

Domestic and family violence statement

If you're in immediate danger or need urgent help, call 000.

Your safety is our priority

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

This statement provides information on how we can support, if you or someone you know is affected by domestic or family violence.

Our commitment

Our customers' safety and keeping you connected to your telecommunications services is our priority.

If your service has been restricted, suspended or disconnected and you have concerns about your safety, we have options to help keep you connected. Depending on your needs and situation, we can reverse this action or offer you an equivalent telecommunications service as a matter of urgency.

How we can help

Our dedicated support team is specially trained to help you stay safely connected. Here are some ways they can help:

- Reviewing and updating contact information and who has access to your account.
- Transfer or take ownership of your service.
- Removing services you no longer need.
- Moving services to a new location.
- Help you set up a new account for a fresh start.

We understand that domestic and family violence, and sexual violence outside the home, can make it hard for you to pay for your services. We can provide options for financial hardship assistance under the Telecommunications (Financial Hardship) Standard 2024. We are here to support you and help keep you connected.

Contact our dedicated support team

You can contact us on our dedicated contact number below or use live chat on our support page via the belong app or website if you need assistance or to request a call back.

- **Call 1800 950 885** – We're available Monday to Friday 9am–5pm (AEDT)
- **Chat with us via the Belong app or website** belong.com.au/support – We're available Monday to Friday 9am–5pm (AEDT)

If you're Deaf, hard of hearing, or have a speech or communication difficulty.

Contact us via the National Relay Service (1300 555 727) Text: 0423 677 767

Choose your NRS action option. Tell the relay officer our dedicated support team's number: **1800 950 885**.
For more information visit accesshub.gov.au

BELONG

Help in other languages

If you speak a language other than English, you can call us via The Hello Co. on **1800 384 663**, Monday to Friday 8am–6pm (AEST).

خدمات الترجمة الفورية | Servicios de interpretación | ਦਭੁਸੀਏ ਸਵੇਵਾ | Dịch vụ phiên dịch | 口譯服務 | 口译服务

Other organisations who might be able to help you

If you need further support, we have set out below some external support services available across Australia.

1800RESPECT (1800 737 732)

The National Sexual Assault Domestic Violence Counselling Service offers confidential online and telephone counselling, information and referral services.

Call **1800 737 732** or go to 1800respect.org.au for text, online chat or video call options.

Ask Izzy (askizzy.org.au)

Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counselling and much more. It is free and anonymous.

13YARN (13 92 76)

A First Nations crisis support line available 24/7. Free and confidential service available in all states in Australia and the Torres Strait Islands.

Financial Counsellor assistance

If you're experiencing economic abuse visit moneysmart.gov.au to find your nearest Financial Counsellor. Go to moneysmart.gov.au/managing-debt/financial-counselling

Free calls and wi-fi

Free calls to crisis lines

It's free to call select crisis lines for anyone on a Belong mobile plan – all you need is an active SIM.

Free calls and wi-fi at payphones

All local and national calls to standard fixed line numbers and calls to standard Australian mobiles on Telstra public payphones are free

Free wi-fi is also across select enabled payphones so you can connect with crisis support services, like Ask Izzy. For more information www.telstra.com.au/aboutus/access-for-everyone

Belong is committed to reviewing and updating this statement regularly to ensure that it reflects the current best practices and standards for assisting consumers affected by domestic and family violence.