

domestic, family and sexual violence policy

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.

Introduction – 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 yless4u's commitment to supporting customers who are experiencing, or have experienced, family & domestic violence. Domestic and family violence in the context of the telecommunications sector can take many forms. It can be referred to as 'technology facilitated abuse' and can look like the following:

- Monitoring phone calls, social media and emails without the knowledge and approval of someone
- Loading spyware onto a computer or mobile phone to monitor a person without their knowledge
- Using technology to track the location of someone, for the purposes of monitoring, control or stalking
- Accessing accounts such as email, social media, or messaging to monitor or impersonate someone
- Logging in (without permission) and closing services, thereby cutting someone off from contacts

At yless4u, we take the misuse of our services by domestic violence perpetrators extremely seriously and will provide effective and tailored assistance to customers who need our support. You can choose to communicate with us via the platform you are most comfortable with, with ways to contact us found at the end of this policy and on our website.

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.

Your privacy is a 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

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contact us. We will be guided by the information you provide to us and provide you with assistance to support your safety. More information on our Privacy Policy is on our website. 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 yless4u.com.au/contact-us. Our Customer Service Team have been trained to assist people who are experiencing family violence.

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 can put you in touch or refer you to organisations that specialise in working with and supporting people experiencing family violence for immediate and or more long-term assistance.

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 on our website, yless4u.com.au/policies

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

How to contact us

- a) You can contact yless4u either via phone on 02 6230 3699
- b) or email, helpdesk@yless4u.com.au

Other support Services

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

- For Women 1800RESPECT - National counselling helpline, information and support 24/7 1800 737 732 or 1800respect.org.au
- DAISY APP - Daisy is an app developed by 1800RESPECT to connect people experiencing violence or abuse to services in their local area. Google Play Apple Store
- For Men MENSLINE Support- for men with family and relationship issues 24/7 1300 789 978 mensline.org.au
- For LGBTQI+ QLife - Telephone and online counselling, referrals and support groups for LGBTQI+ people and their families 1800 184 527 qlife.org.au
- Kids Helpline - Online counselling service for young people aged 5 to 25. 24/7 1800 551 8000 kidshelpline.com.au
- Lifeline - 24/7 crisis support 13 11 14, SMS - 0477 131 141

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,

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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 may 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>

We welcome feedback to improve our DFV support. To contact yless4u, call 02 6230 3699 or email helpdesk@yless4u.com.au. This statement reflects our commitment as of 1 July 2025, our support services will continue to develop in line with industry standards and regulatory requirements.