

## 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.

## Your Safety is Important

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.

This policy outlines Dreamtilt's commitment to supporting customers who are experiencing, or have experienced, family & domestic violence.

This policy sets out the resources and ways we can help support you if you are affected by domestic or family abuse. This can include physical, sexual, emotional, and/or psychological abuse.

Domestic or family abuse can also involve situations of technology facilitated abuse or financial abuse, which are both serious forms of domestic and family abuse where someone uses money or technology to gain power or control over their partner (or relative).

***Keeping you safe and helping you stay connected to your support network is our priority.***

## Your information is safe. Your privacy is priority.

If you let us know that you are affected by domestic and family violence, we won't disclose anything you tell us to another person, even if their name is on the account. We have a secure process, designed to ensure you do not need to explain your situation to us each time you contact us. We will be guided by the information you provide to us and provide you with assistance to support your safety.

You can choose to communicate with us via the platform you are most comfortable with, with ways to contact us found in this policy and on our website here -

<https://www.dreamtilt.com.au/contact-dreamtilt/>

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.

For more information visit our Privacy Policy on our website here – <https://www.dreamtilt.com.au/privacy-policy/>

### **What if I am having trouble paying my bill?**

We will understand that your situation may make it hard for you to pay your bill. Let us know if this is the case so that we can look at how we can help you. We will provide financial hardship assistance where possible and provide you with a tailored response.

You can find a copy of the Hardship Policy here – <https://www.dreamtilt.com.au/financial-hardship/>

We will work with you to find a solution for your individual situation. We provide payment plans or other support, guided by your circumstances.

### **Contact Us**

You can contact Dreamtilt either via phone – 1300 306 126 or email – [admin@dreamtilt.com.au](mailto:admin@dreamtilt.com.au)

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 will work with you in a respectful and appropriate way, will check with you about how you want to proceed and will not ask for proof of your situation before providing assistance.

### **Us Contacting You**

You may wish us to contact you via an agreed communication method. This can be either by email, phone call, sms , or via a support service as listed below. You can also nominate if there is a preferred time for contact and if you would like this as your preferred contact method or a one off contact arrangement.

### **Other Support Services**

**In an emergency or if you're not feeling safe, always call 000**

If you need any further support, we have set out below some external support services available across Australia.

### **1800RESPECT**

National counselling helpline, information and support 24/7

1800 737 732 (24 x 7 support)

[1800respect.org.au](http://1800respect.org.au)

### **Kids Helpline**

Online counselling service for young people aged 5 to 25.

1800 551 800 (24 x 7 Support)

[kidshelpline.com.au](http://kidshelpline.com.au)

### **Relationships Australia**

Support services for individuals, families and communities

1300 364 277

[www.relationships.org.au](http://www.relationships.org.au)

### **Lifeline**

24/7 Crisis Support

13 11 14

Txt – 0477 131 114

[www.lifeline.org.au](http://www.lifeline.org.au)

### **Mensline**

Support for men with family and relationship issues

1300 789 978 (24 x 7 Support)

[mensline.org.au](http://mensline.org.au)

### **QLife**

Support for LGBTQI+ People and their families

1800 184 527

[qlife.org.au](http://qlife.org.au)

### **Local Support Services**

If you need local support or in person contact, please reach out to these local support services in our local area –

### **Headspace**

Provides counselling and other services to young people from 12-25 years to support their mental health.

Level 1/147 Goonoon St, Gladstone

Ph: 07 49031921

Open Monday to Friday between 8.30am to 5pm, Closed Saturday and Sunday

<https://headspace.org.au/headspace-centres/gladstone/>

### **Gladstone Women's Health Services**

Providing free domestic violence, sexual assault and general wellbeing counselling and support for women

65 Central Lane, Gladstone

Ph: 07 49791456

Open Monday to Friday between 9am to 5pm

<https://www.gladstonewomenshealth.org.au/>

### **Bobs Garage**

Bob's Garage is a dedicated men's wellbeing hub based in Gladstone for men's wellbeing and violence prevention

10 William Street, Gladstone

Ph: 0472 657 991

<https://bobsgarage.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 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>

## **Feedback and Complaints**

We welcome feedback to improve our DFV support. To contact Dreamtilt, call 1300 306 126 or email [admin@dreamtilt.com.au](mailto:admin@dreamtilt.com.au).

All feedback and complaints will be handled promptly, respectfully, and with a focus on safety and confidentiality.