

# Lebara's Family and Domestic Violence Position Statement

## Recognising family or domestic violence

If you're experiencing domestic or family violence, we're here to help.


We understand that having access to communications can be vital for those who are experiencing or have been impacted by domestic or family violence. You can talk to us about how we may be able to assist you in staying connected.


## Express Statement

Lebara has procedures and policies in place to protect the safety of our customers affected by domestic and family violence. We are committed to our aims of:

- keeping customers affected by domestic or family violence connected to their telecommunications service;
- if a Lebara service has been restricted, suspended or disconnected, and the affected person is concerned about their safety, as a matter of urgency, Lebara will work to restore the service if this is practical to do so or provide an equivalent alternative to help them stay connected.

## We're here to help

 Call our support team on 126 122 from your Lebara mobile or 1300 126 122 from any phone line.

 You can arrange a safe callback or email with our specialised Domestic and Family Violence team at a time that works for you, with the option to choose either a morning or afternoon time slot. Visit our [Domestic and Family Violence Support page](#) and complete the Contact Us form.

## Other information and support

You can also find other assistance and support at Domestic and family violence support organisations including:

### General Support:

- 1800 RESPECT: call 1800 737 732 or visit <https://www.1800respect.org.au>. 1800RESPECT provides access to telephone or online counselling, information on safety planning, and information on how to support someone who is experiencing family or domestic violence.
- Lifeline: call 13 11 14 or visit <https://www.lifeline.org.au>. Lifeline provides Australian experiencing a personal crisis with 24-hour crisis support and suicide prevention services.

- Ask Izzy: visit <https://askizzy.org.au>. Ask Izzy connects people in need with essential services, including family violence support.
- MensLine Australia: call 1300 789 978 or visit <https://mensline.org.au>. Helps men navigate a variety of matters, including family violence.

### **State and Territory Services:**

- Domestic Violence Crisis Service (ACT): 02 6280 0900
- Domestic Violence Crisis Service (SA): 1800 800 098
- Domestic Violence Line (NSW): 1800 656 463
- Domestic Violence Helpline (WA): 1800 007 339
- DVConnect (QLD): 1800 811 811
- Family Violence Counselling and Support Service (Tas): 1800 608 122
- Safe Steps (Vic): 1800 015 188
- Darwin Aboriginal and Torres Strait Islander Women's Shelter: 08 8928 1206

### **Other Support Services**

- Police non-emergency line: 131 444
- 1800 ElderHelp 1800 353 374
- Full Stop 1800 385 578
- Kids Helpline: 1800 551 800
- 13YARN: 139276
- 13HELP: 134357
- National Debt Helpline 1800 007 007
- National Disability Abuse and Neglect Hotline 1800 880 052
- Rainbow Sexual, Domestic and Family Violence Helpline 1800 497 212.

**Lebara stands against all forms of domestic and family violence, and we aim to support any customer or employee affected by these issues. We recognise that everyone's situation is unique and that staying connected can be a vital lifeline in times of crisis.**

This Position Statement sets out our approach and the principles we apply when supporting customers experiencing family or domestic violence to help protect the safety of our customers experiencing domestic or family violence.

Our approach is founded on empathy, safety, respect, and confidentiality – we aim to engage with those impacted with sensitivity, dignity, respect, and compassion.

Lebara recognises that addressing domestic and family violence is a whole-of-community responsibility. It requires government, communities and the corporate sector to work individually and cooperatively to identify and respond to challenges. As part of our commitment in our ambition to be Australia's best telco, we believe every customer has the right to feel safe and supported.

We understand that abuse can happen to anyone and can take many forms and can involve, amongst other things, any of the following:

- physical or sexual abuse
- emotional or psychological abuse
- economic abuse, including control of phone or internet services
- threatening or coercive behaviour
- using telecommunications to monitor, isolate or control someone (restricting service access, forcing account changes)
- any behaviour that causes someone to fear for their safety or wellbeing.

Every situation is unique and requires personalised outcomes, Lebara aims to help customers experiencing domestic or family violence in the following ways:

### **1. Protecting our Customers Safety and Security**

- enable account changes for safety and to keep customers connected. This includes options, amongst other things, to change phone numbers, update or hide account contact information, ownership of services if needed to remove a perpetrator's access or visibility.
- not disclose a customer's personal information to perpetrators or any third party without consent. We understand that privacy and confidentiality are critical to safety in any family or domestic violence situation.
- work with each customer to find safe ways to communicate. If customers let us know they are in a domestic and family violence situation, we will be guided by them on preferred contact methods to reach them safely.
- assist people impacted by unwelcome or life-threatening calls or SMS to disrupt the contact.

### **2. Financial Hardship and Payment Assistance**

We recognise that domestic and family violence, and non-domestic sexual violence, can be a reason why someone may experience financial hardship or non-payment. People affected may be eligible for payment assistance support. Please visit our [Financial Hardship Support Page](#).

### **3. Technology-Facilitated Abuse**

As a telecommunications provider, Lebara recognises the growing issue of technology-facilitated abuse. While connectivity is crucial for victims seeking help, technology can be misused by perpetrators to harass, monitor, or threaten others. Lebara maintains a zero-tolerance policy for the use of our services to carry out abuse. Using our network or products to stalk, intimidate, harass or coerce someone is strictly prohibited and violates our terms of service. We are committed to mitigating the misuse of our products and services by perpetrators and will take appropriate action when such misuse is determined.

Examples of technology-facilitated abuse might include a perpetrator bombarding someone with unwanted calls or messages, using tracking apps or spyware on devices, accessing a partner's voicemail or account without permission, or threatening someone via text or email.

## 4. Workplace Support for Employees

We are committed to supporting our teams with resources, training, and support services to ensure they feel supported and equipped to help our customers experiencing domestic and family violence access the support they need.

Lebara is also committed to supporting our employees who may be experiencing domestic or family violence. We understand that the impacts of domestic violence extend to the workplace, affecting wellbeing and the ability to work. We have policies in place to support our people to navigate these difficult situations, with their safety and wellbeing top of mind.

## Conclusion

Domestic and family violence has no place in our society. At Lebara, we are committed to support those impacted – keeping customers connected, safe, and heard. We will continue to develop our support systems with compassion and diligence so that our customers and employees know they can trust us in their time of need.