



# Domestic and Family Violence Statement

If you are in immediate danger, call 000 now for assistance.

## 1. About our Domestic and Family Violence Policy

- 1.1. Domestic and family violence is any abusive behaviour that is used to control someone in a family, family-like or intimate relationship, and makes that person afraid for their safety and wellbeing or the safety of another person.
- 1.2. Domestic and family violence can happen to anyone. Domestic and family violence may include (but is not limited to):
  - a) physical, emotional and/or psychological abuse;
  - b) use of unwelcome communications or technology facilitated abuse;
  - c) economic and financial abuse;
  - d) threats, intimidation, or coercion or control that causes harm; and/or
  - e) domestic sexual violence.
- 1.3. At More, we aim to assist our customers who are experiencing domestic and family domestic and family violence (Affected Customers) to remain safely connected to their telco services.

## 2. Express Statement

- 2.1. We have procedures and policies in place to protect the safety of all our customers impacted by domestic, family and sexual violence, regardless of their gender or sexuality.
- 2.2. We are committed to:
  - i. Keeping an Affected Customer connected to their More services; and
  - ii. Where a service has been restricted, suspended or disconnected, and where an Affected Customer has expressed or indicated concern about their safety, reversing that restriction, suspension or disconnection as a matter of urgency; or
  - iii. Where restriction, suspension or disconnection has occurred and reversing that action is not possible, we can provide an equivalent service.
- 2.3. We will try to provide support that meets an Affected Person's needs. The exact support options we can offer an Affected Person may vary depending on their individual circumstances and credit and account status.

## 3. Financial hardship

- 3.1. We recognise that domestic and family violence, and on-domestic sexual violence, can be a reason for non-payment. Any Affected Customer may also be entitled to financial hardship assistance in accordance with the *Telecommunications (Financial Hardship) Standard 2024*. Our Payment Assistance policy is available at [www.more.com.au/financial-hardship](http://www.more.com.au/financial-hardship)



#### 4. Contact us for assistance

4.1. We have a Specialised team trained in supporting customers affected by DFV.

4.2. You can contact the Specialised team:

a) By phone: 1300 911 876

Team available Monday to Friday (excludes public holidays), 8.30am to 6pm AET

b) By email: [care@more.com.au](mailto:care@more.com.au)

Inbox monitored Monday to Friday (excludes public holidays), 8.30am to 6pm AET

4.3. At any time, you can email us and request a call back for Monday to Friday (excludes public holidays) between 9am to 5pm AET.

#### 5. External support organisations

5.1. You can find assistance and support from domestic and family violence support organisations.

| ORGANISATION       | Contact  |
|--------------------|--|
| 1800 RESPECT       | Phone: 1800 737 732<br>Website: <a href="http://www.1800respect.org.au">www.1800respect.org.au</a><br>A 24-hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault. |
| Ask Izzy           | Website: <a href="https://askizzy.org.au">https://askizzy.org.au</a><br>A website which connects people to essential services, including family violence support available in their area.  |
| MensLine Australia | Phone: 1300 789 978<br>Website: <a href="https://mensline.org.au">https://mensline.org.au</a><br>Supports men and boys who are dealing with family and relationship difficulties. 24/7 telephone and online support an information service for Australian men.                                       |

5.2. State and Territory support services available:

| State/Territory | Organisation                                    | Phone number |
|-----------------|---|--------------|
| ACT             | Domestic Violence Crisis Service                | 02 6280 0900 |
| NSW             | Domestic Violence Line                          | 1800 656 463 |
| NT              | Domestic Violence Legal Service                 | 08 8999 7977 |
| QLD             | DVConnect                                       | 1800 811 811 |
| SA              | Domestic Violence Crisis Service                | 1800 800 098 |
| TAS             | Family Violence Counselling and Support Service | 1800 608 122 |
| VIC             | Safe Steps                                      | 1800 015 188 |