



Family and Domestic Violence Policy

ABN:

99 166 897 114

CONTACT:

1300 007 999

info@plesi.com

www.plesi.com.au

Document Control

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Approved by: General Manager.

Next Review Date: Upon material change.

Previous Versions

Version	Changes	Date
1.0	Initial release of Domestic, Family and Sexual Violence Policy to support applicable regulatory requirements.	31/03/2026

Overview

Plesi recognises that domestic, family, and sexual violence (DFSV) can significantly impact a person's safety, wellbeing, and ability to access essential services.

Domestic, family, and sexual violence includes behaviours used to control, threaten, or harm a person, including technology-facilitated abuse such as unauthorised monitoring, account access, or tracking.

As a telecommunications provider, we acknowledge that our services can play a key role in maintaining connection, independence, and security. We are committed to providing support that is safe, respectful, and appropriate to everyone's circumstances.

Plesi is committed to identifying and supporting customers affected by DFSV and will take reasonable steps to provide safe, flexible, and appropriate assistance.

Who This Applies To

This policy applies to all customers using Plesi's services, including business and residential users of voice, mobile, and data services.

Our Approach:

Plesi will take a customer-first and safety-focused approach when assisting individuals impacted by DFSV.

We aim to:

- Prioritise the safety and confidentiality of affected individuals.
- Minimise the need for customers to repeat sensitive information.
- Provide practical support options without creating additional barriers.
- Respond in a respectful, non-judgemental, and timely manner.
- Minimise the need for customers to repeat sensitive information.
- Prioritise requests where there are safety concerns.

How We Can Support You

Where a customer discloses that they are affected by DFSV, Plesi may offer support tailored to their situation, including:

Account Protection

- Updating account access controls and authentication details.
- Restricting access to authorised contacts only.
- Reviewing account permissions and ownership.

Service Management

- Assistance with transferring, disconnecting, or separating services.
- Support in preventing unauthorised changes to services.
- Guidance on securing devices and accounts where appropriate.

Financial Assistance

- Flexible payment arrangements based on individual circumstances.
- Referral to our Financial Hardship support process where required.
- Customers impacted by DFSV may also be eligible for additional support under our Financial Hardship Policy.

Communication Preferences

- Working with customers through their preferred contact method.
- Supporting communication through an authorised representative where requested.
- Working with customers through their preferred and safest contact method.
- Limiting or adjusting contact methods where there are safety concerns.

Privacy and Information Handling

Plesi understands the importance of protecting sensitive information.

- Information shared with us will be handled with strict confidentiality.
- Details will only be recorded where necessary and with customer awareness.
- We will not disclose information to other parties without consent, unless required by law.
- We will not disclose information about a customer's circumstances to any other party, including other account holders, without explicit consent.

Our People

Plesi staff are expected to:

- Handle all DFSV-related interactions with care, empathy, and professionalism.
- Follow internal procedures designed to support vulnerable customers.
- Escalate matters where additional support or safeguards are required.

Third Party Support

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

If you require immediate assistance or are in danger, please contact 000.

Support services available in Australia include:

Name	Number	Website
1800RESPECT	1800 737 732	www.1800respect.org.au
MensLine Australia	1300 789 978	www.mensline.org.au
Lifeline Australia	13 11 14	www.lifeline.org.au
13YARN	13 92 76	www.13yarn.org.au
National Debt Helpline	1800 007 007	www.ndh.org.au
QLife	1800 184 527	www.qlife.org.au

How to Contact Us

If your telecommunications services are impacted by domestic, family or sexual violence, you may contact Plesi using the method that is safest and most comfortable for you.

We offer multiple ways to get in touch (8:30AM to 5:30PM Monday – Friday):

- Phone: 1300 007 999
- Email: support@plesi.com.au
- Account Manager: You may contact your dedicated account manager directly.

Definitions

Term	Definition
DFSV	Domestic, family and Sexual Violence