

Family & Domestic Violence Policy

AGL Telecommunications
All States



agl Join the change

1. We're here to support you.

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

We're committed to supporting all customers who are experiencing or are impacted by family & domestic violence.

Australians are increasingly relying on the phone and internet which can be a lifeline, but at the same time, telecommunications products and services can also be used to compound abuse as a tool of control. The financial hardship often facing those escaping a violent situation can impact their access to phone and internet services.

This policy is for all customers who are experiencing, or have experienced, family & domestic violence. We'll provide a supportive and confidential environment where you can inform us of your situation and seek the support you need.

2. What is Family & Domestic Violence?

Family & domestic violence can take many forms, and can involve the following:

Technology facilitated abuse:

- monitoring phone calls, social media and emails, or loading spyware onto a computer or mobile phone, without the knowledge and approval of someone;
- using technology to track the location of someone, for the purposes of monitoring, control or stalking. Parental monitoring and security services can be used for these purposes; and
- making repeated phone calls, sending text messages or leaving messages on social media in breach of court intervention orders or apprehended domestic violence orders.

Access to telecommunications account:

- logging in (without permission) and closing services, thereby cutting someone off from their contacts;
- monitoring account activity, including information on phone bills and data usage; and
- fraudulently accessing the personal details of someone, such as new contact details, and continuing harassment or abuse with this new information.

Financial abuse via telecommunications account:

- putting a service in the sole name of someone through fraud or coercion, and then through this putting them into debt;
- being an end user or authorised person of the telecommunications account and using the service in a way that creates a financial obligation on someone without their permission; and
- cancelling the telecommunications service of someone if or when they try to leave.

3. Specialised Staff who can help you

You will always be treated with respect and dignity whenever you interact with us. Our staff have undergone specialised training to help understand and respond to family & domestic violence.

So we can best support you, we invite you to communicate with us about your context. This can be by any method you feel comfortable with and you'll find our contact details at the end of this policy and on our website. You may want to nominate someone to contact us on your behalf. This may include:

- someone you would like to appoint as your authorised person (like a social worker, legal aid representative, family member or friend);
- advocate (like an interpreter, family member or friend who assists with communication); or
- financial counsellor or someone who helps you manage your bills.

Let us know who your support person or authorised person is when we speak with you and provide consent for them to act on your behalf. With your approval, we'll engage with them as we would with you, consistent with your consent, instructions and in line with our privacy obligations.

We'll check with you how you wish to proceed, including the following:

- removing the perpetrator as an authorised person on your account;
- putting additional account security measures on your account, including assigning a code word to your account to prevent unauthorised access by the perpetrator;
- requesting an investigation into a life threatening or unwelcome call or message, or conducting call tracing;
- setting up a new account in your own name;
- transferring your mobile number under your name (although the account is not in your name);
- determining what notes to include in your file;
- confirming with you, your preferred method of communication so that we send information to you in a safe way;
- assisting you with payment difficulties, in line with our [Payment Assistance Policy](#); and
- helping you connect with support services that may be better placed to respond to your unique circumstances.

We may require some documentation from you, for example before we transfer your mobile number to your name.

4. Account Security

We take our customer's privacy and protecting their personal information seriously. We manage this information in line with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles. You can view a copy of our Privacy Policy on our website at <https://www.agl.com.au/privacy-policy>.

How we handle your information

If you tell us you're experiencing family & domestic violence, we'll provide you with personalised assistance to support your safety.

We're focused on keeping your information secure and will talk with you about suitable options to protect your information.

Our Programs and services

You can access a range of services to help you take control of your phone and internet usage and your AGL Telecommunications account. Everyone's circumstances are different so please let us know if you'd like some help to set these up:

- AGL App
- My Account (access to manage your AGL Telecommunications account online)
- Preferred payment options
- Preferred method of communication

5. Payment Assistance

If you're experiencing temporary financial difficulty as a result of family & domestic violence, there are different payment options available to you, including payment plans and payment extensions/deferrals.

We can also help you if you experience longer-term financial difficulty, in line with our [Payment Assistance Policy](#).

Financial Counselling Services

We've partnered with a number of organisations to help you with easy access to free financial counselling services. You can contact our financial counselling partners, or as our customer, contact us directly on **131 245** and with your consent, we can organise a referral for you.

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| Wesley Mission, New South Wales. | Phone: 1300 827 638 Website: www.wesleymission.org.au |
| YFS Logan, Queensland | Phone: 07 3826 1500 Website: www.yfs.org.au |
| Uniting Communities, South Australia. | Phone: 1800 615 677 Website: www.unitingcommunities.org |

6. External Support

The following external support services may be able to assist with support aligned to your needs and safety requirements. It's not exhaustive, and there are other state based agencies that may provide similar services.

| SERVICES DIRECTLY RELATED TO FAMILY & DOMESTIC VIOLENCE | |
|---|--|
| AGENCY | CONTACT DETAILS |
| Police | 000 |
| Emergency Response (24 hours) | 000 |
| Lifeline: crisis support and suicide prevention services (24 hours) | 13 11 14 |
| 1800RESPECT (national) <i>For women (24 hours)</i> | 1800 737 732 https://www.1800respect.org.au/ |
| Daisy app (developed by 1800RESPECT) <i>Connects people to services in their local area</i> | Available from Google Play, iTunes or App Store |
| WESNET (national) | 1800 WESNET (1800 937 638) |

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|---|--|
| <i>Provides safe phones to women experiencing family and domestic violence</i> | |
| Mensline (national) <i>For men (24 hours)</i> | 1300 789 978 https://mensline.org.au (online chat) |
| QLife (national) <i>For LGBTIQ+, available daily from 3pm to midnight</i> | 1800 184 527 qlife.org.au |
| National Debt Helpline (national) <i>Financial counselling, available Monday to Friday 9.30am to 4.30pm</i> | 1800 007 007 www.ndh.org.au |

7. How to Contact Us & Complaint Handling

For further information on how we can provide assistance under the Family & Domestic Violence policy, please contact us:

- Visit agl.com.au/familyviolence
- Call us on **131 245**, anytime 24/7 – Customer Solutions

We understand the important role that Community Agencies have in supporting customers in remote areas, CALD and Indigenous communities, customers with limited or no access to the internet, low English literacy, or have a disability. We provide information to various Community Agencies about our Family & Domestic Violence policy.

We have an interpreter service available for customers whose first language is a language other than English.

A TTY service is available for hearing impaired customers. To access this service, please contact us on **133 677** quoting **1300 664 358**.

Once in a while things can go wrong but if this happens, we're committed to making it right.

We offer a simple approach to addressing complaints about our products or services. Our customer service representatives are your first point of contact, and will work with you to resolve any issues quickly, fairly and collaboratively. All complaints are treated confidentially.

However if you're not satisfied with the resolution you've received, you can contact us on **1800 775 329** or write to us at complaints@agl.com.au or **AGL Telecommunications Family & Domestic Violence Program, 6 Page Street, Moruya, NSW 2537**. We'll endeavour to resolve your issue as quickly as possible in accordance with our [Complaints Handling Policy](#).



However, if you remain dissatisfied, you may wish to contact the Telecommunications Industry Ombudsman on **1800 062 058** or via www.tio.com.au.