



# TeleChoice Domestic Violence Policy

## What is Domestic Violence

Domestic Violence can include (but is not limited to) the following behaviour by a person towards a family member of that person:

- is physically or sexually abusive
- is emotionally or psychologically abusive
- is economically abusive
- is threatening
- is coercive
- and in any way controls or dominates the family member to feel fear for the safety and wellbeing of that family member or another person.

We at TeleChoice, understand that with such events having access to communications and privacy is critical, we will always try to find a solution which meets your needs. To discuss your situation please call us on 1300 835 324 (MON – FRI 9.00am – 5.30pm ) and ask to speak with our Financial Services department .

## How we can help :

### If you are the account holder:

1. Mobile or fixed line plan change
2. Cancel your service(s)
3. Provide you with a new mobile or fixed line number
4. SIM swap
5. Reactivation of cancelled numbers ( if cancelled due to collections)
6. Short term or long-term payment plans
7. Provide some financial relief



### **If you are not the account holder:**

1. Provide a new number on a new account
2. Offer a private fixed line number on a new account

### **Applying for hardship**

If you are experiencing hardship due to domestic or family violence and require some assistance, our team can help you with a personalised payment plan. Please contact us on [support@telechoice.com.au](mailto:support@telechoice.com.au).

In order for us to assist you we may request the following documents from you, (depending on your circumstances):

- Government issued identification ie. Drivers licence, Passport or Identification Card
- A Statutory Declaration witnessed by an authorised person, that you are or have been the subject of domestic or family abuse or
- Communication via a nominated advocate you have selected
- The device/handset associated to the mobile number you have been using

In some cases, we may require further documentation to support your request by supplying a copy of the AVO/Police report or a letter from a Governing body who are assisting you with relocation, etc

Please visit our website : <https://www.telechoice.com.au/financial-hardship-policy> to obtain more information about our Financial Hardship Policy.

### **Assistance programs and resources**

Customers affected by Domestic or Family violence may seek support from some external networks .

White Ribbon is a Local Domestic Violence Support agency. For your local Support please visit:

<https://www.whiteribbon.org.au/find-help/support-services>

Men's helpline:

<https://mensline.org.au/>

