

# Shoalhaven Internet

## Domestic and Family Violence Support Statement (DFVS)

**Effective Date:** 1 April 2026

### 1. Our Commitment

Shoalhaven Internet recognises that domestic and family violence can affect a customer's ability to safely access and manage telecommunications services.

We are committed to:

- Supporting affected customers in a **safe, respectful, and confidential manner**
- Minimising the need for customers to repeatedly disclose their situation
- Taking reasonable steps to **reduce risk and maintain service access where safe**

This statement aligns with our obligations under the Telecommunications Consumer Protections Code.

### 2. How We Can Assist

If you are affected by domestic or family violence, Shoalhaven Internet can:

- Secure your account (password resets, additional authentication controls)
- Restrict or change authorised account contacts
- Assist with **transfer of account ownership**
- Remove your details from public directories (where applicable)
- Expedite disconnection or reconnection of services
- Provide **payment assistance options** (see Payment Assistance Policy)
- Manage communications to avoid unsafe contact

We will prioritise requests where there is a risk to personal safety.

### 3. Safe Communication

We will work with you to establish safe contact methods, including:

- Preferred contact channel (phone, email, etc.)
- Safe times to contact
- Whether voicemail or messages can be left

We will record and respect these preferences.

## **4. Privacy and Confidentiality**

Shoalhaven Internet will:

- Handle all information in accordance with privacy laws
- Limit internal access to sensitive information
- Not disclose your situation without consent unless required by law

## **5. Staff Training**

Our staff receive training to:

- Identify customers who may be experiencing vulnerability
- Respond sensitively and appropriately
- Apply this policy consistently

## **6. Referrals to Support Services**

We encourage customers to seek specialist support. Key services include:

- 1800RESPECT – 1800 737 732
- Lifeline – 13 11 14
- Emergency services – 000 (if in immediate danger)

## **7. Contacting Us Safely**

If you need assistance:

**Shoalhaven Internet**

Phone: 02 44225040

Email: [admin@shoalhaven.net.au](mailto:admin@shoalhaven.net.au)

Website: [shoalhaven.net.au](http://shoalhaven.net.au)

If it is not safe to contact us through usual channels, please let us know so we can arrange alternatives.

## **8. Accessibility**

This statement is available in alternative formats on request.

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