



Domestic, Family, and Sexual Violence (DFV) Policy

Version 1.0: 30 June 2025

About this Policy

At Pennytel, we are committed to providing a safe, supportive, and respectful environment for all of our customers. We recognise that domestic, family, and sexual violence (DFV) is a serious issue that affects individuals and their communities. Our DFV Policy is designed to ensure that we provide clear support to those affected by DFV while ensuring their safety, privacy, and security.

This policy outlines our commitment to providing assistance to affected persons and the specific steps we take to protect their privacy and support their needs. It also sets out the responsibilities of our staff in handling DFV-related matters and ensuring sensitive and appropriate interactions with both affected persons and perpetrators.

Scope of the Policy

This policy applies to all customers who are or may be affected by domestic, family, and sexual violence and to all staff involved in delivering services, support, and communication to these customers.

Key Principles

- **Safety First:** Our primary concern is the safety of affected persons, and we take all necessary steps to ensure that individuals who are affected by DFV can access the support they need without fear of further harm or retaliation.
- **Confidentiality and Privacy:** We will protect the privacy and confidentiality of affected persons and take steps to safeguard sensitive information, ensuring that details of their circumstances are not disclosed to perpetrators without consent, unless required by law.
- **Non-Discrimination:** We recognise that domestic, family, and sexual violence can affect individuals from all walks of life and across all demographics. We will offer support and services without discrimination, taking into account the intersectional nature of DFV and the unique needs of each affected person.
- **Respect and Empowerment:** We will engage with affected persons in a respectful, empathetic, and supportive manner, ensuring that they feel empowered and supported throughout their journey with us.

Support for Affected Persons

We are committed to offering a range of support services and options for individuals who are affected by DFV. These include, but are not limited to:

- **Financial Hardship Assistance:** If you are unable to pay your bills due to DFV, you may be eligible for financial hardship assistance in accordance with the Telecommunications (Financial Hardship) Standard 2024.
- **Service Continuity:** We will not disconnect your telecommunications service unless you request it. If your service is disconnected, we will reconnect it urgently upon request if you indicate that the disconnection is due to DFV-related safety concerns.
- **Safe Account Handling:** We will assist in securing your account, including changing account details or setting up alternative payment methods to protect your privacy.
- **Case Management:** We offer tailored case management to ensure your needs are met, keeping you informed of all actions and ensuring that your situation is handled with sensitivity and urgency.
- **Emergency Assistance:** We will work to provide rapid support and reconnection of services if your telecommunications service is disconnected due to safety concerns.

Staff Responsibilities

Staff involved in handling DFV-related matters have a responsibility to:

- **Identify Affected Persons:** Staff must be trained to sensitively identify affected persons by recognising the signs of domestic, family, and sexual violence. They should be able to engage with customers in a trauma-informed manner, listening to their concerns and offering assistance without requiring them to disclose the details of their situation as a precondition for support.
- **Provide Appropriate Support:** Once an affected person has been identified, staff must offer support in accordance with the DFV policy. This may include explaining the available options, providing contact details for support services, and discussing the safety options available for their account and telecommunications services.
- **Escalate Matters as Needed:** Staff must be aware of escalation channels when issues arise that require a higher level of support. This includes situations where there are immediate safety concerns, or where the situation involves perpetrators. Staff should know when to escalate cases to a specialist DFV support team or to senior management if needed.
- **Manage Interactions with Perpetrators:** Staff must engage with perpetrators in a manner that ensures the safety of the affected person. This includes refraining from disclosing any information about the affected person to the perpetrator without explicit consent unless required by law. Staff should also be trained to safely navigate conversations and manage situations where a perpetrator may attempt to influence or coerce the affected person.

Privacy and Security of Affected Persons' Accounts

To ensure the safety of affected persons, we have implemented the following procedures:

- **Protect Personal Information:** We will ensure that personal information, including contact details, account information, and financial data, is securely stored and only shared with relevant staff as necessary to support the affected person.
- **Separate Record Keeping:** Where necessary, we will keep sensitive DFV-related information separate from general account details to reduce the risk of inadvertent disclosure to perpetrators.
- **Quick Exit Function:** We will ensure that affected persons can access a quick exit function on our website and mobile app, allowing them to quickly leave the page if they feel unsafe.

Procedures for Identifying and Assisting Affected Persons

Our procedures are designed to ensure that staff can safely identify, assist, and protect affected persons, and that all actions are recorded in a manner that safeguards the affected person's privacy:

- **Identification:** If an affected person reaches out for assistance, staff must immediately ask about their privacy, safety, and security concerns. This will include providing options for securing the account and communication methods.
- **Support Options:** Staff should clearly explain the available support options, including reconnection of services, changes to account details, and access to third-party DFV support services like 1800 Respect.
- **Case Documentation:** All actions agreed upon with an affected person will be recorded in a secure, confidential manner, separate from the main account system to ensure their privacy is protected.

Monitoring and Review

We are committed to continuously improving our DFV support and procedures. To ensure compliance with this policy and to meet the needs of affected persons, we:

- Conduct regular reviews of our DFV policies, procedures, and training programs to ensure they are up to date and fit for purpose.
- Develop and implement an assurance program to monitor staff compliance with this policy and its procedures. Any non-compliance will be addressed promptly.

This DFV policy ensures that Pennytel meets the requirements of the **Telecommunications (Domestic, Family, and Sexual Violence Consumer Protections) Industry Standard 2025**. The policy prioritises the safety, privacy, and well-being of those affected by DFV while ensuring that all staff are equipped to handle these sensitive matters with care and professionalism.

Complaints handling process

As a consumer you have a right to raise a complaint. Please refer to our complaints handling policy, which can be found by going to <https://pennytel.com.au/legal/>

We expect that the Pennytel team will successfully resolve any issues you raise, however, if you are not satisfied with the way your complaint has been handled and would like an external body to review your complaint, you can contact the Telecommunications Industry Ombudsman (TIO) at <https://www.tio.com.au/> , on 1800 062 058 or by writing to

TIO,

PO Box 276,

Collins Street West, Melbourne, Victoria 8007.

By making a complaint with Pennytel or via external dispute resolution, customers will not be excluded from any assistance under this policy.