

Fibrenet Broadband Pty Ltd is committed to supporting customers who are experiencing, or may be at risk of experiencing, family, domestic or sexual violence.

We recognise that telecommunications services can be essential for safety, independence, emergency support, work, study and staying connected with trusted people. We also recognise that telecommunications services, account information, bills, contact details and usage information can sometimes be misused by others to monitor, control, intimidate or harm a person.

Our team has processes in place to protect the safety, privacy and wellbeing of customers affected by family, domestic or sexual violence, including technology-facilitated abuse.

How we can help

If you are affected by family, domestic or sexual violence, we can work with you to help manage your telecommunications services safely.

Support may include:

- using a safe and preferred contact method;
- arranging a call back at a safer time;
- changing contact details;
- changing billing delivery methods;
- removing or changing authorised representatives;
- restricting access to account information;
- helping with account changes where possible;
- reviewing payment arrangements or financial hardship support;
- prioritising reconnection where your service has been restricted, suspended or disconnected and there is a safety risk;
- providing information about external support services.

You do not need to provide evidence of your circumstances to access support, unless we are required by law or it is necessary to protect you.

We will not require you to contact, negotiate with, or obtain consent from an alleged perpetrator to access support.

Keeping you connected

If you identify as being affected by family, domestic or sexual violence and your telecommunications service has been restricted, suspended or disconnected, we will prioritise reconnecting or restoring your service as a matter of urgency where it is safe and possible to do so.

Where reconnection is not practical, we will consider whether an equivalent or alternative service can be provided.

Financial hardship assistance

We recognise that family, domestic or sexual violence can contribute to financial hardship and difficulties paying telecommunications bills.

Customers affected by family, domestic or sexual violence may be eligible for assistance under our Financial Hardship Policy, including flexible payment arrangements and other available support.

Please refer to our Financial Hardship Policy for more information.

How to access assistance

Our team is committed to providing respectful and confidential assistance.

You can contact us by:

Phone: 1300 380 130

Email: support@fibrenetbroadband.com.au

Website Form: fibrenetbroadband.com.au

If it is not safe to speak with us immediately, you can ask us to arrange a call back at a safer time using your preferred contact method.

Please let us know if there is a safe time or preferred way for us to contact you.

Support services

If you are in immediate danger, call **000**.

Additional support services include:

1800RESPECT

National domestic, family and sexual violence counselling, information and support service.

Phone: 1800 737 732

Text: 0458 737 732

Website: 1800respect.org.au

Full Stop Australia

Specialist sexual, domestic and family violence counselling and advocacy.

Phone: 1800 385 578

Website: fullstop.org.au

MensLine Australia

Counselling and support for men with family and relationship concerns, including men experiencing or using violence.

Phone: 1300 78 99 78

Website: mensline.org.au

Rainbow Sexual, Domestic and Family Violence Helpline

Specialist support for LGBTIQ+ people experiencing family or intimate partner violence.

Phone: 1800 497 212

Website: switchboard.org.au

Lifeline

24/7 crisis support.

Phone: 13 11 14

Text: 0477 13 11 14

Website: lifeline.org.au

Policy review

We regularly review this statement and our internal policies and procedures to ensure they remain appropriate, practical and compliant with applicable telecommunications obligations.