

Elevate Internet

Domestic and Family Violence Policy

Are you in immediate danger? Call 000 if you need help right now.

If you think someone may be monitoring your device, exit from this document and website, delete it from your browser history and visit this website and document from a computer, tablet or smartphone that isn't being monitored.

1) Introduction

- a) Phone and internet access have become increasingly important in our everyday lives. For those who are victims and survivors of domestic and family violence, a mobile phone or internet service can be a lifeline, but also a tool of control, and the financial hardship often facing those escaping a violent situation can impact their ability to pay bills and access telecommunications services.
- b) This policy outlines Elevate's commitment to supporting customers who are experiencing, or have experienced, family & domestic violence.
- c) Domestic and family violence in the context of our industry the telecommunications sector can take many forms. It can be referred to as 'technology facilitated abuse' and can look like the following:
 - i) Monitoring phone calls, social media and emails without the knowledge and approval of someone
 - ii) Loading spyware onto a computer or mobile phone to monitor a person without their knowledge
 - iii) Using technology to track the location of someone, for the purposes of monitoring, control or stalking
 - iv) Accessing accounts such as email, social media, or messaging to monitor or impersonate someone
 - v) Logging in (without permission) and closing services, thereby cutting someone off from contacts
- d) At Elevate, we take the misuse of our services by domestic violence perpetrators extremely seriously and will provide effective and tailored assistance to customers who need our support. You can choose to communicate with us via the platform you are most comfortable with, with ways to contact us found at the end of this policy and on our website.
- e) 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.
- f) Your safety and privacy will be 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.
- g) Our Customer Service Team have been trained to assist people who are experiencing family violence.
- h) 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.
- i) We can put you in touch or refer you to organisations that specialise in working with and supporting people experiencing family violence, for immediate and or more long-term assistance.

2) Support Services

- a) For Women 1800RESPECT - National counselling helpline, information and support 24/7 1800 737 732 or [1800respect.org.au](https://www.1800respect.org.au)
- b) DAISY APP - Daisy is an app developed by 1800RESPECT to connect people experiencing violence or abuse to services in their local area. Google Play Apple Store
- c) For Men MENSLINE Support- for men with family and relationship issues 24/7 1300 789 978 [mensline.org.au](https://www.mensline.org.au)

- d) For LGBTQI+ QLife - Telephone and online counselling, referrals and support groups for LGBTQI+ people and their families 1800 184 527 qlife.org.au.

Special communication needs

Spoken Language Interpretation. If you need a spoken language interpreter, you can contact the Australian Government's Translating and Interpreting Service (TIS) by calling 131 450. Please note that a personal account is required and fees may apply. For more information, visit <https://www.tisnational.gov.au/en/Non-English-speakers/Available-services>.

For written translations of this document, you may wish to use a commercial service such as Ethnic Interpreters & Translators. They can be contacted on (03) 9998 2280, or you can visit <https://ethnic.com.au> for more information. Fees may apply.

National Relay Service. If you are deaf or have difficulty hearing or speaking over the phone, you can use the National Relay Service (NRS). For more information, visit <https://www.accesshub.gov.au/about-the-nrs>

We welcome feedback to improve our DFV support. To contact yless4u, call 1300 159 250 or email support@elevateinternet.com.au. This statement reflects our commitment as of 1 July 2025, our support services will continue to develop in line with industry standards and regulatory requirements.