

Domestic and Family Violence Support Statement

AGL Telecommunications



Overview

AGL Energy Limited (AGL) and its related companies including Southern Phone Company Limited (AGL Group) is committed to the health, safety and wellbeing of our customers. We do not tolerate any form of Family and Domestic Violence or non-domestic sexual violence.

If you are affected by Family and Domestic Violence, we want you to know that you're not alone. We have policies and procedures that prioritise your safety and provide support with compassion, confidentiality, and care. These measures help create a safe and supportive environment where you can inform us of your situation and access the support you need.

We understand that Family and Domestic Violence can occur across many types of relationships and communities, and that responsibility always lies with the person using violence. We also know that some people face greater risks barriers to seeking support, and that experiences of discrimination and inequality can make it harder to reach out or feel believed.

Our commitment to supporting you

Our team members are specially trained to respond to signs of Family and Domestic Violence in a respectful, non-judgmental and trauma-informed way. We are committed to providing a safe and confidential space where you can share your situation and access support.

Your safety is our priority, and we will do everything we can to keep you connected to your telecommunications service. If it is safe and you feel comfortable to let us know that you're affected by Family and Domestic Violence, or non-domestic sexual violence, we can quickly apply the most appropriate support options to your account. You can contact us in whichever way feels safest; our contact details are at the end of this Statement.

Your safety comes first

Whether you are an account holder, an authorised contact, an end-user of the service or other affected person, we have several ways to support your safety.

Specialised staff

If you tell us you're affected by Family and Domestic Violence, we will connect you with our specialised team who can identify support tailored to your needs.

You will not be asked to repeat your story, provide evidence or engage with the person using violence.

Safe communication

We check that it's safe to talk at the start of every contact. If we need to discuss family-violence-related matters, you can tell us your preferred safe times and safe methods for communication, we will also confirm your preferred method for bill delivery.

We will record these preferences and use them only for family-violence-related conversations unless you advise otherwise.

Privacy and account protection

When you let us know you are affected by Family and Domestic Violence, access to your information is restricted to specially authorised staff.

We will discuss any safety, privacy and security concerns you have about your telecommunication service and offer additional security measures for your account including options to limit access to your service by other parties.

Personal information of customers affected by Family and Domestic Violence will be protected from misuse, interference, loss, or disclosure. Your information will only be disclosed with your explicit consent or with signed legal Authority to Act. We will advise you when we may be legally required to share information to third parties, such as local distributors, financial counsellors or government agencies, or when necessary to facilitate account servicing. When we do this, we take steps to keep your information safe. You can view a copy of our **privacy policy** on our website.

If you are an authorised contact, you can ask to be removed from the account along with your personal information. You can request an investigation into life threatening or unwelcome calls or messages, ask us to conduct call tracing, or seek advice on blocking specific numbers.

Keeping you connected

If suspension, restriction or disconnection of your service has impacted your safety, please reach out to us and we will urgently reverse that action. If your services can't be restored, we'll provide you with an equivalent service as quickly as we can.

If needed, we can arrange to transfer your mobile number to a new account in your name.

Having trouble with bills?

We understand that Family and Domestic Violence can lead to financial difficulty. If you're having trouble paying your bills, we're here to help. We offer a range of support to assist you managing your usage and telecommunications account. Everyone's circumstances are different so please let us know if you need more information.

AGL offers tailored payment options and support in line with the Telecommunications Financial Hardship Standard 2024 and you can learn more [here](#). If outstanding debt is related to Family and Domestic Violence, we will take your circumstances into account when determining the most appropriate support.

We can also connect you with a free Financial Counselling service. Contact us on **13 14 64** or see the list of external supports on the following page.

Nominate a support person

If you're the account holder, you can choose to nominate someone to speak with us on your behalf about your telecommunications account. This person may be:

- A financial counsellor
- A social worker
- A family member or friend
- Someone who helps you manage your phone or internet bills

Let us know who your nominated support person is so we can record your consent. With your permission, we'll engage with them respecting your instructions and our [privacy policy](#).

Accessing our support

We are here to help you—confidentially, respectfully, and without judgment.

How you can contact us

Call - **131 245**, 8am to 6pm AEST Monday to Friday for support or to request a call-back at a time that suits you

Live chat online - 8am to 6pm AEST, Monday to Friday

National Relay Service - Call **1800 452 566**, text **0423 677 767** or visit accesshub.gov.au

Interpreter Services - **1300 307 245**

Additional help

If you're affected by family or domestic violence, or non-domestic sexual violence please reach out to us when it's safe to do so.

If you need further support, here are some national services you can contact:

- 1800RESPECT - **1800 737 732** or www.1800respect.org.au
- 1800 Elder Help - **1800 353 374**
- Full Stop - **1800 385 578**
- National Debt Helpline - **1800 007 007**
- National Disability Abuse and Neglect Hotline - **1800 880 052**
- Rainbow Sexual, Domestic and Family Violence Helpline - **1800 497 212**
- Aboriginal and Torres Strait Islander crisis support - **13YARN (13 9276)**
- Lifeline - **13 11 14** or www.lifeline.org.au
- Beyond Blue - **1300 22 4636**
- MensLine Australia - **1300 789 978** or www.mensline.org.au

For language assistance please call **1300 307 245**

Arabic

هل تحتاج مترجم؟ اتصل على الرقم أدناه:

Spanish

¿Necesita un intérprete? Llame al número indicado abajo.

Italian

Se vi serve un interprete, telefonate al seguente numero.

Greek

Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.

Croatian

Trebate li pomoć tumača? Nazovite niže navedeni broj.

Vietnamese

Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.

Chinese

如果您需要傳譯員的幫助，請致電以下號碼。



Need an Interpreter?

For Interpreter services please call **1300 307 245**



National Relay Service (NRS)

If you require communication support:

Step 1 - Contact us through your preferred NRS call channel detailed on [NRS call numbers and links](#).

Step 2 - Provide the NRS with our phone number 1300 664 358

For more information visit: [About the National Relay Service](#)

