

Optus Domestic and Family Violence Statement of Support

Optus recognises the important role we play in supporting the unique needs of our customers impacted by domestic and family violence (DFV). We acknowledge that DFV can happen to anyone and that it can be difficult to talk about. We are committed to creating a supportive environment and a culture that rejects domestic and family violence in all its forms.

Our commitment to you

Keeping our customers connected and safe is our top priority.

This statement sets out the resources and ways we can help support affected persons who are or may be experiencing domestic and family violence. This can include physical, sexual, emotional, and/or psychological abuse. Domestic and family abuse can also involve situations of technology facilitated abuse or financial abuse, which are both serious forms of domestic and family abuse where someone uses money or technology to gain power or control over their partner (or relative).

We acknowledge DFV can be experienced by people of all genders, sexes, sexual orientations, religions, cultures, ages and socio-economic backgrounds.

Optus has dedicated policies and procedures in place to protect the safety and privacy of affected persons.

Our Specialist Care team are trained to support you with respect and sensitivity

If you are experiencing domestic and family violence, support is available through the Optus Specialist Care team.

- **Phone:** Call **1800 685 059** to speak with our Specialist Care team. Support is available 24 hours, 7 days a week.
- **In person:** Visit any Optus Retail store during their operating hours, and our team will connect you directly with the Optus Specialist Care team.

You can contact us through Optus Messaging. We'll do our best to address your immediate telecommunications needs and, where additional support is required, we'll refer your case to our Specialist Care team, who can arrange for contact at a time that suits you.

Our commitment to keeping you connected

When you let Optus know that you are or may be experiencing domestic and family violence, we will work with you to make sure you stay connected and in control of your services.

We are committed to keeping you connected to your telecommunications services:

- If your service has been restricted, suspended, or disconnected and you tell us you have concerns about your safety, we will urgently reverse the service limiting action.
- If reversal is not practical, we will offer you an equivalent telecommunications service.

We will also:

- If you need it, support you with a fresh start by setting up a new, standalone account that is not linked to anyone else, giving you greater safety and independence.
- Review and update your contact details and account access with you, so only the people you choose can manage your account.

Financial Support

Optus recognises that domestic and family violence, as well as non-domestic sexual violence, can make it difficult to keep up with payments.

Customers affected by or in these circumstances may be eligible for financial hardship assistance in line with the Telecommunications (Financial Hardship) Standard 2024. See our financial hardship policy for how we can help.

Other organisations which might be able to offer you external assistance

1800 Respect 1800 737 732

1800 Respect provides support for all Australians directly and indirectly experiencing, or at risk of experiencing, sexual assault, domestic or family abuse. Call **1800 737 732** (24/7 support)
Visit **1800respect.org.au**

1800 ElderHelp 1800 353 374

1800 ElderHelp is a free call phone number that automatically redirects callers seeking information and advice on elder abuse with the phone service in their state or territory. The phone line has been set up in collaboration with state and territory governments.

Full Stop 1800 385 578

Full Stop offers trauma counselling and recovery services for those in Australia affected by sexual, domestic, or family violence.

They also provide support through the National Sexual Abuse and Redress Support Service, specifically for:

- Adults who experienced sexual abuse in childhood and are involved in or impacted by the National Redress Scheme, established following the Royal Commission into Institutional Responses to Child Sexual Abuse.
- Supporters of survivors, including parents, carers, and professionals, who are affected by institutional child sexual abuse.

Visit fullstop.org.au/get-help/our-services/redresssupport

National Debt Helpline 1800 007 007

The National Debt Helpline offers free, confidential, and independent support through access to professional financial counsellors. Call **1800 007 007** (Monday to Friday 9.30am to 4.30pm)

Visit ndh.org.au

National Disability Abuse and Neglect Hotline 1800 880 052

The National Disability Abuse and Neglect Hotline is a free, independent and confidential service. You can call the hotline to report abuse and neglect of people with disability in Commonwealth, State and Territory funded disability services.

The hotline is open Monday to Friday, 9am to 7pm AEST/AEDST. Excluding Australian national public holidays.

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

Rainbow Sexual, Domestic and Family Violence Helpline 1800 497 212

The Rainbow Sexual, Domestic and Family Violence Helpline is for:

Anyone in Australia who is from LGBTQ+ communities who has recently or in the past experienced sexual, domestic or family violence.

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