

Flip – Domestic, Family & Sexual Violence Policy

Our Priority

The safety of customers who may be affected by domestic and family violence or non-domestic sexual violence is our priority.

What is domestic and family violence?

Domestic and family violence refers to behaviours that are designed to create a dependency or to isolate, monitor, dominate or control. It may take the form of:

- physical or sexual violence;
- abuse (which may be economic, financial, emotional, psychological or systemic, including being facilitated by technology);
- threats or intimidation;
- sexual violence;
- coercion or control; or
- life-threatening or unwelcome communications.

It can occur in any personal relationship, including:

- intimate partners;
- parents and children;
- immediate and extended family groups;
- communal and extended kinship connections; or
- in carer or guardianship arrangements.

What is non-domestic sexual violence?

Non-domestic sexual violence means sexual violence outside of a domestic and family violence situation.

How we support and manage affected persons

Our support is designed to be inclusive and trauma-informed. We recognise that your experience is shaped by your unique circumstances, including your culture, language, disability, gender, or location. We will work with you to provide support that is accessible and safe for you.

We will:

- ask whether you would like further information or support (including asking if it is safe for you to communicate with us;
- use an agreed means of communication to provide support;
- urgently reverse any restriction, suspension, or disconnection of your service if you contact us due to a safety concern. Furthermore, we will apply a 'Safety Hold' to your account for a minimum of 30 days to prevent any new restrictions during this period;
- offer (and if accepted, provide) warm transfers;
- comply with requests about how bills are received where able;
- provide a range of contact channels to facilitate direct access to our support services; and
- keep information about you secure and private. - however, if we have immediate concerns for your safety we will contact 000

We will not:

- restrict, suspend or disconnect access to your account where you have expressed concern for your safety in the last 30 days or other agreed period;
- require evidence demonstrating that you are affected by domestic or family violence or non-domestic sexual violence;
- require you to engage with a perpetrator of violence or their authorised representative; or
- require you to disclose the circumstances of abuse or violence in order to access support.



Policy Version: This is version 1.0 effective from January 1st, 2026.

Options for assistance

Payment Assistance

Flip can help with your situation if you are having difficulty paying your bills you have a right to apply for payment assistance. Options to assist:

- Temporarily postponing, extending or deferring the time for paying a bill;
- Payment plans which are tailored to meet your ability to pay;
- Transferring you to a different telecommunications product that better suits your circumstances;
- Applying a credit to your account;
- Discounting a bill charge; or
- Offering a free non-automatic payment method.

More information about our payment assistance policy can be accessed [here](#)

- The option to set up a new account that is not linked to the perpetrator.
- The option to add account protections such as a PIN or verification code.

Keeping information Safe and secure

Flip DFV support team will assist in keep your information Safe and secure by:

- Reviewing and updating your contact information.
- Changing your online email address,
- Resetting Online account password
- Updating to a new mobile contact number and
- Removing any an unauthorised representative access of the perpetrator.

Contact the Flip DV Team directly

- **Phone Support:** +61 2 9102 6569

Between 9am and 6pm, Monday to Friday (AEST).

- **Email Support:** safesupport@flipconnect.com.au

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If you would like to arrange a suitable time for the DV Team to contact you or rather send an email.

External Support:

- 1800RESPECT (1800 737 732)
- National Debt Helpline (1800 007 007)

Training for Our Personnel

All of our personnel receive training on this policy.

Further, our personnel who deal directly with general inquiries from consumers and those who are likely to deal with domestic and family violence related receive specialised domestic and family violence training, covering:

- the application of this policy and our domestic and family violence procedures;
- the nature and impact of domestic and family violence, with a focus on how domestic and family violence relates to telecommunications services;
- how to identify affected persons;
- recognising how intersectional issues may impact affected persons and the support they require;
- how to engage with affected persons, including responding to affected persons where there is a change in their circumstances; and
- how to recognise and prioritise the safety of affected persons, and personnel, in engaging with perpetrators.

Support for Our People

Flip is committed to supporting the health, safety, and wellbeing of our employees, especially those who support customers affected by domestic, family, and sexual violence.

We recognise that this work can be challenging and may have an emotional impact. To support our team, we provide:

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- **Comprehensive Training:** All personnel receive training on trauma-informed care and self-care strategies to build resilience.
- **Immediate Managerial Support:** Team leaders are trained to provide immediate, confidential debriefing and psychological first aid following difficult interactions.
- **Flexible Work Arrangements:** Where operationally feasible, we support short-term adjustments to duties or breaks to ensure wellbeing.
- **Confidential Counselling:** All employees have free, confidential access to our Employee Assistance Program (EAP) for professional short-term counselling.
- **Peer Support Network:** Our employees have access to a voluntary, trained peer support network for informal and shared understanding.

We proactively monitor the wellbeing of our team and encourage open conversations about the impact of this vital work. No one is expected to manage these feelings alone, and seeking support is a sign of professional strength.

Privacy and security

Flip is committed to protecting the privacy and security of persons affected by domestic or family violence. We will ensure that information provided to us is kept confidential and treated in accordance with the requirements under the Telecommunications (Domestic, Family and Sexual Violence Consumer Protections) Industry Standard 2025 (Standard) and the Privacy Act 1988 (Cth).

In particular, we will:

- not disclose any information which can be used to identify or locate you, or includes your contact details or financial information, unless required by law or with your consent;
- not record any calls to support telephone numbers on any bill, record or other material issued to you; and
- keep records that are sufficient to demonstrate compliance with the Standard, only collecting information necessary to demonstrate compliance (and where practicable, not containing your personal information) and taking such steps as are reasonable in the circumstances to protect the information from misuse, interference and loss, and unauthorised access, modification or disclosure, and to ensure that the information is disposed of or destroyed in a secure manner where no longer needed under the Standard or any other applicable laws.

In the event of any actual or suspected unauthorised access to or disclosure of your personal information, we will notify you using your agreed safe communication method

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and the Australian Communications and Media Authority (ACMA) within 2 business days.

Our webpages are equipped with the "Quick Exit" button to immediately leave the site and redirect to a neutral webpage, helping protect their privacy and safety.

Policy Review

We will review this policy and our associated procedures at least every two years, in consultation with domestic and family violence experts and people with lived experience, to ensure they remain effective and safe.