

Customer Domestic, Family and Sexual Violence (DFSV) Policy

April 2026

If you are in danger, call emergency services on 000.

If you are experiencing domestic, family or sexual violence, we can support you.

We're here to help.

Need to speak to us?

- **Email:** support@1300australia.com.au
- **Phone:** 1800 934 357

Please note DFSV Support Services are listed at the back of the document

Contents

1. Our commitment.....	2
2. Guiding principles.....	2
3. Introduction.....	3
3.1 Purpose	3
3.2 Scope	3
3.3 Who This Applies To	3
4. What we can do to support you.....	3
5. Contacting Us Safely	5
6. Feedback or Complaints	5
7. DFSV Support Services.....	5
8. Our policies and procedures	6
Appendix – Definitions.....	7

1. Our commitment

1300 Australia Pty Ltd ACN 108 792 016 (**1300 Australia**) is committed to providing safe, respectful and supportive services to customers experiencing domestic and family violence or non-domestic sexual violence including technology-facilitated and financial abuse involving our services. This commitment also includes regular training for all staff on how to support customers impacted by domestic and family violence or non-domestic sexual violence.

We recognise that access to safe and reliable telecommunications is essential for safety, connection and recovery, and we will work with you to protect your privacy, support your safety and reduce the risk that our systems are used to cause harm.

Our approach is informed through:

- lived-expertise consultation,
- trauma-informed service principles,
- an intersectional understanding of domestic, family and sexual violence; recognising that many of our customers may be disproportionately impacted by DFSV e.g. people with disability, First Nations people, people from culturally and linguistically diverse backgrounds and people who identify as LGBTQIA+,
- and the Telecommunications (Domestic, Family and Sexual Violence Consumer Protections) Industry Standard 2025 (the Standard).

2. Guiding principles

1. **Safety and privacy first:** We start every interaction by prioritising the customer’s safety and protecting their information from misuse or disclosure.

2. **Choice, control and agency:** We respect that people subjected to domestic, sexual or family violence are the experts in their own lives and, where possible, act on their preference including communication methods and supports that we offer.
3. **Trauma-informed, responsive, respectful and non-judgmental communication:** We listen with empathy and belief, avoid intrusive questioning, and respond in ways that acknowledge trauma without judgment.
4. **Inclusive and accessible design:** We design our products, services, systems and information so that people of all identities, disabilities, cultural backgrounds, languages and circumstances can find and access support safely.
5. **Consistency and continuity:** We provide clear, consistent responses across all channels and, wherever possible, reduce the need for customers to repeat their story.
6. **Specialist capability and organisation-wide responsibility:** We build specialist DFSV expertise while ensuring every staff member understands their role in responding safely to customers.
7. **Accountability and continuous improvement:** We monitor how our responses work in practice, listen to feedback from victim-survivors and staff, and regularly update our policies, training and systems to do better.

3. Introduction

3.1 Purpose

This policy outlines how we support customers experiencing domestic, family and sexual violence, including technology-facilitated abuse, financial abuse involving 1300 Australia products, and other forms of harm.

3.2 Scope

This policy applies to all customer interactions across all service channels, including phone support, online support and written correspondence.

3.3 Who This Applies To

You are covered by this policy if you are affected by domestic, family and sexual violence and are:

- An existing customer;
- A new prospective customer seeking safe telecommunication connections;
- Representatives acting on behalf of customers (subject to safe verification processes);
- A former customer;
- A small business.

and are using 1300 Australia's services.

4. What we can do to support you

Below are examples of the way in which 1300 Australia can support you.

1. **Talk to you about your safety and support needs:**

- Ask if you are safe to talk and how we should contact you.
- Check whether there are any types of methods of communication that are unsafe (for example, shared devices, shared emails).

2. Agree on a preferred communication method:

- Work with you to identify a safe method and time for contact (for example, email or calls at specific times).
- Record your agreed communication methods on your account and follow it in future.
- Provide updates relating to progress of requests using agreed communication method/s.

3. Discuss support options available which may include:

- Applying a DFSV safety flag (internal note) to your account, so staff are aware of additional privacy, support and sensitivity required.
- Reversing a disconnection urgently upon request if there is a safety risk. If reconnection is not possible, we will provide an equivalent service.
- Restricting access to account details or usage information.
- Setting up or improving multi or two-factor authentication, PIN or password.
- Exploring options to separate accounts from a perpetrator, including device, email accounts (not seen by perpetrator) or number changes.
- Reviewing fees, charges and credit management actions that may be affecting your safety or access.
- We will transfer your call in a way that you do not have to repeat your personal information.

4. Protect your privacy and information:

- Ensuring your personal information is securely handled in line with our Privacy Policy and with strict record keeping requirements.
- In the event of a data breach, you will be notified using your agreed safe communication method.
- Changes to legal guardians, administrators or other formally appointed decision-makers can only be made with appropriate legal documentation.
- You may request access to your personal information in accordance with Australian privacy laws by emailing: privacy@1300australia.com.au

5. Provide contact information relating to DFSV support services

- Our DFSV information and contact options are easy to find from our homepage.
- We offer multiple ways to connect (phone, and email) where possible.
- Tailored communication and support options.
- Continuous improvement and lived-experience input.

6. International support approach / cross-border contexts:

- We explain how to contact us safely if you are overseas.
- We take into account differences in time zones.

5. Contacting Us Safely

If you choose to get in touch with us through the following methods, your concern or complaint will be handled with sensitivity and in confidence.

- **Phone:** 1800 934 357
- **Email:** support@1300australia.com.au
- **Relay users:** Contact us through the National Relay Service ([Access Hub](#))
- **Interpreting:** [Translating and Interpreting Service \(TIS National\)](#)
 - Immediate phone interpreting
 - Call and request an interpreter 24 hours a day, every day of the year. Phone: 131 450 (within Australia)
 - Phone: +613 9268 8332 (outside Australia)
- **Advocate:** You can nominate a support person to act on your behalf by contacting us.

Let us know your safe contact method. We'll stick to it. No sensitive information will appear in messages without your consent.

6. Feedback or Complaints

1300 Australia always welcomes feedback on how we can improve our services to better meet your needs. We appreciate you letting us know what we did well and where we can improve. If you would like to provide feedback or make a complaint you can get in touch with us via:

- **Phone:** 1800 934 357
- **Email:** support@1300australia.com.au

Complaints about privacy breaches, misidentification of perpetrator/victim survivor, or unsafe processes will be prioritised.

Internal Escalation: If you have a concern or complaint, you can contact us through the channels above. We have a complaint handling process in line with legislative requirements. Please mention that the issue involves a DFSV matter (you do not need to provide details of the violence, just the context that it's about our DFSV support). We will fast-track complaints involving safety concerns. Our customer support team will assist as needed. We will work with you to resolve the issue as quickly as possible, with your safety at the forefront.

If you are unhappy with our response, you can contact the **Telecommunications Industry Ombudsman (TIO)** at www.tio.com.au or 1800 062 058.

7. DFSV Support Services

We can connect you to external services such as:

- **1800RESPECT** – 1800 737 732 (24/7 counselling and referrals)
- **FULL STOP AUSTRALIA** – 1800 385 578 (24/7 counselling support for anyone experiencing sexual, domestic or family violence)
- **Lifeline** – 13 11 14 (24/7 crisis support)
- **13YARN** – 13 92 76 (24/7 First Nations support)
- **Ask Izzy** – www.askizzy.org.au (housing, financial, legal help)
- **National Debt Helpline** - 1800 007 007 (9:30am-4:30pm, weekdays)
- **National Disability Abuse and Neglect Hotline** - 1800 880 052 (9am-7pm, Mon-Fri)
- **Rainbow Sexual, Domestic and Family Violence Helpline** - 1800 497 212 (24/7, for members of the LGBTQIA+ community impacted by DFSV)

8. Our policies and procedures

1. **Monitoring and review:** We are committed to continuous improvement and will review this policy and our procedures every two years.
2. **Record keeping:**
 - We are required to keep records of support provided to customers experiencing DFSV.
 - We will collect the minimum amount of information to show how we have followed rules within the Standard.
 - We will take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure.
 - Records will be kept for a minimum of 2 years, or the time period support is provided (whichever is longer) or otherwise in line with Australian laws.
 - If a complaint is made, records will be kept for a minimum of 2 years or if complaint is not resolved in that time period, 12 months from resolution of complaint.

Appendix – Definitions

This policy aligns with the definitions set out in the Standard.

Customer	A person who has entered into a consumer contract with a provider and includes a current customer of a provider or former customer who owes money to a provider in connection with their consumer contract.
Coercive Control	means a repeated pattern of behaviour used by an individual that has the effect of creating and maintaining control over another individual by exerting power and dominance in everyday life to deny freedom and autonomy through fear, control, pressure or manipulation.
Domestic and Family Violence	Behaviours of an individual that are designed to create a dependency or to isolate, monitor, dominate, or control another individual. These behaviours may consist of physical violence and/or other types of abuse, power, coercion or control that cause harm including life threatening communications, unwelcome communications, economic and financial abuse, technology facilitated abuse, threats and intimidation, emotional or psychological abuse, systems abuse, coercive control and sexual violence (other than non-domestic sexual violence). Domestic and family violence can occur in any personal relationship including between intimate partners, parents and children, immediate and extended family groups, communal and extended kinship connections, and in carer and guardianship arrangements.
Economic and Financial Abuse	A pattern of behaviour used by an individual to control, exploit or sabotage the money, finances or economic resources, of another individual which affects the other individual's ability to obtain, use or maintain economic resources, economic security and potential for self-sufficiency and independence.
Inclusive design	A design process in which a product, service, or environment is designed to be usable for as many people as possible regardless of age, ability and circumstance.
Intersectional approach	An approach that recognises that the experience of domestic and family violence can be different based on a range of cultural, individual, historical, environmental or structural factors including (but not limited to) race, age, geographic location, sexual orientation, ability or class.
Perpetrator	The individual who has or is using or is alleged to be using domestic and family violence against another individual.
Sexual violence	Sexual behaviour that occurs where consent is not freely given or obtained, is withdrawn or the individual is unable to consent due to their age or other factors. It can be physical or non-physical. It occurs any time an individual is forced, coerced, or manipulated into any sexual activity. It may occur within intimate relationships, friendships or with acquaintances and strangers.
Technology facilitated abuse	Abuse that is facilitated using technology, which may include telecommunications products and services, to control, abuse, track, intimidate, threaten or harass an individual.
Trauma informed	Recognising the prevalence of trauma and its impacts on the emotional, psychological and social well-being of people and communities. Trauma-informed practice means integrating an understanding of past and current experiences of violence and trauma in all aspects of service delivery. The goal of trauma-informed systems is to avoid re-traumatising individuals and to support safety, choice and control to promote healing.

