

Domestic, Family and Sexual Violence Support Policy

Support to keep you connected and safe.

Effective date: 1 November 2026 · Version 1.0

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This policy explains how FlixLink helps people who are, or may be, experiencing domestic, family or sexual violence. It covers how to contact us safely, how we keep you connected, how we protect your account, your number and your personal information, the help we can give with your bill, and where to find specialist support. You don't need to prove anything to get our help.

If you're in immediate danger, call 000. To leave this page quickly, select **Quick exit**. Your browser may keep a record of the pages you visit. Using a private or incognito window can help.

1. Our commitment

This policy is published by Flixlink Broadband Pty Ltd (ABN 44 669 575 679), trading as FlixLink Telecommunications ("FlixLink", "we", "us", "our"). It follows the Telecommunications (Domestic, Family and Sexual Violence Consumer Protections) Industry Standard 2025.

- We have policies and procedures in place to protect the safety of people affected by domestic, family or sexual violence.
- We're committed to keeping you connected to your phone and internet services.
- If your service has been restricted, suspended or disconnected and you're worried about your safety, we're committed to reversing that as a matter of urgency.
- If reversing it isn't practical, we're committed to offering you an equivalent service.
- We recognise that domestic, family and sexual violence can be a reason for not paying a bill. You may be entitled to financial hardship assistance under the Telecommunications (Financial Hardship) Industry Standard 2024 (see section 8).

This policy is for anyone who is, or may be, experiencing domestic or family violence. It applies whether you're the account holder or you use a service on someone else's account, and whether you're a current, former or future customer. Domestic and family violence includes behaviour used to control, isolate, monitor or dominate someone. It can be physical, sexual, emotional, financial or technology-based.

If you've experienced sexual violence outside a domestic or family situation, we'll also help you. We'll agree a safe way to contact you and keep you connected, and we won't ask for evidence or ask you to explain what happened (see sections 2 to 4).

2. Contacting us safely

2.1 How to reach us

- **Phone:** (02) 9071 2900, 9am to 6pm, Monday to Friday (Sydney time).

- **Email:** info@flixlink.com.au, at any time. We reply between 9am and 6pm, Monday to Friday (Sydney time).
- **Safe call-back form:** use the form on this page to ask us to call or email you at a safe time. You can use a different name, and you don't have to say why.
- **Call back:** tell us a safe phone number, and a safe day and time, and we'll call you back then. You can ask for a call back by phone, email or the form.
- **National Relay Service:** if you're deaf or have a hearing or speech impairment, you can call us through the National Relay Service, for example on Speak and Listen (1300 555 727) or SMS relay (0423 677 767). Ask for (02) 9071 2900.

During those hours, you can speak with a member of our team who's trained to help.

2.2 When you contact us

- We'll first check it's safe for you to talk. If it isn't, we'll stop, and you can contact us later or ask for a call back.
- We'll explain how we can help under this policy and where to find support services.
- We'll agree with you the safest way and time to contact you, such as a particular phone number, email address or time of day. We'll then use only that way for anything about your situation, unless the law requires otherwise, or you contact us another way and tell us that's OK to use. You can change it at any time.
- If someone else at FlixLink needs to help, we'll brief them first so you don't have to repeat your story. We also keep careful notes for the same reason.
- If you ask, we'll change how and where you receive your bills and receipts.

3. You don't need to prove anything

- We won't ask for evidence, such as a police report or court order, to show you're affected.
- We won't ask you to tell us what happened before we help.
- We'll never ask you to contact or deal with the person using violence, or anyone acting for them.

In rare cases we may need some information, because the law requires it or because it's reasonably necessary to protect you. If so, we'll first use what we already have, and ask only for the minimum we need. If you give us a copy of a document, we'll keep it only as long as the law requires, or destroy it securely once we've seen it.

4. Staying connected

- When you raise a safety concern, we'll make anything you need for your phone or internet service a priority.
- If you're the account holder, we won't restrict, suspend or disconnect your service for 30 days after you first tell us, or indicate, that you're worried about your safety, or for a longer period we agree with you. The only exception is if you ask us to.
- If your service has already been restricted, suspended or disconnected and you urgently need it back because of a safety risk, we'll reverse that as a matter of urgency. The only exception is if reversing it would break another Commonwealth law.
- If reversing it isn't practical, we'll offer you an equivalent service, such as a new service on the same or equivalent terms.
- If you've asked us for help in the last 60 days, before we take any action about an unpaid bill we'll consider how it could affect you, whether someone else contributed to the debt, and whether we've done everything we agreed with you, such as a payment plan or extension.
- We'll keep you updated in the way we agreed with you.

5. Your account and your number

We'll talk with you about your options, and then act on what you ask us to do.

- We'll check whether you're the account holder, or you use a service on someone else's account, because the options are different.
- If the account has an authorised representative, we'll explain what they can see and do. The account holder can keep, change or remove them.
- We'll explain how to change your account and update your personal information.
- We'll ask about any privacy, safety or security concerns, and talk through options that suit your situation.
- If things change, tell us and we'll update your instructions as soon as we can.

Options can include:

- **A new account in your name only**, not linked to the person using violence.
- **Separating shared services.** If you share an account or a shared data plan with the other person, we can talk with you about moving your services to a separate account in your name. The account holder can see account information such as services, usage and bills.
- **Moving a service or number into your name.** If you use a service or number on someone else's account, tell us. We'll talk with you about the options, which may include moving it to an account in your name. Our Customer Terms explain when we can do this.
- **A new number.** We can set up a new service with a different number. We'll tell you about any costs first, and we may waive them.
- **Extra account security** (see section 6) and **privacy options** (see section 7).

6. Safer identity checks and account security

We check your identity before high-risk changes, such as a SIM swap, a number transfer or a change to your contact details. Our Account Security and Scam Protection Policy explains how. If someone else knows your personal details, such as your date of birth or address, tell us. We can:

- send one-time codes only to a safe phone number or email address that you choose
- flag your account, so we take extra care before making any changes
- stop sending notices about account changes, if someone else could see them, and agree another safe way to keep you informed.

If you can't safely use our usual checks, for example because you can't get to your phone, a trained team member can confirm it's you in other ways.

We never charge for identity checks, codes or these protections. Don't share codes we send you with anyone.

7. Privacy, silent numbers and your information

7.1 How we protect your information

- We won't give anyone information that could identify or locate you, your contact details or your financial information without your consent, unless the law requires it.
- Only staff who need your information to manage your account can access it.

- We store information about your situation securely. We protect it from being disclosed to the person using violence, including any arrangements you've agreed with us, your current address and billing details, and the fact that you've told us you're affected.
- Calls from your FlixLink service to 1800RESPECT, 1800ELDERHelp, Full Stop Australia, the National Debt Helpline, the National Disability Abuse and Neglect Hotline and the Rainbow Sexual, Domestic and Family Violence Helpline won't appear on any bill or call record we give you.
- If your personal information is accessed or disclosed without permission, we'll tell you within 2 days of finding out, in the way we agreed with you (and when it's safe to do so). We'll include contact details for a support service that can help with safety planning. We'll also tell the ACMA.

Our Privacy Policy explains how we handle personal information.

7.2 Silent numbers and caller ID

- **Unlisted (silent) numbers.** You can ask us to keep your number unlisted, so it isn't published in public phone directories. By law, your number, name and service address are still held in the Integrated Public Number Database (IPND), which supports emergency services.
- **Hiding your number.** Ask us how to stop your number showing when you make calls, or check your phone's settings.

7.3 Phones, apps and online accounts

Phones and online accounts can be used to track or control someone, for example through shared accounts, location sharing or monitoring apps. The eSafety Commissioner has information about technology-facilitated abuse and staying safe. Before you make big changes, consider talking to a support service such as 1800RESPECT about a safety plan.

7.4 Records

We keep records that show we follow the Standard, for at least 2 years, or for as long as we're helping you if that's longer. We collect only what we need, and where practicable we keep your personal information out of those records.

8. Help with paying your bill

Domestic, family and sexual violence can be a reason for not paying a bill, and you may be entitled to financial hardship assistance under the Telecommunications (Financial Hardship) Industry Standard 2024.

- Our Financial Hardship Policy explains the help available and how to apply. Applying is free.
- If someone else ran up debt on your account, or pressured you into taking on a service, tell us. We'll take that into account.
- If you need a phone that can call Triple Zero (000) and can't afford one, our Financial Hardship Policy explains how to get a low-cost or no-cost phone.
- For free financial counselling, call the National Debt Helpline on 1800 007 007.

9. Support services

Service	Who it's for	Contact
Police, ambulance, fire	Anyone in immediate danger	000
1800RESPECT	National domestic, family and sexual violence counselling, information and support, 24/7	1800 737 732, or text 0458 737 732. Need an interpreter? Call 131 450 and ask for 1800RESPECT.
Full Stop Australia	Sexual violence counselling and support, 24/7	1800 385 578
Rainbow Sexual, Domestic and Family Violence Helpline	LGBTQ+ people, and their family, friends and supporters	1800 497 212
NSW Domestic Violence Line	Women in NSW experiencing violence from a partner or ex-partner	1800 656 463
13YARN	Crisis support for Aboriginal and Torres Strait Islander people, 24/7	13 92 76
MensLine Australia	Counselling for men, 24/7	1300 78 99 78
Kids Helpline	Young people aged 5 to 25, 24/7	1800 55 1800
1800ELDERHelp	Free information and referral about elder abuse	1800 353 374
National Disability Abuse and Neglect Hotline	Reporting abuse or neglect of people with disability (weekdays)	1800 880 052
Lifeline	Crisis support, 24/7	13 11 14
National Debt Helpline	Free financial counselling	1800 007 007
eSafety Commissioner	Technology-facilitated abuse	Online

10. How we train our staff and check this policy works

- Our most senior executive approves this policy and our domestic and family violence statement, and is responsible for our procedures.
- All our staff are trained in this policy within one month of starting, and every year after that.
- Staff who deal with customers also get specialised training before they first deal with customers, and every year after that. It's delivered by us or by an organisation with expertise in domestic and family violence. It covers how to apply this policy, what domestic, family and sexual violence is and how it can involve phones and the internet, how to recognise and safely support people affected, how people's experiences and needs can differ, and how to deal safely with a person using violence.
- We check that our staff follow this policy. Our senior executive reviews the results at least every 6 months.

- We review this policy and our procedures at least every 2 years, and sooner if we find they're not keeping people safe.
- We develop and review this policy and our training in consultation with domestic and family violence support organisations and people with lived experience, directly or through our industry body.

11. Complaints

If you're unhappy with how we've helped you, please tell us in the way that's safest for you. Our Complaint Handling Policy explains how we handle complaints. If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman, which is a free and independent service. You can contact the TIO on 1800 062 058 or at tio.com.au.

12. Contact us

- Phone: (02) 9071 2900
- Email: info@flixlink.com.au
- Website: flixlink.com.au
- Help: Support and Contact us. Our support hours are 9am to 6pm, Monday to Friday (Sydney time).
- Flixlink Broadband Pty Ltd (ABN 44 669 575 679), trading as FlixLink Telecommunications