

## **Real Telecom Mission Statement for Customers Affected by Domestic, Family and Sexual Violence**

Real Telecom is committed to supporting consumers who are subject to threat related to domestic, family or sexual violence. We understand that access to telecommunications services can be critical to safety, privacy, and wellbeing when under duress.

If you are affected, support is available and you can contact us in a way that feels safe for you

Additionally, we are open to assisting you to stay connected during this time and will adjust your account in conjunction with your requirements.

We will also aim to ensure that any service restrictions, disconnections or suspensions to this effect are lifted from any consumer account experiencing this situation. Please note that we will aim to be practical with regards to service restoration and/or provide an alternative to ensure you stay connected.

### **Our Approach**

We aim to respond with care, sensitivity, and respect. You do not need to share personal details unless you choose to. We will handle all requests confidentially and take reasonable steps to protect your privacy.

### **Support Available from Real Telecom**

Real Telecom can provide the following support to consumers affected by domestic and sexual violence:

- Sensitive and respectful handling of your enquiry
- Flexible communication options where possible
- Assistance with account-related questions
- Referrals to specialist domestic and family violence support services
- Privacy-focused handling of personal and account information
- Financial Hardship and payment assistance
- Service customisation including the potential provision of a firewall to prevent harassment via unwanted calls, use of spyware or tracking devices to determine location

If additional support is required, we encourage customers to access specialist services listed further along in this document

## How to Contact Real Telecom for Support

If you are affected by domestic, family or sexual violence and need support related to your Real Telecom service, you can contact us using any of the following options:

- **Email:** [qc@realtelecom.com.au](mailto:qc@realtelecom.com.au)
- **Phone:** 1300 886 743
- **Online enquiry:** via our Contact Us page

When contacting us, you may simply state that you are seeking support related to domestic or family violence. You do not need to provide details unless you wish to. We will work with you to reach an amicable resolution with regards to your service arrangement.

## External Support Services

If you need immediate or specialist support, the following organisations provide free, confidential assistance 24/7:

### 1800RESPECT

- Phone: **1800 737 732**
- Website: [www.1800respect.org.au](http://www.1800respect.org.au)

Provides counselling, information and referrals for people affected by domestic, family and sexual violence.

### Lifeline

- Phone: **13 11 14**
- Website: [www.lifeline.org.au](http://www.lifeline.org.au)

24/7 crisis support and suicide prevention services.

### Mensline Australia

- Phone: **1300 789 978**
- Website: [www.mensline.org.au](http://www.mensline.org.au)

Support for men dealing with relationship issues, including family violence.

If you are in immediate danger, please call 000.

## State and Territory Services that may be of assistance:

- Domestic Violence Crisis Service (ACT): 02 6280 0900
- Domestic Violence Crisis Service (SA): 1800 800 098
- Domestic Violence Line (NSW): 1800 656 463
- Domestic Violence Helpline (WA): 1800 007 339
- DVConnect (QLD): 1800 811 811
- Family Violence Counselling and Support Service (Tas): 1800 608 122
- Safe Steps (Vic): 1800 015 188
- Darwin Aboriginal and Torres Strait Islander Women's Shelter: 08 8928 1206

## Other Options for support:

- Police non-emergency line: 131 444
- 1800 ElderHelp 1800 353 374
- Full Stop 1800 385 578
- Kids Helpline: 1800 551 800
- 13YARN: 139276
- 13HELP: 134357
- National Debt Helpline 1800 007 007
- National Disability Abuse and Neglect Hotline 1800 880 052
- Rainbow Sexual, Domestic and Family Violence Helpline 1800 497 212

## Future Support Measures

Real Telecom will have further support measures in place when additional obligations under the **Telecommunications (Domestic, Family and Sexual Violence Consumer Protections) Industry Standard 2025** are provisioned to us from April 2026 onwards. We will adhere to all guidelines set out in accordance with the recommendations set out by the Australian Communication and Media Authority. We will continue to update our policies with consumer requirements in mind to ensure that all our consumers are aware that we are always available to them.

## Privacy and Confidentiality

We take privacy seriously. Any information you share with us will be handled sensitively and in accordance with applicable privacy laws. We will only use your information to assist you and provide support.