



## FAMILY & DOMESTIC VIOLENCE POLICY

### Purpose

Phone and internet access have become increasingly important in our everyday lives. For those who are victims and survivors of domestic and family violence, a mobile phone or internet service can be a lifeline, but equally a tool of control, and the financial hardship often facing those escaping a violent situation can impact on their ability to pay bills and access telecommunications services.

This policy outlines CRISP Wireless' commitment to supporting customers who are experiencing, or have experienced, family and domestic violence.

### Are you or someone you know affected?

Domestic and family violence in the context of the telecommunications industry can take many forms, it can be referred to as 'technology facilitated abuse' and may look like:

- Monitoring phone calls, social media use and emails without the knowledge or approval of someone
- Loading spyware onto a computer or mobile phone to monitor a person without their knowledge
- Using technology to track the location of someone, for the purposes of monitoring, control or stalking
- Accessing accounts such as emails, social media, or messaging to monitor or impersonate someone
- Logging in (without permission) and closing services, thereby cutting someone off from their contacts.

Coercive control – means a repeated pattern of behaviour used by an individual that has the effect of creating and maintaining control over another individual by exerting power and dominance in everyday life to deny freedom and autonomy through fear, control, pressure or manipulation.

### We are here to support you.

At CRISP Wireless, we take the misuse of our services by domestic violence perpetrators extremely seriously and will provide effective and tailored assistance to customers who need our help and support. You can choose to communicate with us via whatever platform you feel most comfortable – via a ticket from our portal, an email, phone call or text.

If you advise us that you are affected by family or domestic violence, or you are concerned for your ongoing safety, we will prioritise assessment of your request in relation to your internet service. If you advise us that your safety is at risk, we will not within 30 days restrict, block or disconnect the affected person's internet service, unless specifically requested by the affected person.

You may want to nominate a specific person to contact us on your behalf. This may be a financial counsellor, social worker, trusted friend or family member. Just let us know who your support person is when we speak to you and provide consent for them to act on your behalf. They will need to be nominated as either an Advocate (speak on your behalf but not change any account details) OR and Authorised Representative (have full access to your account, including being able to change plan, or account details, acting as if they are you).





## FAMILY & DOMESTIC VIOLENCE POLICY

To protect your ongoing safety, you may choose to set up a new internet service that is not linked to the perpetrator. We will work with you as to how this can be achieved. Alternatively, you may choose to retain your existing internet service, but have the privacy, safety and security of your account protected by a PIN or password, or the sending of a unique verification code to a safe number or email address that you provide.

### Keeping you connected

If you are a person identifying as being affected by domestic or family violence and your service has been restricted, blocked or disconnected, we will work with you to restore your service as soon as possible.

### You only have to tell us your story once

Once you have shared your story once we will not ask you to repeat yourself, as we recognise that this can be extremely upsetting and triggering. We will record a summary of what you have told us in the notes on your file. This information is managed under our strict privacy commitment and will not be shared with any third party. We will be guided by the information you choose to provide us, and where possible, no additional proof will be required.

### All conversations are confidential

Your safety and privacy are of the utmost importance to us and our commitment to you. None of the information you give us will be disclosed to anyone else, even if their name is on the account and they have full access to the account.

### Your capacity to pay

We will work with you to find a solution for your unique situation. We can work on a payment plan, provide information on financial counselling and support or work with you to try and find a solution that works for everyone.

If you are experiencing financial difficulty because of your circumstances, whether temporary or ongoing, we are committed to keeping you connected and assisting you to manage any debt. Should you require any more information, please refer to our [Financial Hardship \(Payment Assistance\) Policy](#)

### We will hear you

Our customer service team will always treat you with understanding, empathy and respect, and we will do everything we can to help you, whilst also complying with our industry specific guidelines.

### How to access assistance

Our friendly customer service team is committed to providing respectful and confidential assistance to help you manage your internet service safely. You do not need to provide evidence of your circumstances to access support.





## FAMILY & DOMESTIC VIOLENCE POLICY

To get in touch with our team, please contact us by:

Telephone 6809 2100

Raising a ticket in our portal

Email [support@crispwireless.com.au](mailto:support@crispwireless.com.au)

We can provide information on organisations who specialise in working with and supporting people experiencing family and domestic violence, both in the immediate and long term as may be required.

### Support Services

If you are in an emergency situation, please call 000 as soon as possible. Additional support services include:

1800RESPECT	Full Stop Australia	Mensline Australia	Rainbow Sexual, Domestic and Family Violence Helpline
National domestic family and sexual violence counselling service, offering a helpline, information and support 24/7	Specialist sexual, domestic and family violence counselling and advocacy 24/7	24/7 counselling and support for men with family and relationship concerns including men experiencing or using violence (24/7)	Specialist support for LGBTIQ+ people experiencing family or intimate partner violence
Call: 1800 737 732 Text: 0458 737 732	Call: 1800 385 578	Call: 1300 78 99 78	Call: 1800 729 367 Text: 0480 017 246
Visit: <a href="http://1800respect.org.au">1800respect.org.au</a>	Visit: <a href="http://fullstop.org.au">fullstop.org.au</a>	Visit: <a href="http://mensline.org.au">mensline.org.au</a>	Visit: <a href="http://rainbowdoor.org.au">rainbowdoor.org.au</a>

### DAISY APP

Daisy is an app developed by 1800Respect to connect people experiencing violence or abuse to services in their local area. Download via [Google Play](#) or [Apple Store](#).

### Help for the Vision or Hearing Impaired or from a Non-English-Speaking Background

If you require this Policy in an alternative format, please contact us via phone or email. We will make reasonable efforts to provide the information in a format that meets your needs.

The [National Relay Service \(NRS\)](#) can help you if you are Deaf or find it hard to hear or speak to hearing people on the phone.

The [Translating and Interpreting Service \(TIS National\)](#) is an interpreting service provided by the Department of Home Affairs for people with limited English skills.

