone to get help or ask a question.

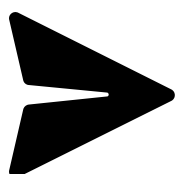
How Optus can help



To use Optus Messaging

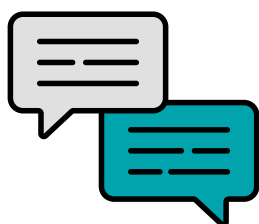
- open the Optus app on your phone or go to the Optus website

- find the messaging or chat option



- type your question or problem

- send your message



- wait for a reply from the Optus team.



Our team will do our best to help you with urgent needs.



If more help is needed our team can arrange for our Specialist Care team to call you back.

How we make sure you can use your phone and internet services



If you are being hurt or treated badly by someone in your family or home we will make sure you can use your phone and internet services.



We can

- turn your phone or internet back on quickly if it has been turned off



- give you a new phone or internet service if turning it back on is **not** possible



- set up a new account just for you so no one else can use it



- change your contact details and account access so only you or people you trust can manage it.

How we can help you to use your phone and internet services if you cannot pay your bill



We know that being hurt or treated badly by someone in your family or home might make it hard to pay your bill with us.



We have a special team that can help if you are having trouble paying your bill.

They are called the **Financial Hardship team**.

The Financial Hardship team can tell you how to ask for extra support from us.



To talk to the Financial Hardship team you can

- Call

1300 308 839

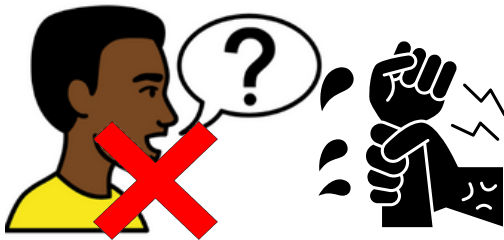
How we can help you to use your phone and internet services if you cannot pay your bill



We will only ask you for information that is important.



We will **not** tell anyone else your information.



We will **not** ask you to prove if you have been hurt or treated badly by someone in your family or home.

Other places that might be able to help you

1800 RESPECT



1800 RESPECT is available for anyone being hurt or treated badly by someone in their family or home.



You can call them at any time.



- Call

1800 737 732



- Look at the website

1800respect.org.au

Other places that might be able to help you

1800 ElderHelp



1800 ElderHelp gives information and advice for older people who are being hurt or treated badly by someone else.



You can call them at any time.



- Call

1800 353 374

Other places that might be able to help you

Full Stop



Full Stop offers free and private talks for anyone who is being hurt or treated badly by someone else.



You can call them at any time.



- Call

1800 385 578



- Look at the website

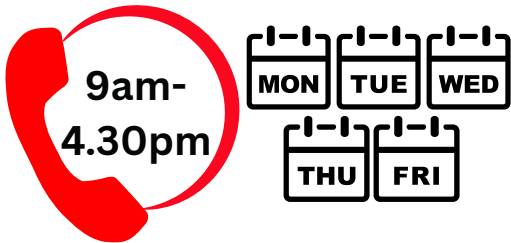
fullstop.org.au

Other places that might be able to help you

National Debt Helpline



National Debt Helpline offers free help from people who can help with fixing money problems.



You can call them weekdays between 9 am and 4.30 pm



- Call

1800 007 007

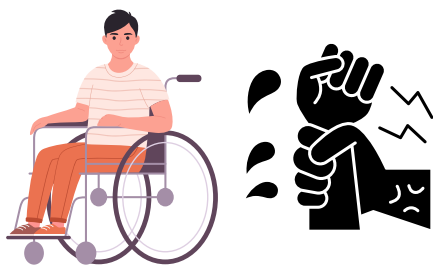


- Look at the website

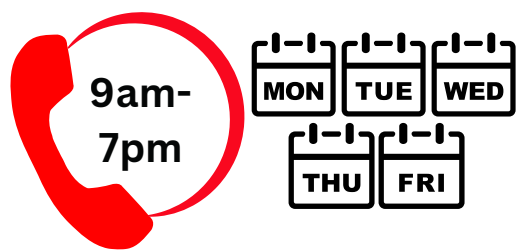
ndh.org.au

Other places that might be able to help you

National Disability Abuse and Neglect Hotline



The National Disability Abuse and Neglect Hotline is a phone number people can call if a person with a disability is being hurt or not cared for properly.



You can call them weekdays between 9 am and 7 pm



- Call

1800 880 052



- Look at the website

dss.gov.au/help-and-support-disability/national-disability-abuse-and-neglect-hotline

Other places that might be able to help you

Rainbow Sexual, Domestic and Family Violence Helpline



The Rainbow Sexual, Domestic and Family Violence Helpline is a phone number **LGBTQ+** people can call if they are being hurt or treated badly by someone else.



LGBTQ+ means people who have different genders or who love people of the same or different genders.



It includes

- Lesbian – women who love women



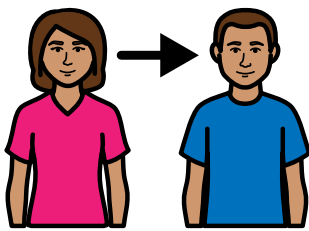
- Gay – men who love men



- Bisexual – people who love men and women

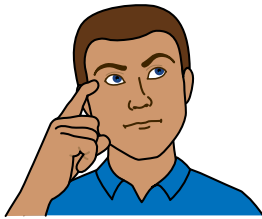
Other places that might be able to help you

Rainbow Sexual, Domestic and Family Violence Helpline

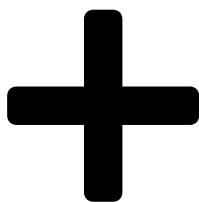


It includes

- Transgender – people whose gender is different from the one they were born with



- Queer or questioning – people who are **not** sure or **do not** fit into one gender or sexuality



- + – other genders or ways of loving **not** listed above.

Other places that might be able to help you

Rainbow Sexual, Domestic and Family Violence Helpline

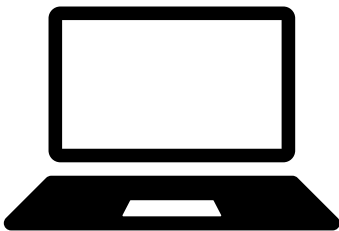


You can call them at any time.



- Call

1800 497 212



- Look at the website

fullstop.org.au/get-help/our-services/rainbowviolenceandabusesupport

About this book

This book gives you information about how we can help you if you are being hurt or treated badly by someone in your family or home.



Easy English Australia wrote this book in November 2025.

Boardmaker.

We use pictures from

- Boardmaker by Tobi Dynavox

Canva

- Canva.