



# Domestic and Family Violence Policy

(Residential and Small Business Customers)

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## Domestic and family violence policy

If you're in a personal relationship that makes you feel unsafe, afraid or powerless – no matter what your background – then you may be experiencing domestic and/or family violence. It's more common than you think.

Domestic and family violence may be physical, sexual or mental abuse, or involve technological, financial or psychological control over a person. Either way when someone experiences such a situation, they need support and help.

We know everyone's situation is different, and our support takes into account individual experiences, including but not limited to cultural background, gender, disability, and identity.

### Our team is here for you

We're always looking for ways to help customers who might be vulnerable, and to better understand their circumstances and be proactive in how we can help. We train our customer-facing staff to recognise customers who may be experiencing domestic and family violence, and to know what to do to help them. We also train their team leaders and the staff who design our processes, so that everyone contributes to creating the best possible experience.

We design our processes with safety and accessibility in mind, making sure customers affected by domestic and family violence can get support in ways that work best for them.

We also understand that supporting customers through these situations can be emotionally challenging. That's why we make sure our teams feel supported too — through training, clear guidance, and access to leaders who can step in and help when needed.

### Your safety is our priority

We're committed to protecting the privacy and security of anyone affected by domestic and family violence. That means carefully handling personal information and keeping records in a way that keeps people safe and their details confidential. We take extra care to avoid putting anyone at risk and to make sure this information isn't shared without permission.

### Ways that we can provide support

We're here to help you stay connected, especially during challenging times. Our team is trained to understand your circumstances and provide the support you need. Depending on your situation and guided by your circumstances, we can:

- Review and update your contact details and who can access your account
- Help you transfer or take ownership of your service
- Minimise the number of times you need to explain your situation
- Help you nominate a person to contact us on your behalf
- Remove services you no longer need
- Move your services to a new location
- Set up a new account if you need a fresh start
- Find flexible payment options if you need assistance

## If you're having trouble paying your bills

We realise that any form of domestic and family violence may cause payment difficulty and even financial hardship. Please reach out (sooner rather than later) if this is the case with you — we have a number of ways we can help, if you'd like a copy of our Financial Hardship Policy or Payment Assistance Policy, visit our website or give us a call and we'll send you a copy.

## If you have outstanding debt

If you have an outstanding debt and we haven't been able to talk to you about your situation we may need to follow our debt management process.

This could result in the disconnection of your Service and we don't want this to happen. So please, make sure you contact us about what's going on so we can help you stay connected — we have payment assistance options available.

## More help when you need it

Keeping your details secure and getting your bills under control are only a couple of ways we can help if you're facing a family or domestic violence situation. Remember, you are not alone – here are some other services that can provide help and support.

Organisation	What they Do	Contact Details
<b>Government</b>		
<b>Police</b>	Law enforcement services – call if you or your child/family is in immediate danger	Phone 000
<b>Services Australia</b>	Centrelink, Medicare, Child Support services – social workers can provide short term counselling, support and information, and refer you to other support services	Social Work Services, Tel: 13 28 50 Multilingual, Tel: 13 12 02 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
<b>Financial</b>		
<b>Money Minded</b>	Website to help build skills, knowledge and confidence in managing money	<a href="http://www.moneyminded.com.au">www.moneyminded.com.au</a>
<b>National Debt Helpline</b>	Free financial counselling services – get help in managing bills and debts	Tel: 1800 007 007 <a href="http://www.ndh.org.au">www.ndh.org.au</a>
<b>Legal</b>		
<b>National Association of Community Legal Centres</b>	A directory of not-for-profit community law centres in Australia, focusing on the disadvantaged and people with special needs – request legal and related services	<a href="http://www.nacclc.org.au">www.nacclc.org.au</a>
<b>Women's Legal Services Australia</b>	A national network of community legal centres that specialise in women's legal issues – request legal advice or a referral	<a href="http://www.wlsa.org.au">www.wlsa.org.au</a>
<b>Wellbeing</b>		
<b>Lifeline</b>	Crisis support services	Tel: 13 11 14 Open 24x7

<b>1800 RESPECT</b>	Free, confidential family violence and sexual assault counselling services	Tel: 1800 737 732 Open 24x7 <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>
<b>1800 Elder Help</b>	Elder help 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.	1800 353 374
<b>Full Stop</b>	Full Stop Australia provides free 24/7 telephone and online counselling	1800 385 578
<b>Family Relationship Advice Line</b>	Information and advice on family relationship issues and parenting arrangements after separation	Tel: 1800 050 321 Open weekdays 8am–8pm, and 10am–4pm on Saturdays
<b>Relationships Australia</b>	Counselling, mediation and family dispute resolution services	Tel: 1800 364 277 Local call cost from anywhere in Australia
<b>MensLine Australia</b>	Telephone and online support services for men	Tel: 1300 78 99 78 <a href="http://www.mensline.org.au">www.mensline.org.au</a>
<b>WIRE Women's Information</b>	Free generalist information, support and referral service for Victorian women – visit the Walk-in Information Centre, call the phone support line or start an online chat.	Tel: 1300 134 130 <a href="http://www.wire.org.au">www.wire.org.au</a> Walk-in Information Centre 372 Spencer St, West Melbourne, Vic. Open weekdays from 9:30am–4:30pm.