



**What we can do if you
need extra support**

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

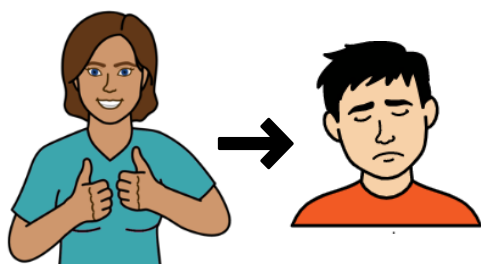
- read this book
- know what this book is about
- find more information.



About this book

OPTUS

This book was written by Optus.



This book was written to show how we can help you if you are going through a hard time and need extra support.

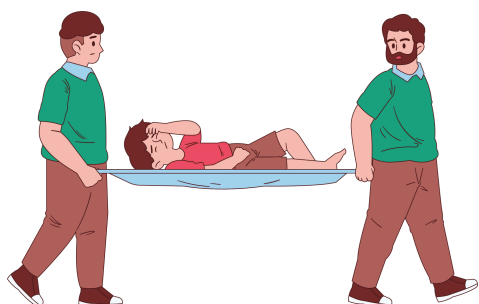


If you are in an **emergency** or need help right now you should call 000



An emergency is when something happens

- that you may not expect

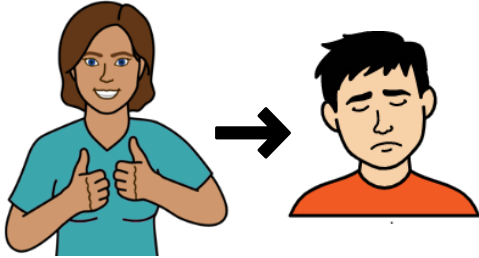


- when you need help from someone else to stay safe.

We are here to help you

If you are going through a hard time or think you might need some extra support soon then we will make sure to

- support you



- help you to keep using your **device** or internet.

A device is something you use to talk to other people and use the internet.



Like

- a phone
- a tablet
- a computer.

We want you to know that we will support and protect you if you are going through a hard time.

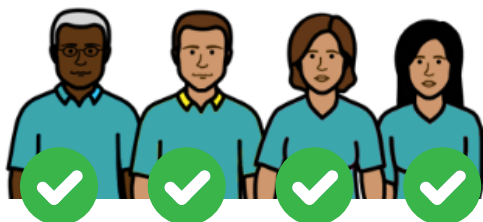


This is how we will help you

We are here to help you with care and support.



We will listen to you and we won't judge you.



You can ask any of our team members for support and they will help you to talk to the right person.



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



We think about people who may need extra support when we make our services.

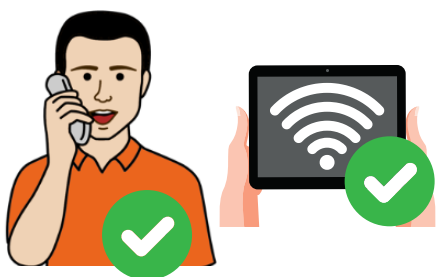


We always want to do a better job of helping people who are going through hard times and may need extra support.



We want to know what you think about how we can help people going through hard times.

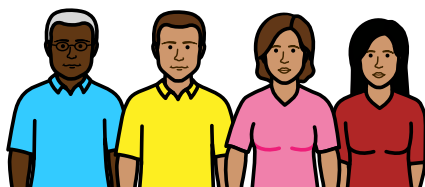
When you need extra support



Being able to get in touch with people and use the internet is important.



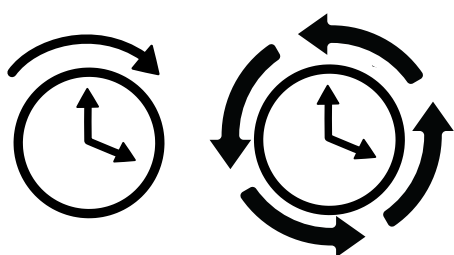
It is even more important to be able to communicate to people and use the internet when you need some extra support.



We know that every person is different.



We know that when people need extra support that this might be different for every person.



Sometimes people need extra support only for a short time or for a long time.

When you need extra support

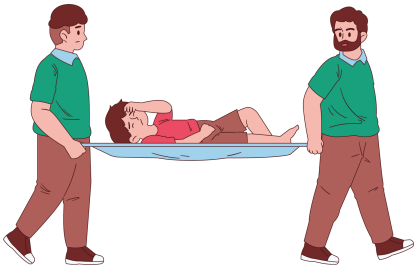
We know that there are lots of reasons why you might need extra support.



Like

- a big change in your life
- if someone you know dies
- if you have health problems
- if you are in a **natural disaster**.

When you need extra support



A natural disaster is something caused by nature that can hurt you.



Like

- a fire



- a flood



- a bad storm



- an earthquake.



We are always ready to help if you need extra support.

Helping you when you need it



We have a special team to help people who may need extra support.



They are called the **Specialist Care team**.



This team knows how to help you if you need extra support to use your device or use the internet.

Helping you when you need it

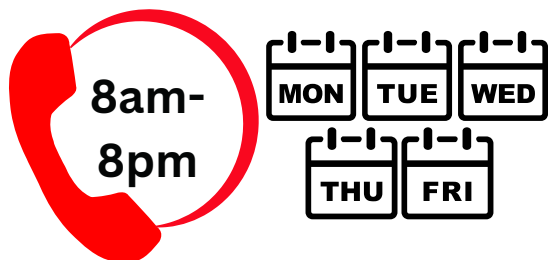


To get in touch with the Specialist Care team you can



- Call us

1800 470 291



You can call this number between 8am and 8pm during the week.



You can call this number between 9am and 4pm on Saturday.



- Send us an email at

specialistcare@optus.com.au

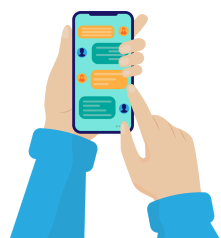
Helping families



We are against every type of **family and domestic violence**.

Family and domestic violence is when someone you know hurts you or the people you love.

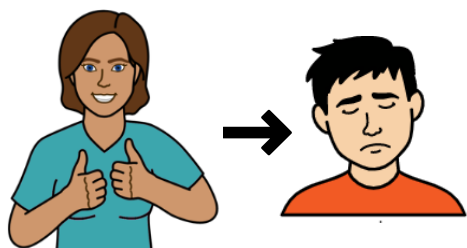
There are different types of family and domestic violence.



Like

- when someone you know hurts your body
- when someone you know controls your money
- when someone you know controls your device
- when someone you know makes you feel bad about yourself.

Helping families



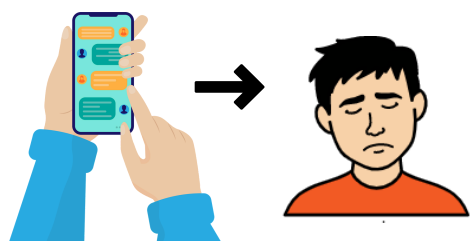
We promise to always support you and the people you love if you go through family or domestic violence.



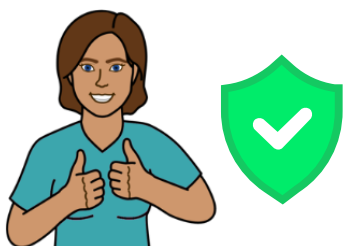
We always want to do better at helping you in a safe way if you go through family or domestic violence.



We know that using your device or internet is very important if you go through family or domestic violence.



We also know how your device or internet can be used by someone you know to control and hurt you.



Your safety and supporting you to stay in touch with your loved ones is what is most important to us.

Helping families



If you are going through family or domestic violence or think that you may go through it soon then you can



- Call us on

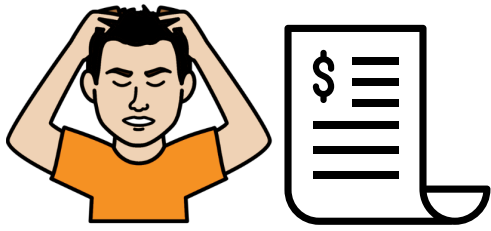
1800 685 059



- Look at our website

www.optus.com.au/about/specialist-care/dfa

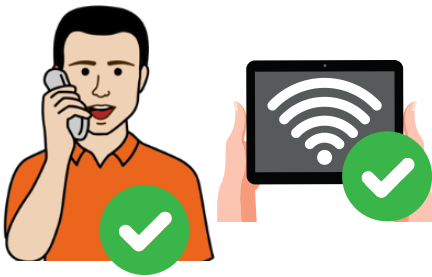
Making sure you can still use your device if you can't pay your bill



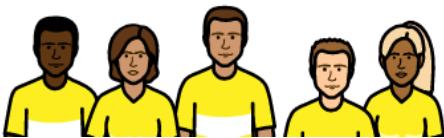
We know that things change and sometimes it might be hard to pay your bill with us.



If you are having trouble paying your bill then we can help you to keep using your device or internet.

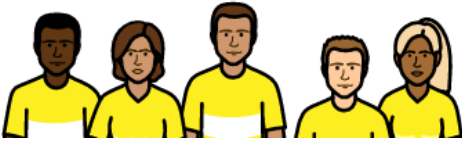


We have different ways of helping you to keep using your device or internet.



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

Making sure you can still use your device if you can't pay 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 us on

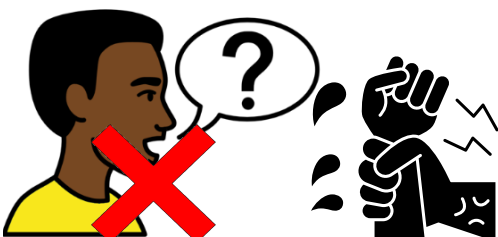
1300 308 839



We will only ask you for information that is important.

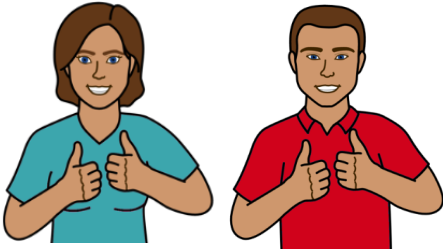


We will **not** tell anyone else your information.



We will **not** ask you to prove if you have gone through domestic or family violence.

Other people we work with



We work with other people so that we can do a good job of helping you when you need extra support.

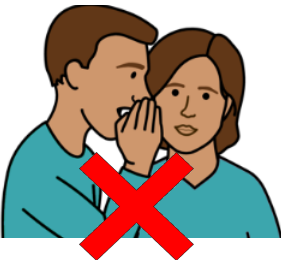


Like

- charities



- the government.



We will **not** tell other people any of your information without asking you first.

We always want to do better



What you think is important to us.



If you are not happy with how we have helped you when you needed extra support then you should tell us so that we can do better.

If you would like to make a complaint or tell us what you think you can



- Call us on

1800 470 291



- Look at our website and fill out a form on

[www.optus.com.au/support/feedback
-and- complaints/make-a-complaint](http://www.optus.com.au/support/feedback-and-complaints/make-a-complaint)

About this book

This book gives you information about how we can help you when you need extra support.



Easy English Australia wrote this book in March 2024.

Boardmaker.

We use pictures from

- Boardmaker by Tobi Dynavox

Canva

- Canva.