



MyNet Pty Ltd

Domestic and Family Violence Assistance Policy

1. Purpose and Application

MyNet acknowledges the serious impact of domestic and family violence on individuals and communities. Telecommunications services can be both a vital link to help and be, regrettably, a means of control. This policy describes how we support customers experiencing or recovering from domestic and family violence, ensuring they can safely access and manage their MyNet services.

2. Recognising Technology-Facilitated Abuse

Technology-facilitated abuse may include:

- Covertly monitoring phone calls, messages, emails or social media
- Installing spyware or tracking apps on devices
- Using location-tracking features against someone's will
- Unauthorized access or impersonation of online accounts
- Cutting off someone's communications by logging them out or changing passwords

3. How We Can Help

- **Multiple Contact Options:** You can reach us by phone or email — whichever you feel safest using.
- **Authorised Support Person:** You may nominate a trusted advocate (e.g. counsellor, friend, family member) to liaise with us on your behalf.

4. Telling Your Story Just Once

If you consent to us noting your circumstances on your account, you won't need to repeat details at each contact. Our team will follow the information you've already provided. You can also request to work with a specially trained Family Violence Advisor.

5. Privacy and Confidentiality

All information you share is held in strict confidence. We will not disclose any personal details to third parties—including other account holders—without your explicit permission, in line with applicable privacy laws.

6. Financial Support Options

We understand that financial stress often accompanies situations of domestic violence. MyNet can offer flexible billing arrangements, payment extensions or hardship support tailored to your circumstances.

7. Empathetic, Specialist Assistance

Our Customer Care staff receive specialised training to sensitively and respectfully assist those affected by family violence. Should you prefer, your case can be managed by one of our Family Violence Advisors for dedicated support.

Contact Details

- **Phone:** 1300 MYNET (1300 696 381)
 - **Email:** help@mynet.com.au
 - **Online:** www.mynet.au/contact-us
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External Support Services

Service	Description	Contact
1800 RESPECT (all genders)	24/7 national counselling, advice and referrals	1800 737 732 / 1800respect.org.au
DAISY App	Connects users with local support services, maps safe routes	Available on Google Play & App Store
MensLine Australia (men)	24/7 telephone and online counselling for men	1300 789 978 / mensline.org.au
QLife (LGBTQI+)	Peer support, counselling and referrals for LGBTQI+ communities	1800 184 527 / qlife.org.au

Emergency: If you or someone else is in immediate danger, call 000.