



Domestic and Family Violence Statement

Easy Read version



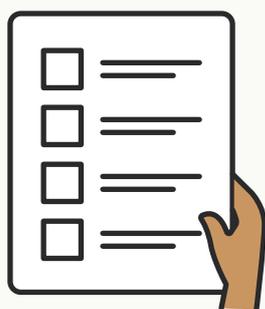
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About this statement



This statement is from Telstra.



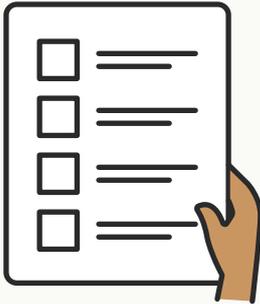
We wrote this statement to tell you about our domestic and family violence statement.



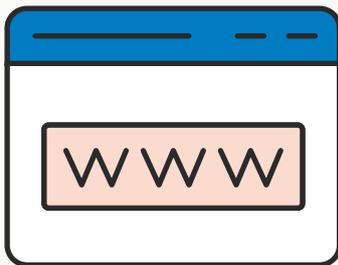
This statement is an Easy Read summary of our domestic and family violence statement.



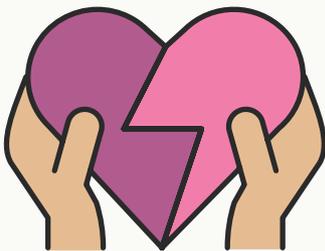
Summary means we only include the most important parts.



When we write our statement, we mean our domestic and family violence statement.



You can read the [full version of this statement](#) on our website.

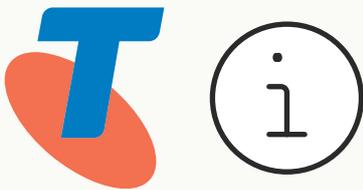


This statement is for people who might have been affected by domestic or family violence.



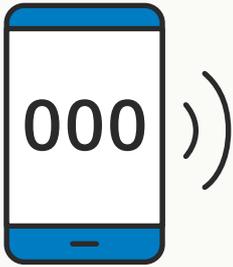
This statement tells you about:

- what support we can give if you are affected by domestic or family violence
- how you can get the support.



You can find our contact information on page 20 at the end of this guide.

If you are in danger right now

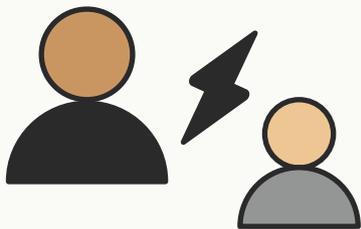


If you do not think you are safe right now, you should call Triple Zero (000).

Domestic and family violence



Domestic and family violence is when someone hurts a person in their family, like a child, or their partner or ex partner.



It can happen when one person tries to have more power and control over the other person.



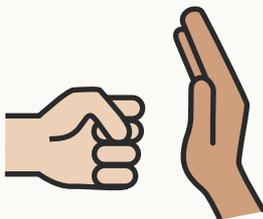
The violence can be:

- verbal violence
- physical violence
- sexual violence
- financial abuse
- coercive control
- technology-based abuse.



Verbal violence can be:

- saying hurtful things
- making someone feel bad or scared
- someone saying they will hurt someone or themselves.



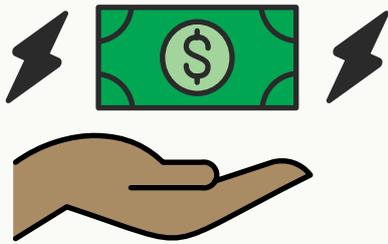
Physical violence can be:

- hitting, pushing, choking, or someone hurting another person's body
- breaking things to scare someone.



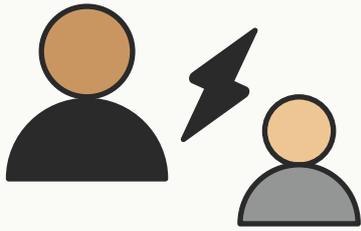
Sexual violence can be:

- when someone forces another person to do sexual things when they do not want to
- touching someone in a sexual way without asking.



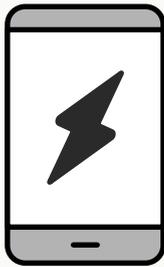
Financial abuse is when someone tries to control another person's money. For example:

- spending someone's money without asking them
- not letting someone access their own money.



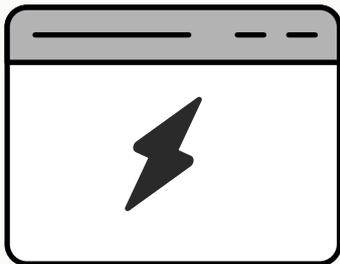
Coercive control is when someone tries to control another person over a long time. For example:

- telling someone what to wear, where to go or who they can see
- not letting someone make their own decisions.

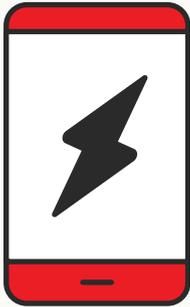


Technology-based abuse is when someone uses technology to control or, scare, or abuse another person. For example:

- sending abusive messages or trying to scare someone
- checking what another person is doing online or on their phone
- sharing photos or videos of someone without them knowing or asking them
- controlling someone's online accounts.



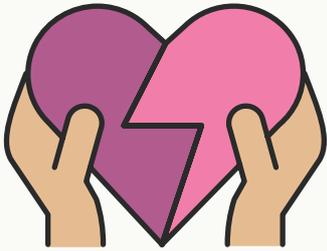
If you need help straight away



You can contact crisis lines
and they can help you.

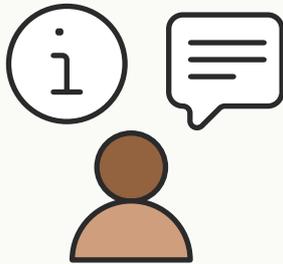
Crisis lines are phone lines to organisations
that can give you the support you need.

Examples of crisis lines

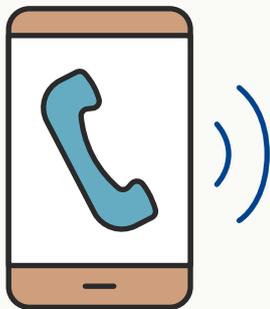


1800 RESPECT

1800 RESPECT is a phone line that gives support to people who have experienced sexual assault or domestic or family violence.

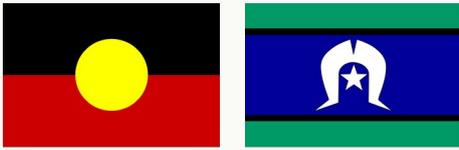


They can give information, counselling services, or refer you to another service.



You can call 1800 737 732 to talk to someone.

13YARN



13YARN is a crisis support service that can help First Nations people.



It is free and confidential. This means your information is kept private.



The phone number is 13 92 76

Ask Izzy



Ask Izzy is a website that helps people with things like:

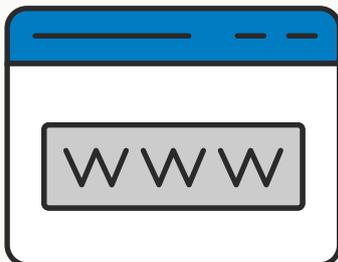
- housing and food
- managing money
- family violence support
- counselling.



Ask Izzy is free, and you do not need to show your identity.

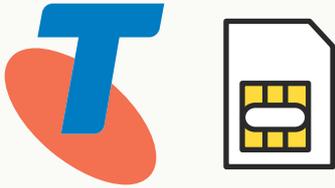


You do not need credit or Wi-Fi to access Ask Izzy if your phone is on a Telstra network.



The website is askizzy.org.au

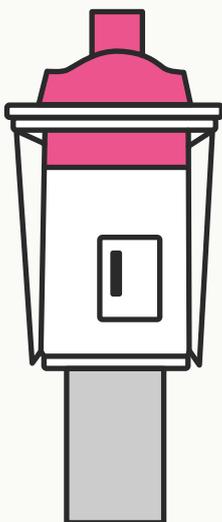
How you can contact crisis lines



If you have one of our SIM cards in your phone and use our pre-paid or plan services, you can make calls to crisis lines for free.

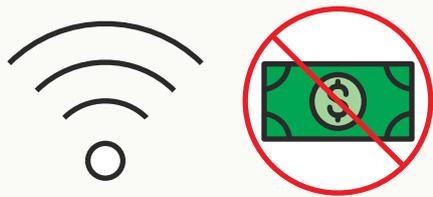


You do not need to have credit on your phone to call a crisis line.

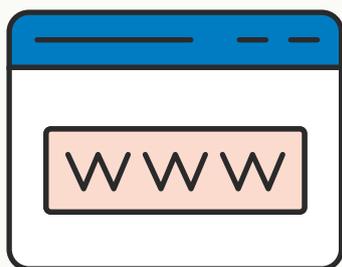


Free calls and Wi-Fi at our payphones

You can make free phone calls to numbers in Australia at our public payphones.



Some of our payphones also have free Wi-Fi, so you can access crisis support services like Ask Izzy.



You can go to our website to get more information [about free calls and W-Fi access.](#)

How Telstra can support you



If you are experiencing domestic or family violence, you might need to stay connected to your services for your safety.



If your service stops working for a short time, gets cut off, or is not working properly, we can help you.

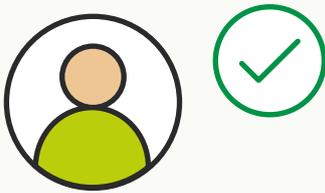


We want to make sure your services stay connected.

We can help you stay connected
to your services by:



- checking to see who has access to your account and changing your account's contact information if we need to



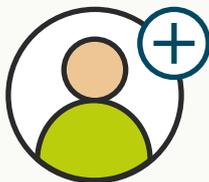
- taking control of your services or making sure the right person has control of your services



- getting rid of services that you do not need



- moving services to a new location.
For example, if you move house



- setting up a new account or service if you want to start again.

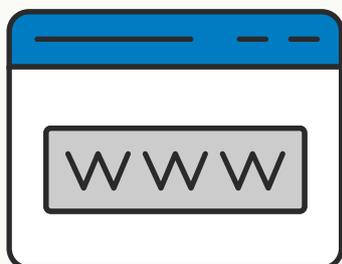
If you have trouble paying for your services



If you experience financial hardship and it is difficult for you to pay for your services, we can support you.



If you are experiencing financial abuse, you can get help from a financial counsellor.



You can go to the [moneysmart website](#) to find the closest financial counsellor to you.

Contact information

There are many ways to contact us.

Call us



1800 452 566

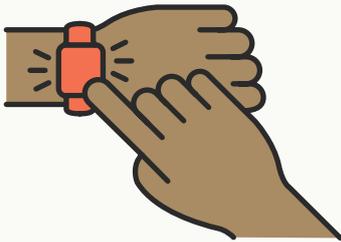
We will answer the phone:

- Monday to Friday between 8:00 am and 8:00 pm, Australian Eastern Time
- Saturday and Sunday between 8:00 am and 5:00 pm, Australian Eastern Time.

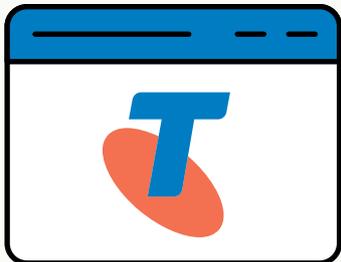
Get us to call you



If you need help but you cannot talk at the time, we can call you back.



You can go to our website to [ask us to call you](#) at a time that suits you.



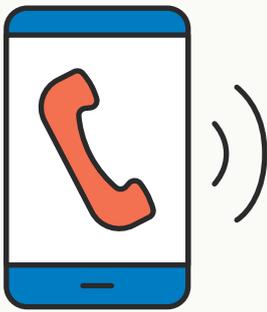
Visit our website

telstra.com.au



If you speak a language other than English

You can contact our interpreting service.



1800 241 600

We will answer the phone Monday to Friday between 8:00 am and 6:00 pm, Australian Eastern Time.

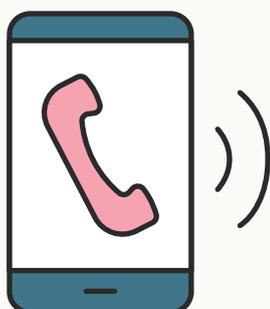


Use the National Relay Service (NRS)

If you are deaf or have trouble hearing or communicating, you can talk to us.

Call 1800 555 660

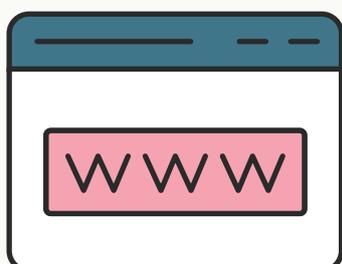
TTY 1800 555 630



You can send a text message to 0423 677 767

Tell the relay officer our number.

The number is 1800 452 566



You can go to the [National Relay Service](#) website to get more information.

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