

Domestic and Family Violence Policy

We're here to help.

iPrimus is committed to helping customers affected by domestic and family violence, and non-domestic sexual violence. We believe that everyone has a right to live free from violence, abuse and fear.

Are you in immediate danger or need help right now?

Call 000 if you need help right now.

Our commitment

We recognise the seriousness of domestic and family violence, and non-domestic sexual violence. This can be in the form of physical, financial or psychological abuse.

The wellbeing and safety of our customers affected is our priority, and we have procedures and policies in place to help protect the safety of our customers.

Our support has been designed by working with domestic and family violence, and non-domestic sexual violence, experts and people with lived experience to better understand how we can improve our processes and training to make it easier for our customers to contact us and receive support.

We are also committed to providing tailored assistance to our customers, by being considered in our approach to achieve the best outcomes for each individual's circumstance.

Our goal is to keep you safe and assist you to remain connected is our priority.

How can we support you?

We understand that each person's experience is shaped by a combination of factors – including gender, culture, language, disability, sexuality, age, financial situation, and social or geographic location, which can create unique barriers to safety, privacy, and access to support.

Our Specialised Care team members are dedicated for customers facing family and domestic abuse. Our Specialised Care team are equipped with the expertise and authority to provide customer-specific support and assist those who are experiencing challenges in accessing and managing their critical communication services.

Depending on your individual circumstances, some of the options we may be able to offer to help you remain safe and/or connected include:

- Update/add additional security to your account
- Add/remove authorised parties
- Change your mobile or internet plan
- Review options available to move service(s) onto a new account
- Remove a service you no longer require
- Assist with creating a new service (mobile/internet)
- Swap your mobile SIM
- Restore a service cancelled due to non-payment (if available)
- Relocate your service
- Provide short or long-term payment plan or financial hardship assistance

We are committed to protecting the privacy and security of all affected persons and will ensure:

- Restriction of access to affected persons account to the Specialised Care team
- We do not require evidence from you to access support
- We do not store sensitive information longer than required
- Provide training to staff on handling and disclosure of personal information
- Corresponding with you via your preferred method/s of communication

We review our systems, process, policies and telecommunication products regularly to ensure we continue to apply safety by design principles in our systems to protect customers' privacy minimise risk.

We recognise that supporting customers affected by domestic and family violence, and non-domestic

sexual violence can be challenging for our staff. We are committed to the wellbeing of our personnel by providing regular training and offer external wellbeing support.

How to get in touch with us?

If you are experiencing or impacted by a domestic or family abuse situation, our Specialist Care team can be contacted on 1300 059 015 Monday to Friday 9.00 am – 5.00 pm AEST. If you need an interpreter, please call the translating and interpreting services (TIS National) on 131 450 and ask to be connected to I Primus.

If you're deaf, hearing or speech impaired, please contact the National Relay Service (NRS) on 1800 555 660.

If you are unable to make contact via phone, or it is unsafe to do so, you can also contact us via email:

financialhardship@iprimus.com.au

Need more assistance?

Here are some links and information to other external services that might be able assist you.

Organisation	Information
1800 Respect	Counselling service for sexual assault or domestic/family violence. Phone: 1800 737 732 (24 X 7) Website: 1800respect.org.au
13Yarn	An Aboriginal & Torres Strait Islanders crisis support line. Phone: 13 92 76 (24 X 7) Website: https://www.13yarn.org.au/
Ask Izzy	Ask Izzy is a website that can assist you with family violence support, including housing, meals, money help and counselling. Website: https://askizzy.org.au/
Australian Childhood Foundation	Counselling for children and young people affected by abuse and trauma Phone: 1800 176 453 Website: https://www.childhood.org.au/
InTouch	Support services working with migrant and refugee women in their communities. Phone: 1800 755 988 Website: https://intouch.org.au/
National Debt Helpline	Free advice on how to manage your debts. Phone: 1800 007 007 Website: www.ndh.org.au
Relationships Australia	Assistance for those experiencing violence or abuse in their relationships. Phone: 1300 364 277 Website: https://www.relationships.org.au/