



Domestic Violence Resources

1. What is Domestic & Family Violence?

Domestic and Family Violence is abuse against people in the same family or de-facto household can come in many forms, such as (but not limited to):

- Physical and/or sexual violence.
- Emotional and/or Psychological abuse.
- Economic abuse.
- Controlling and manipulative behavior by threats to financial/physical/emotional wellbeing, or privacy invasion.

2. Our Commitment to you

Domestic Violence can happen to anyone. If you are a customer or user of our service, who is experiencing Domestic Violence, our team at E.Tel knows the importance of staying connected and will do our best to assist you where we can with regards to your service with us, such as:

- Approval into our Financial Hardship arrangement if applicable.
- Cancelling services.
- Reactivate cancelled services.
- Provide financial relief to the account.
- Opening a new account with a new service number.
- Etc.

Our team will treat you with respect and work together with you on a solution that helps you best.

3. Domestic & Family Violence Support and Resources

If you are experiencing Domestic or Family Violence, the Australian Government and other non-profits have resources that may help you.

1800 RESPECT

1800RESPECT is the national domestic, family and sexual violence counselling, information and support service.

www.1800respect.org.au

1800Respect (1800 737 732)

Ask Izzy

AskIzzy is a service for finding help on domestic violence. It will also connect you with help on other categories, such as food, shelter, health, drugs, counselling, etc.

www.askizzy.org.au

National Debt Hotline

If you are experiencing economic abuse, you can call the National Debt hotline to speak to a financial Counsellor for free.

www.moneysmart.gov.au

1800 007 007

Relationships Australia

Support groups and counselling on relationships and for abusive and abused partners.

www.relationships.com.au

1300 364 277

Mensline Australia

Supports men who are dealing with family and relationship difficulties.

www.mensline.org.au

1300 78 99 78

National Disability Abuse and Neglect Hotline

An Australia-wide telephone hotline for reporting abuse and neglect of people with disability

1800 880 052

Australian Government Services for Domestic Violence

Each State and territory has its own network of services to help people deal with domestic family violence. You can find the services listed here:

www.respect.gov.au/services/