

Assistance for Konec customers experiencing domestic, family or sexual violence

This policy is formed in accordance with Telecommunications (Domestic, Family and Sexual Violence Consumer Protections) Industry Standard 2025 and is valid from 1st July 2025 until 31st March 2026.

1 Domestic and family violence

Domestic and family violence refers to behaviours of an individual that are designed to create a dependency or to isolate, monitor, dominate, or control another individual. It can occur in any personal relationship including between intimate partners, parents and children, immediate and extended family groups, communal and extended kinship connections, and in carer and guardianship arrangements.

The behaviours can include:

- Life threatening communications
- Unwelcome communications,
- Economic and financial abuse
- Technology facilitated abuse
- Threats and intimidation
- Emotional or psychological abuse
- Systems abuse
- Coercive control
- Sexual violence

2 Sexual violence

Sexual violence means sexual behaviour that occurs where consent is not freely given or obtained, is withdrawn or the individual is unable to consent due to their age or other factors. It can be physical or non-physical. It occurs any time an individual is forced, coerced, or manipulated into any sexual activity. It may occur within intimate relationships, friendships or with acquaintances and strangers..

3 **Tell us you need our help**

We won't know that you are experiencing domestic and family violence unless you tell us. Be as clear as you can about that and why you are contacting us.

You can reach out to us:

On 1300 4 KONEC

Via support ticket from your account

On email at help@konec.com.au

4 **Tell us how to communicate safely with you**

Every instance of domestic, family or sexual violence is different and only you know how to keep yourself safe.

Let us know how and when we can communicate with you in a way that doesn't put you at more risk. We'll only communicate with you via that method until you advise otherwise.

5 **Konec's response to domestic, family or sexual violence**

In our role as a mobile voice and data service provider, we will take relevant steps to support you if you are affected by domestic, family or sexual violence.

We'll listen for your concerns and how you wish to proceed but sometimes the options for us to help are limited. We'll tell you what we can do and let you choose how to proceed.

The support we provide may change over time but right now, this Policy's aim is to ensure your safety and where you rely on a mobile phone service, that you can maintain that service or an equivalent service.

We'll arrange for a senior team member to manage your case and we will never require you to:

- Volunteer the nature of the abuse
- Provide evidence or supporting material of the abuse unless we are legally required to obtain it or we believe it is necessary to protect your interests
- Contact or engage with the perpetrator or with their authorised representative.

Unless we are required to do so by law, or you give us permission, we will never disclose any information about your finances and or which can be used to identify or locate you, including your contact details. We'll only access your information in the ordinary course of business of managing your account.

6 Solutions we can offer

We will always try to find a solution which meets your needs as an affected person. Some of the solutions we may be able to offer to help you stay safe and/or stay connected include:

If you as an affected person is the account holder and user of a mobile service:

- Review and update contact and security information, including who has access to your account
- Change a mobile service number
- Move a mobile service number to a new account
- Change the owner of a mobile service
- Report harassing, threatening or unwanted calls
- Swap a mobile number and plan to a new SIM card
- Suspend or cancel a mobile service
- Restore a suspended or disconnected mobile service (where possible) or provide an equivalent service.
- Refrain from suspending, restricting or disconnecting a mobile service where personal safety is at risk.
- Assistance under our Financial Hardship Payment Assistance Policy (if qualified).

If you as an affected person is not the account holder but the user of a mobile service

- Offer a new mobile service on a new account
- Explore options to move a service into an independent account

7 We will arrange for our team member to receive focused training, but we are not a specialist domestic, family or sexual violence support service

We can help you with matters relating to our mobile phone services but if you need other support, here are the details of organisation and tools that may help.

	Men's Referral Service provide support to men which are concerned about their behaviour.		
Family relationship support	The Family Relationship Advice Line is a national telephone service seeking to help families affected by relationship or separation issues, parenting arrangements after separation and other family relationships includes parents, grandparents, children, young people, other family members or friends.	1800 050 321	https://www.familyrelationships.gov.au/talk-someone/advice-line
Kids and Young people assistance	Kids Helping provides support to those under 25, offering advice and counselling services 24/7 The Raising Children Network website provides support resources for children experiencing abuse	1800 551 800	https://kidshelpline.com.au/young-adults https://raisingchildren.net.au/grown-ups/services-support/services-families/child-sexual-abuse-helplines-and-services

LGBTIO+ support	<p>QLife provides anonymous support to any person apart of the LGBTI+ community who may be experiencing family and domestic violence.</p> <p>Say It Out Loud provides support to LGBTI+ people who are seeking advice when being affect by family and domestic violence</p>	1800 184 527	https://qlife.org.au/
Elder abuse	<p>1800 ELDER aids those seeking advice or experiencing elder abuse</p> <p>Compass provides information for how to find help for older Australian's who are experiencing abuse</p>	1800 353 374	https://www.health.gov.au/contacts/elder-abuse-phone-line https://www.compass.info/
Disability support	IDRS (Intellectual Disability Right Service) is a free service to assist people with intellectual or other cognitive impairments.	02) 9265 6350 1800 880 052	https://idrs.org.au/

	<p>The National Disability Abuse and Neglect Hotline is a telephone service for reporting cases of neglect and abuse of people with a disability</p> <p>People With Disability Australia provides short-term advocacy to protect those affected from violence and abuse.</p> <p>Women With Disabilities Australia provide support representing and advocating for women, girls, feminine identifying and non-binary people living with disabilities across Australia and promotes human rights and end all forms of discrimination and violence based on disability and gender</p>	<p>02 9370 3100 or 1800 422 015 (Toll free)</p>	<p>https://pwd.org.au/</p> <p>https://wwda.org.au/</p>
Financial Assist and advice	<p>The National Debt Helpline provides professional</p>	<p>1800 007 007</p>	<p>https://moneysmart.gov.au/</p>

	advice from an independent financial counsellor for those experiencing financial difficulty The Money Smart website can help you manage your money and has information about 'Urgent Money Help' and 'Divorce/Separation'	Available Monday to Friday, 9.30am–4.30pm	
Legal assistance	National Legal Aid assist you to find legal aid commission in your state/territory		https://nationallegalaid.org.au/

SUPPORT TOOLS:

Ask Izzy	Ask Izzy is a website to find national and local support services such as housing, meals, healthcare, counselling, legal advice and more.		https://askizzy.org.au/
Daisy	Daisy is an app (available on		https://play.google.com/store/apps/details?id=au.com.medibank.daisy&hl=en_AU https://apps.apple.com/au/app/daisy/id968542048

	Google Play & App Store) that connects you to services in your local area including legal, housing, financial and children's services.		
Sunny	Sunny is an app to support all women with disability impacted by sexual assault and family and domestic violence.		https://play.google.com/store/apps/details?id=au.com.medibank.sunnyandroid https://apps.apple.com/au/app/sunny/id1442762235