

WINconnect Family Violence Policy

ASSISTANCE FOR CUSTOMERS AFFECTED BY FAMILY VIOLENCE

Effective 1st January 2020

1. Policy Statement

WINconnect recognises family violence as an issue that could affect anyone in our community. We are committed to assisting customers affected by family violence in a confidential and respectful manner.

2. What is family violence?

If you have been left with debt through no fault of your own, or a family member has put you in a difficult situation with your bill, this may be a form of family violence.

Under the Family Violence Protection Act 2008 (Vic), family violence is:

behaviour by a person towards a family member of that person if that behaviour—

- i. is physically or sexually abusive; or*
- ii. is emotionally or psychologically abusive; or*
- iii. is economically abusive; or*
- iv. is threatening; or*
- v. is coercive; or*
- vi. in any other way controls or dominates the family member and causes that family member to feel fear for the safety or wellbeing of that family member or another person.*

A family member may be:

- a) a person who is, or has been, the relevant person's spouse or domestic partner; or*
- b) a person who has, or has had, an intimate personal relationship with the relevant person; or*
- c) a person who is, or has been, a relative of the relevant person; or*
- d) a child who normally or regularly resides with the relevant person or has previously resided with the relevant person on a normal or regular basis; or*
- e) a child of a person who has, or has had, an intimate personal relationship with the relevant person.*

3. Ways we can help you if you are affected by family violence

Account Security We will not disclose any personal or contact details about you unless you authorise us to. We will store any confidential information securely. Only staff directly involved with your account will have access to your details.

Customer Service We will appoint a primary and secondary contact within WINconnect to your account so that you will not need to repeatedly disclose your family violence experience. You can nominate your preferred method of being contacted and your primary and secondary contacts will work with you to provide continuity of our services.

Payment Difficulty We know that family violence is a potential cause of payment difficulty. You will automatically have access to our hardship program, called WINassist, and we will not disconnect you. Details of the WINassist program can be found on our website or we can send these details to you.

5. Contact Us

Our Customer Service Team can be contacted on:

- Phone: 1300 791 970, Mon-Fri 8am-6pm (AEST)
- Email: enquiries@winconnect.com.au
- Mail: WINconnect, PO Box 217, Hawthorn VIC 3122
- Interpreter: TIS National, on 13 14 50

If you have a hearing or speech impairment please call us via the National Relay Service:

- Speak and Listen number: 1300 555 727.
- SMS Relay Number: 0423 677 767

6. External Support

Here are some organisation that can assist you:

1800RESPECT - 1800 737 732 - 1800respect.org.au
National counselling helpline, information and support 24/7

SafeSteps – safesteps.org.au - 1800 015 188
24/7 family violence response service

Womens Information and referral Exchange WIRE (Victoria) 1300 134 130 (9am-5pm, M-F) - wire.org.au
Women's information and support service

Men's Referral Service –1300 766 491 - mrs.org.au
Men's counselling and referral service for men impacted by family violence

Mensline - 1300 789 978 24/7 mensline.org.au
Support for men with family and relationship issues

QLife - 1800 184 527 - qlife.org.au
Telephone and web-based counselling, referrals and support groups for LGBTI people and their families

Domestic Violence Resource Centre Victoria (DVRCV) - (03) 9486 9866 - (9am-5pm, M-F) dvrcv.org.au
Victorian statewide resource centre

7. About this policy

You can access this policy on our website at www.WINconnect.com.au or request a free copy to be sent to you. This policy and related procedures will be reviewed at least once every two years.