



DOMESTIC, FAMILY AND SEXUAL VIOLENCE POLICY

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OCEANDIGI PTY LTD

If you're in immediate danger or need urgent help, call 000. If safe to do so, visit this site from a computer, tablet or smartphone that isn't being monitored.

Oceandigi recognises the serious and often hidden impacts of domestic and family violence and the critical role that access to safe and secure telecommunications plays in accessing support.

We prioritise the safety of affected persons and this statement outlines how we can assist if you or someone you know is affected by domestic and family violence.

Purpose

This policy sets out Oceandigi's commitment to supporting customers who are currently experiencing, or have previously experienced, Domestic, Family and Sexual Violence (DFSV). Oceandigi's primary focus is to safeguard the safety, dignity, and wellbeing of affected individuals.

Access to phone and internet services is now essential in daily life. For people impacted by DFSV, these services can be a vital connection to support, emergency assistance, and trusted contacts. At the same time, telecommunications can also be misused as a means of control, and the financial hardship often associated with leaving a violent environment may limit a person's ability to maintain essential services.

Oceandigi acknowledges the serious and frequently unseen effects of domestic and family violence, as well as the critical role that secure and reliable telecommunications play in enabling access to support and protection. We place the safety of affected persons at the forefront of our approach, and this policy explains how Oceandigi can provide assistance to customers, or those supporting them, who are affected by domestic and family violence.

Application policies

This policy applies to all who use Oceandigi's services.

Are you, or someone you know, affected?

Within the telecommunications industry, Domestic, Family and Sexual Violence (DFSV) can occur in various ways, including through what is commonly referred to as *technology-facilitated abuse*. This may involve the misuse of telecommunications services or digital tools to monitor, control, or intimidate another person:

Examples of technology-facilitated abuse can include, but are not limited to:

- Monitoring phone calls, emails, or social media activity without a person's knowledge or consent
- Installing spyware or tracking software on a mobile phone or computer without authorization
- Using technology to track a person's location for the purpose of surveillance, control, or stalking
- Gaining unauthorized access to email, social media, or messaging accounts to monitor or impersonate someone
- Accessing telecommunications accounts to suspend, cancel, or close services, resulting in loss of contact with support networks

We are here to support you

We prioritise the safety of affected persons and are committed to ensuring privacy and account security. We aim to deliver trauma informed support to avoid you needing to disclose your circumstances multiple times. You can choose to communicate with us via the platform you are most comfortable with, such as:

- Livechat via Oceandigi's Website at <https://oceandigi.com.au/>
- Phone with one of our friendly customer service team on 1300 299 999 9 (8 am to 10 pm Monday– Friday, Weekends & Public Holidays)
- Email our support team at support@oceandigi.com.au

You may want to nominate someone to contact us on your behalf. This may include a financial counsellor, social worker or a friend or family member. Just let us know who your support person is when we speak with you and provide consent for them to act on your behalf, then we can work with them in line with our privacy obligations.

You only have to tell your story once

If you are comfortable for us to leave details of your circumstances on your customer account, you will only have to explain your situation once – the first time you reach us. We will be guided by the information that you provide to us and where possible, no extra proof is required.

All conversations are confidential

Your safety and privacy will our priority. None of the information you give us will be disclosed to anyone else, even if their name is on the account.

More information on our [Privacy Policy](#) is on our website.

Payment Assistance Support Provided

We recognise that domestic and family violence or non-domestic sexual violence can be a reason for non-payment. We can offer a range of options to help you stay connected when you are experiencing financial hardship. For more information on financial hardship assistance please see our [Payment Assistance Policy](#).

We will hear your voice

Our Customer Service Team have been trained to assist people who are experiencing DFSV, they can offer you additional support if required.

We will treat you with understanding, empathy and respect, and we will do everything we can to help while also complying with our industry guidelines.

We can put you in touch or refer you to organisations that specialise in working with and supporting people experiencing DFSV, for immediate and or more long-term assistance.

Accessibility

If you need an interpreter, you can contact the [Translating and Interpreting Service](#) on 131 450. If you are deaf, hard of hearing, or have a speech/communication difficulty you can contact us using the [National Relay Service \(NRS\)](#).

EXTERNAL SUPPORT SERVICES

If you need further information or assistance, there are a range of support organisations that may be able to assist you, including:

NOTE: If you are concerned that someone may access your browsing history, you can use private or incognito browsing to access support websites. You can select this option by right-clicking the links above. Using this option your browser will not record your history and will delete cookies

1. [1800RESPECT \(National Domestic Violence and Sexual Assault](#)

Phone: 1800 737 732

1800RESPECT is available for free, 24 hours a day, 7 days a week to support people impacted by domestic, family or sexual violence.

2. [Lifeline](#)

Phone: 13 11 14

Provides crisis support and suicide prevention services.

3. [1800 ELDERHelp](#)

Phone: 1800 353 374

A free call service that automatically redirects callers seeking information and advice on elder abuse with the existing phone line service in their jurisdiction.

4. [Full Stop Australia](#)

Phone: 1800 385 578

Offers free, 24/7, confidential, trauma specialist counselling to people of all genders who have been subject to sexual, domestic and family violence, as well as their friends, colleagues and family members.

5. [National Debt Helpline](#)

Phone: 1800 007 007

The National Debt Helpline is a not-for-profit service that helps people with debt problems.

6. [National Disability Abuse and Neglect Hotline](#)

Phone: 1800 880 052

The National Disability Abuse and Neglect Hotline is for reporting abuse or neglect of people with disability.

7. [13YARN](#)

Phone: 13 92 76

A national service supporting Aboriginal & Torres Strait Islanders, offering 24/7 support for people in crisis.

8. [Rainbow Sexual, Domestic and Family Violence Helpline](#)

Phone: 1800 497 212

Provides support for those from LGBTQ+ communities, family, friends and supporters who have recently or in the past experienced sexual, domestic or family violence.

9. [Community Legal Centres Australia](#)

Provides a comprehensive list of community legal centres across Australia. These centres often offer free or low-cost legal advice and can be a helpful resource for those experiencing domestic violence or other legal issues.

10. [Men's Referral Service](#)

Phone: 1300 766 491

Provides a range of services to support men concerned about their behavior to change what they are doing and keep women, children and communities safer.

11. [Family Relationships Online](#)

Phone: 1800 050 321

A national telephone service providing help for families affected by relationship or separation

issues, including information on parenting arrangements after separation.

12. [Relationships Australia](#)

Phone: 1300 364 277

Provides relationship support services for individuals, families, and communities, including counselling, family dispute resolution, and family/community support and education programs.

13. [National Legal Aid](#)

National Legal Aid is a network that links to the legal aid commissions in each state and territory in Australia. They can provide you with the necessary legal assistance and resources in your area.