



Domestic, Family and Sexual Violence Statement

Support for Customers Experiencing Domestic, Family or Sexual Violence

If there's an immediate threat to your safety, call emergency 000

Purpose

This statement sets out how we support and protect customers who are impacted by Domestic, Family and Sexual Violence (DHSV), including non-domestic sexual violence where relevant. We aim to keep customers safe, connected and in control of how we communicate, while meeting our obligations under the Telecommunications (Domestic, Family and Sexual Violence Consumer Protections) Industry Standard 2025. In this statement 'we', 'us' means 'AGL' and 'you', 'your' means a 'customer'.

Our commitment

We recognise that people may experience domestic, family or sexual violence differently depending on their individual circumstances. We take an intersectional approach to support by considering factors such as disability, culture, language, gender identity, sexual orientation, age, financial dependence and access to technology. This helps us respond in a way that is respectful, inclusive and tailored, and reduces the risk of unintended harm or barriers when providing support to customers affected by domestic, family or sexual violence.

We have policies and procedures in place to protect the safety of customers who may be affected by domestic or family violence.

If you disclose that you are affected by domestic, family or sexual violence, we will treat you with dignity, respect and compassion, and always prioritise your safety. We will not require you to provide evidence or details of your experience in order to receive support, unless required by law or to protect your safety.

If your service has been restricted, suspended or disconnected, and you express or indicate concern about your safety, we can take steps to reverse this or offer you an equivalent service as a matter of urgency.



Our support

What we can do to support you

We will work with you and, depending on your circumstances, offer you options to help keep you safe and connected such as:

- Set up a new account or service for a fresh start
- Move services to a new location
- Remove services you no longer need
- Transfer or take ownership of a service
- Review and update contact information and who has access to your account
- Add additional security features such as a passphrase to prevent unauthorised access or impersonation to access your account
- Recording and updating your preferred methods and times of contact

Financial hardship and Counselling

We understand domestic, family and sexual violence can impact your ability to pay for services. We will help you stay connected and manage payments under our [Financial Hardship \(Payment Assistance\) Policy](#) and the *Telecommunications (Financial Hardship) Standard 2024*.

This may include finding an appropriate payment plan or extension, or other options based on your circumstances. We're here to support you and help keep you connected.

If you are experiencing financial abuse, a financial counsellor may be able to assist. You can find a financial counsellor using the government website at moneysmart.gov.au/managing-debt/financial-counselling.

Contact us

You can choose to communicate with our customer service team via the platform you are most comfortable with, such as:

- **Livechat** via the AGL portal, app or visiting our website www.agl.com.au/familyviolence (every day from 8am to midnight AEST)
- **Phone** on 131245 (every day from 8am to midnight AEST)
- **Email** at support@agltelco.com.au
- **Public holidays:** Closed Christmas Day and Good Friday

If you have a support person, such as a financial counsellor, social worker or a family member or friend, you can ask us to speak with them and give us your consent to do so.



Support Services for People Experiencing Violence

- **1800RESPECT:** National Sexual Assault, Family and Domestic Violence Counselling Line. Call – 1800 737 732 and [1800respect.org.au](https://www.1800respect.org.au)
- **DAISY APP:** Daisy is an app developed by 1800RESPECT to connect people experiencing violence or abuse to services in their local area. Available on [Google Play](https://play.google.com/store/apps/details?id=com.daisyapp) and [Apple Store](https://apps.apple.com/au/app/daisy-app/id1444444444)
- **InTouch Family Violence Service:** Support for women from migrant and refugee backgrounds who are experiencing domestic, family or sexual violence. Call - 1800 755 988 and intouch.org.au/get-help
- **Men's Line Australia:** 24-hour support for men using or experiencing violence, and other relationship issues– 1300 789 978 and mensline.org.au
- **QLife:** Telephone and online counselling, referrals and support groups for LGBTIQ+ people and their families. Call - 1800 184 527 and qlife.org.au
- **Rainbow Door:** Free helpline and specialist support service that provides information, advice and referral to LGBTIQ+ Victorians, their friends and families. Call - 1800 729 367, or text 0480 017 246 and rainbowdoor.org.au/home
- **13YARN:** 24/7 Crisis support for Aboriginal and Torres Strait Islander people experiencing mental health challenges, family violence or any other kind of crisis. All staff are Aboriginal or Torres Strait Islander Call - 13 92 76

The following services also offer support, and these numbers are hidden from bills and account records to help protect customer safety and privacy, and to reduce the risk of unintended disclosure to others with access to the service or account.

- **Suicide Call Back Service** – 1300 659 467
- **Kids Helpline** – 1800 55 1800
- **National Disability Abuse and Neglect Hotline** – 1800 880 052
- **Open Arms – Veterans & Families Counselling** – 1800 011 046
- **Beyond Blue** – 1300 224 636
- **Family Drug Support** – 1300 368 186
- **Lifeline** – 13 11 14

Support Services for People Using Violence

- **Men's Referral Service:** The Men's Referral Service is a free phone counselling, information and referral service. They help men to stop using violence and abuse against family members. Call - 1300 766 491 and ntv.org.au



Accessibility and Interpreting Services

National Relay Service: The National Relay Service (NRS) can help you if you're d/Deaf or find it hard to hear or speak to hearing people on the phone.

- Phone: 13 36 77
- Website: accesshub.gov.au

TIS National: The Translating and Interpreting Service (TIS National) can help you if you speak a language other than English and require an interpreting service. TIS National is a language service provided by the Department of Home Affairs.

- Phone: 13 14 50
- Website: tisnational.gov.au