

# Support for Customers Experiencing Domestic, Family or Sexual Violence

*Information about the support, assistance and protective measures available to customers affected by domestic, family or sexual violence.*

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|-----------------------|--------------------------------------------------------------------------------------------------------|
| <b>Legal entity</b>   | Green Triangle Electronics Pty Ltd                                                                     |
| <b>ABN</b>            | 43 008 187 497                                                                                         |
| <b>Effective date</b> | 1st July 2026                                                                                          |
| <b>Applies to</b>     | Consumers, prospective consumers and eligible end-users of telecommunications products supplied by GTE |
| <b>Contact</b>        | (08) 8724 2222   policies@gte.com.au   gte.com.au                                                      |

**Your safety comes first. Only contact GTE using a device, account and communication method that is safe for you. Before discussing your circumstances, we will check whether it is safe to continue and agree on how and when we may contact you.**

## 1. Purpose

This statement explains how GTE supports people who are, or may be, experiencing domestic, family or sexual violence. It includes sexual violence that occurs outside a domestic or family relationship where the telecommunications protections apply.

Telecommunications services can be essential for personal safety, access to emergency and support services, employment, banking and staying connected. They may also be misused to monitor, control, intimidate or financially abuse another person. GTE aims to provide support in a way that protects safety, privacy, choice and control.

This statement applies to current, former and prospective consumers who seek support from GTE. It may also apply to an eligible small business or not-for-profit customer, and to a person who uses a service but is not the account holder.

## 2. Our commitment

GTE has policies and procedures in place to protect the safety of people affected by domestic, family or sexual violence. When you contact us, we will treat you with dignity, respect and compassion and will prioritise your safety.

- We will work with you to help keep you connected to an appropriate telecommunications service.
- We will agree on a safe communication method and, where relevant, a safe time for contact. We will use that method for communications relating to your support request unless the law requires otherwise or you approve a change.
- We will not require you to contact or engage with the person using or alleged to be using violence, or that person's representative.
- We will not require you to explain the details of the abuse or repeatedly tell your story to receive support.
- We will not require evidence that you are affected by domestic, family or sexual violence unless evidence is legally required or reasonably necessary to protect you. In that case, we will first use information already available to GTE and request only the minimum further information needed.
- Where a matter must be transferred, we will offer a warm transfer so the receiving staff member receives the relevant information and you do not have to start again.

## 3. How GTE can support you

We will discuss your privacy, safety and security concerns and the options available. Depending on your circumstances, GTE may be able to:

- set up a new account that is not linked to the person using violence;
- add or change account security, such as a PIN, passphrase, safe verification number or safe email address;
- review, change or remove an authorised representative and explain what that representative can access;
- update your contact, billing and personal information and record safe contact preferences;
- transfer or separate a service or telephone number, subject to technical, legal and supplier requirements;
- move, cancel or replace services and equipment that you no longer safely control or need;
- change how bills and service communications are delivered where GTE is able to do so safely;
- review service restrictions, account access, disputed usage, charges or debts that may be connected with financial or technology-facilitated abuse; and

- allow a support person, financial counsellor, social worker, legal representative, family member or friend to assist you, with your consent.

**GTE is a telecommunications provider, not an emergency or specialist violence support service. Our role is to make your GTE services and account safer, help you stay connected and refer you to specialist support where appropriate.**

#### 4. Keeping you connected

If you tell us that you have a safety concern, GTE will prioritise action concerning your telecommunications products and account.

- For at least 30 days after you first raise the safety concern, or for a longer period agreed with you, GTE will not restrict, suspend or disconnect your service unless you ask us to do so.
- If your service has already been restricted, suspended or disconnected and you urgently ask us to reverse that action because of a domestic or family violence-related safety risk, we will treat the request as urgent and reverse the action when legally and technically practical.
- Where restoring the existing service is not practical, GTE will offer an equivalent telecommunications service where required.
- We will keep you informed about agreed actions using your safe communication method.

#### 5. Financial difficulty and non-payment

GTE recognises that domestic, family or sexual violence can contribute to non-payment, debt and financial hardship. You may be entitled to assistance under GTE's Payment Assistance Policy and the Telecommunications (Financial Hardship) Industry Standard 2024.

Support may include a payment extension, a payment arrangement, review of disputed charges or services, and other appropriate assistance based on your circumstances. Before taking credit-management action where you have recently sought support, GTE will consider the possible impact on your safety, whether another person contributed to the debt, and whether agreed payment or support arrangements have been correctly implemented.

#### 6. Privacy and account security

GTE will protect information relating to your circumstances, contact details, location, financial information, account arrangements and safe communication preferences. We will:

- limit access to personnel who need the information for a legitimate purpose connected with supporting you or managing the account;
- store relevant information securely and use neutral internal descriptions where appropriate to reduce the risk of accidental disclosure;
- not disclose information that could identify or locate you, your contact details or your financial information without your consent, unless disclosure is required or authorised by law;
- take reasonable steps to prevent information being disclosed to the person using violence; and
- respond promptly if information relating to your support arrangements is accessed or disclosed without authorisation, including contacting you through the agreed safe method where required.

Calls made using a GTE service to support telephone numbers prescribed by the Telecommunications (Domestic, Family and Sexual Violence Consumer Protections) Industry Standard 2025, including 1800RESPECT, will not be shown on bills or other customer-facing service records issued by GTE.

#### 7. Contacting GTE safely

You may choose the contact method that is safest and most comfortable for you. GTE personnel are available to directly assist during business hours: 8:30 am to 5:00 pm South Australian time, Monday to Friday, excluding South Australian public holidays.

| Channel   | Contact                              | How to use it safely                                                                                                           |
|-----------|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| Phone     | (08) 8724 2222                       | Ask for the Domestic and Family Violence Support Contact. Tell us immediately if it is not safe to continue the call.          |
| Email     | safesupport@gte.com.au               | Use a safe email account. You may write "Private support request" and tell us the safe way and time to respond.                |
| In person | A GTE retail location                | Ask to speak privately with the Domestic and Family Violence Support Contact during business hours.                            |
| Call back | Request by email, phone or in person | Provide only the safe contact details, method, day and time that GTE may use. We will not call outside the agreed arrangement. |

## 8. External support

Specialist organisations can provide counselling, safety planning, legal information and other assistance. GTE can provide current contact details through your safe communication method.

- 1800RESPECT – Australia’s national domestic, family and sexual violence counselling and support service. Search “1800RESPECT” from a safe device to access its telephone, text, online chat and website support options.
- Lifeline – crisis support is available by phone on 13 11 14 and at [lifeline.org.au](https://lifeline.org.au).
- The ACMA’s “Your telco can help” information sheet lists additional specialist services for older people, people with disability, LGBTIQ+ people, sexual violence support and financial counselling. Search that title on the ACMA website from a safe device.

**If you or another person is in immediate danger, call Triple Zero (000) when it is safe to do so.**

## 9. Accessibility and language support

GTE aims to make support accessible and will take an inclusive and individual approach. We recognise that a person’s experience and support needs may be affected by disability, age, culture, language, gender, sexual orientation, geographic location, financial dependence and access to technology.

- You may use the National Relay Service to communicate with GTE if you are d/Deaf, hard of hearing or have difficulty using the telephone.
- You may use TIS National or another interpreter to assist you if you prefer to communicate in a language other than English.
- You may ask for information in an accessible format or ask a support person to communicate with GTE on your behalf with your consent.

## 10. Complaints and review

Tell GTE if you are dissatisfied with the support provided or believe an action may put you or your children at risk. We will handle the matter under GTE’s Complaints Handling Policy and treat safety-related complaints as urgent where required.

Start by contacting GTE using one of the safe channels in section 7. If GTE does not resolve your complaint, you may contact the Telecommunications Industry Ombudsman, a free and independent service for phone and internet complaints, by visiting [tio.com.au](https://tio.com.au) or calling 1800 062 058.