

Family Violence Support Policy

September 2026

Blaze Mobile Pty Ltd | ABN 43 676 486 525

About This Policy

Blaze Mobile is committed to supporting customers experiencing family or domestic violence. Everyone has the right to feel safe, connected, and respected — especially when using essential telecommunications services. This Policy explains how Blaze Mobile will assist, protect, and empower affected customers, and sets out the measures we take to ensure your safety, privacy, and access to support.

This Policy applies to any Blaze Mobile customer or former customer who is experiencing, or is at risk of experiencing, family or domestic violence.

What Is Family and Domestic Violence?

Family or domestic violence includes behaviour that seeks to control, dominate, threaten, harm, or intimidate a person. It may involve:

- Physical or sexual abuse
- Emotional, psychological, or verbal abuse
- Economic or financial control
- Threatening or coercive behaviour
- Monitoring or controlling communication or technology
- Behaviour that creates fear for your safety or the safety of another person

Family violence also includes situations where a child hears, witnesses, or is otherwise exposed to abusive behaviour.

Your Rights

Customers affected by family violence can expect:

- To be treated with respect, empathy and understanding
- To speak to a trained Blaze Mobile specialist who understands family violence
- To tell your story once — we will not require repeated disclosures
- To have your information protected, with strict controls on who can access your account
- To access payment assistance if financial hardship is a factor
- To request additional account security measures
- To make a complaint about how Blaze Mobile handles your situation
- To receive information in an accessible and safe format

Our Commitment to You

At Blaze Mobile, we commit to:

- Ensuring all customer-facing staff receive training on family violence awareness
- Providing access to specially trained Family Violence Support Specialists
- Protecting customer information, privacy, and safety above all
- Offering tailored and safe communication options based on your needs
- Ensuring disconnection is only ever considered as a last resort
- Supporting you through payment assistance and flexible account management

Support Blaze Mobile Provides

Secure Account Handling

- Stronger identity verification
- Restrictions on who can access or change account details
- Secure notes and privacy flags to protect your information
- Ability to choose safe communication channels (SMS, email, silent notes, etc.)

Tailored Contact & Communication

- Minimising repeated disclosures
- Option to speak only with trained specialist staff
- Custom communication preferences to avoid risk

Protection From Debt & Collection Impacts

- Limiting or pausing credit management activity
- Reviewing how debt was incurred
- Preventing detrimental account actions

External Support Services

National Support

1800RESPECT (24/7 National Helpline)	Phone: 1800 737 732 | Web: https://www.1800respect.org.au
Lifeline (24/7 Crisis Support)	Phone: 13 11 14 | Web: https://www.lifeline.org.au
National Debt Helpline	Phone: 1800 007 007 | Web: https://ndh.org.au
Kids Helpline (Ages 5–25)	Phone: 1800 55 1800 | Web: https://kidshelpline.com.au
Beyond Blue	Phone: 1300 22 4636 | Web: https://www.beyondblue.org.au

State & Territory Services

NSW — Domestic Violence Line	Phone: 1800 65 64 63
VIC — Safe Steps (24/7)	Phone: 1800 015 188 | https://www.safesteps.org.au
QLD — DVConnect	Women's Line: 1800 811 811 | Men's Line: 1800 600 636
SA — Women's Safety Services SA	https://womenssafetyservices.com.au

WA — DV Assist	https://www.dvassist.org.au
TAS — Family Violence Counselling	Phone: 1800 608 122
NT — Domestic Violence Hotline	Phone: 1800 737 732 (via 1800RESPECT)
ACT — Domestic Violence Crisis Service	Phone: (02) 6280 0900 | https://dvcs.org.au

Protecting Your Account & Privacy

Blaze Mobile takes additional measures to protect customers affected by family violence:

- No information will be disclosed to another person without your explicit consent
- Joint account holders will not be provided your details without safe authorisation
- We will follow your preferred safe communication method
- Confidential information — including address, contact details, or account notes — will be restricted

You may request a new number, a new eSIM profile, adjustments to multi-factor authentication, and additional account security flags.

Payment Assistance & Financial Hardship

Blaze Mobile recognises the connection between financial hardship and family violence. Customers affected by family or domestic violence have access to Blaze Mobile Payment Assistance options, including:

- Flexible or deferred payments
- Discounting or waiving certain charges
- Tailored payment plans
- Temporary service adjustments to reduce cost
- Review of debt to ensure it is fair and appropriate

Credit management will be paused while Blaze Mobile assesses your circumstances. Our priority is ensuring you stay connected and safe.

Accessibility & Language Support

Customers can request interpreter support via TIS National (131 450). Blaze Mobile will use a customer's preferred safe communication method.

Complaints

If you wish to make a complaint about how Blaze Mobile has handled a family-violence-related issue:

Phone	+61 2 7804 4211
Email	complaints@blazemobile.com.au
Online	www.blazemobile.com.au
TIO (escalation)	Phone: 1800 062 058 | https://www.tio.com.au

Making a complaint will not affect your ability to access support.

Review

This Policy will be reviewed at least every two years, or earlier if required due to legislative, regulatory or service-related changes. Updated versions will always be published on the Blaze Mobile website at blazemobile.com.au/Legal/TermsAndPolicies.