

# Domestic & Family Violence Assistance Statement and Policy

## If you need immediate help

Please call 000 right away.

If you believe that someone may be monitoring your devices, try to visit our website from a safe phone, computer, or tablet, and remember to clear your browser's history afterward.

## Our statement

Vonex and OntheNet has procedures and policies in place to help protect the safety of our customers who are experiencing domestic, family violence, or non-domestic sexual violence.

These processes are designed to ensure customers affected by domestic, family violence, or non-domestic sexual violence can access support, maintain essential telecommunications services and manage their accounts in a way that prioritises their safety and privacy.

## Why your safety is our priority

Domestic, family, and sexual violence can affect anyone and take many forms. It may include physical, emotional, psychological, economic, financial, non-domestic sexual or technology-facilitated abuse, as well as controlling or coercive behaviour that makes you feel unsafe.

At Vonex and OntheNet, your safety always comes first. We are committed to helping affected people stay connected to essential services and support networks that matter most by following careful procedures that protect your privacy and respect your choices each step of the way.

## How we help you stay connected

We listen and help. Our teams are trained to respond with discretion and sensitivity whenever you may disclose any safety concerns and take steps to minimise harm and prevent any risk to you.

If you are experiencing or affected by domestic, family, or sexual violence, we will always verify that it is safe and secure to talk before we update your details or make any changes to your services.

You do not need to provide evidence to receive immediate assistance from us under this policy, unless it is necessary to protect your personal safety.

From here, we will work with you to provide support and find the best options for your situation and keep you connected to essential communication services.

## If you are the account holder, we can help with:

- Providing new mobile numbers or prepaid or private number options
- Performing SIM swaps
- Changing or cancelling mobile and Internet service plans (e.g., postpaid to prepaid)
- Restoring services previously cancelled due to non-payment (where possible)
- Arranging flexible payment plans or fee waivers

## If you are not the account holder, we can help with:

- Setting up a new mobile or prepaid mobile number and service
- Setting up a new private home number on a new account
- Moving existing services into an independent account

## For urgent reconnections

Where a service has been restricted, suspended, or disconnected, and you indicate you may be experiencing domestic and family violence or sexual violence and have concerns about your safety, we will work to reverse the service limiting action as a matter of urgency.

In cases where a reversal is not practical, we will work with you to provide an equivalent telecommunications service to ensure you stay connected and supported.

## Support with your bills and payments

We understand that domestic, family or non-domestic sexual violence can impact your financial security and ability to pay for telecommunications services. As such, you may qualify for financial hardship assistance.

Before taking any debt recovery action, we will consider your circumstances and whether another person is responsible for the bill to find a safe path forward.

For additional support and information, please read our [Financial Hardship Policy](#).

## How we protect your information

We know that reaching out for support isn't always easy, and your privacy is important to us.

This is why:

- Anything you tell us remains confidential unless you give explicit consent
- You won't need to explain your situation each time you contact us
- We use your preferred method of contact whenever possible to keep you secure
- We protect your information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles

## Where to reach our team

If you need to talk to us, our trained specialist support team is here to help you explore safe options.

Call us on 1800 828 668:

- Monday to Friday, 8.00am – 8.00pm (AEST/AEDT)
- Saturday to Sunday, 8.00am – 6.00pm (AEST/AEDT)

Prefer not to call? You can also request a call-back through our [secure online form](#) or email us at: [safeconnections@vonex.com.au](mailto:safeconnections@vonex.com.au).

## Accessibility and language support

If you have a hearing or speech difficulty, you can contact our dedicated support team through the National Relay Service (NRS):

- Call – 1800 452 566
- Text – 0423 677 767
- Choose your NRS action option
- Ask the relay officer for Vonex's dedicated support team's number: 1800 828 668

For more information on how to use this service, please visit [accesshub.gov.au](http://accesshub.gov.au).

## If you speak a language other than English

The Australian Government offers a Translating and Interpreting Service (TIS National) for people who don't speak English or have English as a second language:

- Call – 131 450
- Ask the interpreter to call Vonex: 1800 828 668

## Additional support services that can help you

You don't have to go through this alone.

Alongside the help we can provide you directly, there are several free and confidential services provided by other trusted support organisations that are available if you need extra support:

- 1800 RESPECT – 1800 737 732 (24/7) | <https://www.1800respect.org.au/>
- Lifeline – 13 11 14 (24/7) | <https://www.lifeline.org.au/>
- Relationships Australia – 1300 364 277 | <https://www.relationships.org.au/>
- National Debt Helpline – 1800 007 007 | <https://www.ndh.org.au/>
- Kids Helpline – 1800 551 800 (for ages 5–25) | <https://www.kidshelpline.com.au/>
- StandbyU Foundation – 1800 069 010 | <https://www.standbyu.org.au/>

## If we haven't got it right

We want to make sure you feel safe and supported throughout the entire process.

If you are not happy or feel dissatisfied with the help you receive from us, you can:

- Lodge a complaint through our website
- Call our customer support team directly

If you feel we are unable to resolve your concern together, you also have the option to contact the Telecommunications Industry Ombudsman (TIO) for free, independent assistance.

## Our commitment to standards and you

This policy and the supporting procedures are actively maintained by Vonex on behalf of OntheNet.

Vonex will apply inclusive design principles in the development and review of its systems, processes and telecommunications products to identify and reduce risks to affected persons.

Vonex will also apply an intersectional approach when supporting consumers who are, or may be, experiencing domestic and family violence or non-domestic sexual violence. This means we recognise that every individual may have unique needs and circumstances shaped by their cultural, environmental, and structural background. We are committed to delivering assistance that is sensitive, appropriate, and tailored to your specific situation.