



Domestic, Family, and Sexual Violence Support Statement

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At Pennytel, we are committed to providing a safe and supportive environment for all our customers. We recognise that domestic, family, and sexual violence (DFV) is a serious issue that affects individuals and communities, and we are dedicated to assisting those who may be experiencing these challenges.

Our Commitment to Safety

We understand that individuals who experience domestic and family violence may be at risk of harm, including through their telecommunications services. To support those affected by DFV, we have developed clear policies and procedures to help ensure your safety and well-being. These policies include:

- **Keeping you connected:** If you are concerned about your safety, we will not disconnect your service unless you request it. If your service is disconnected, we will reconnect it as a matter of urgency if you request it.
- **Support with non-payment:** We recognise that DFV may impact your ability to pay your bills. We offer financial hardship assistance in line with the Telecommunications (Financial Hardship) Standard 2024.
- **Protection of your privacy:** We take steps to ensure your personal information is protected, and we will discuss options to help secure your account and communication with us.

How We Can Assist You

If you are, or believe you may be, affected by domestic and family violence, we are here to help. We can provide you with the following support:

- Confidential assistance regarding your account, service, or billing.
- Immediate reconnection of services if disconnected due to safety concerns.
- Access to our DFV support team, who are trained to assist in a sensitive and understanding manner.

Getting in Touch

To speak with someone about our DFV support services, please use any of the following channels:

- **Phone:** Call Pennytel Customer Support on 1300 232 888.
- **Online chat:** Use our online chat function, Penny, on the www.pennytel.com.au website during business hours.

Additional Resources

We also provide information about third-party support services. For further assistance, you can contact:

- 1800 Respect: Call 1800 737 7328, a national 24/7 sexual assault, domestic and family violence support line.

Your Rights and How We Protect You

- We will never require you to disclose the details of your situation as a condition of receiving assistance.
- We respect your privacy and will take all necessary steps to keep your personal information secure.
- If you wish to have any calls or communications related to your account or services kept confidential, we will respect your request.

Accessibility

We are committed to making sure all affected persons can access this information easily, regardless of your needs. Our DFV support statement is available in multiple formats, including digital and print, and can be accessed via our website or mobile application.

Ongoing Support

Our team is trained in domestic, family, and sexual violence issues and is available during business hours to provide continuous support. We review our DFV support policies regularly to ensure they meet your needs and provide a safe and responsive service.