Domestic, Family and Sexual Violence Policy

(Residential and Small Business Customers)

Coast Broadband

A.C.N 698 066 938
A.B.N 32 698 066 938

How to contact us:

Phone 1300 899 174

Email support@coastbroadband.com.au

Website www.coastbroadband.com.au

Contents

Domestic, Family and Sexual Violence policy 3
Our teams are trained 3
Your privacy is our priority 3
Ways that we can provide support 4
Flexible payment options 4
Overdue Balance 4
More help when you need it 4

Domestic, Family and Sexual Violence policy

Domestic, Family and Sexual Violence is a serious issue that affects people from all backgrounds. Support is available.

Domestic, Family and Sexual Violence may be physical, sexual, emotional or psychological, and involve technological or financial control over a person. When someone experiences violence, they deserve support and help.

Everyone's situation is unique, and our support options consider individual experiences and circumstances, including but not limited to cultural background, gender identity, and disability.

Our teams are trained

Our customer facing staff will work with you to prioritise your safety and choices.

Team leaders and design teams make sure that our services, processes and systems are safe, accessible, respectful and responsive, Minimizing the number of times you need to explain your situations and making sure you have access to the supports we offer.

We also make sure that our team feel supported though appropriate training, clear guidance on process and access to leaders who can provide additional support.

Supporting people affected by, Domestic, Family and Sexual Violence is an ongoing responsibility which we take seriously. We regularly review and improve our policies, processes and training, and seek to learn from specialist domestic and family violence services to strengthen the support we offer.

Your privacy is our priority

We're committed to protecting the privacy and security of all customers. We understand that for people affected by Domestic, Family and Sexual violence, privacy and security is front of mind. To maintain our high standards of security, we

- Handle personal information carefully
- Provide additional security and verification options such as Secret questions, Verbal Passwords or Account Pins
- Work with you to set up and arrange preferred contact methods and times we can contact you.
- Maintain records in ways that prioritise safety and confidentiality in line with our privacy policy.

We take extra precautions and work with you to prevent risk and ensure that information isn't shared without your consent.

To find out more about how we store your information, or to let us know about any concerns you have about your privacy, please contact us on 1300 899 174.

Ways that we can provide support

We're here to help you stay connected safely, and to provide support in ways that meet your needs. Our team is trained to respond with care and respect when discussing practical assistance. This may include but is not limited to:

- Reviewing and updating your contact details
- Reviewing and updating who can access your account
- Helping you transfer or take ownership of your service
- Helping you nominate a person to contact us on your behalf
- Removing services, you no longer need
- Moving your services to a new location
- Setting up a new account
- Finding flexible payment options

If your service has been restricted, suspended or disconnected and you have concerns about your safety, we will urgently work to restore your service wherever possible.

Flexible payment options

We understand that any form of Domestic, Family or Sexual Violence may result in financial hardship.

There are several ways we can help, and you may be entitled to financial hardship assistance. Please reach out as soon as you feel safe to do so.

If you'd like a copy of our Financial Hardship Policy or Payment Assistance Policy, visit our website or give us a call and we'll send you a copy.

Overdue Balance

If you have an overdue balance and we are unaware of your circumstances, we may need to begin our standard debt management process. This may include steps that could affect your service, including possible suspension or disconnection of your services. We understand the financial stress can be overwhelming and our priority is to work with you to help you stay connected.

If you are unable to make payment or foresee difficulty maintaining your account Please contact us when you feel able so we can understand your circumstances and talk through the support options available, including flexible payment arrangements and other assistance.

More help when you need it

You are not alone – there are several free services that can provide additional help and support.

Organisation	What they Do	Contact Details
Government		
Police	Law enforcement services – call if you or your child/family is in immediate danger	Phone 000
Services Australia	Centrelink, Medicare, Child Support services – social workers can provide short term counselling, support and information, and refer you to other support services	Social Work Services, Tel: 13 28 50 Multilingual, Tel: 13 12 02 www.servicesaustralia.gov.au
Wellbeing		
1800 RESPECT	Free, confidential family violence and sexual assault counselling and referral services	Tel: 1800 737 732 Open 24/7 www.1800respect.org.au
Full Stop Australia	Free specialist 24/7 telephone and online counselling for survivors of family, domestic and sexual violence	Tel: 1800 385 578 Open 24/7 www.fullstop.org.au
Lifeline	Crisis support services	Tel: 13 11 14 Open 24/7
1800 Elder Help	Elder help is a free call phone number that automatically redirects callers seeking information and advice on elder abuse with the phone service in their state or territory.	1800 353 374
Family Relationship Advice Line	Information and advice on family relationship issues and parenting arrangements after separation	Tel: 1800 050 321 Open weekdays 8am–8pm, and 10am-4pm on Saturdays
Relationships Australia	Counselling, mediation and family dispute resolution services	Tel: 1800 364 277 Local call cost from anywhere in Australia
MensLine Australia	Telephone and online support services for men	Tel: 1300 78 99 78 www.mensline.org.au
WIRE Women's Information	Free generalist information, support and referral service for Victorian women – visit the Walk-in Information Centre, call the phone support line or start an online chat.	Tel: 1300 134 130 www.wire.org.au Walk-in Information Centre 372 Spencer St, West Melbourne, Vic. Open weekdays from 9:30am–4:30pm.
Financial		

Money Minded	Website to help build skills, knowledge and confidence in managing money	www.moneyminded.com.au
National Debt Helpline	Free financial counselling services – get help in managing bills and debts	Tel: 1800 007 007 www.ndh.org.au
Legal		
National Association of Community Legal Centres	A directory of not-for-profit community law centres in Australia, focusing on the disadvantaged and people with special needs – request legal and related services	www.naclc.org.au
Women's Legal Services Australia	A national network of community legal centres that specialise in women's legal issues – request legal advice or a referral	www.wlsa.org.au