

Family Violence Policy

Peak Net Pty Ltd — v1.0 — Effective 19 May 2026

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Approved by: Managing Director, Peak Net Pty Ltd

Issuer: Peak Net Pty Ltd — ABN 74 689 274 566 — Greenway ACT 2900 — peaknet.com.au — 1300 606 766

Compliance reference: TCP Code §6.5 · ACMA Family Violence Standard 2024

If you are in immediate danger, call Triple Zero (000) now.

For 24/7 confidential support, call the national family violence helpline **1800RESPECT (1800 737 732)**.

Family violence is any behaviour by one person toward another in a current or former family, domestic or intimate-partner relationship that is physically, sexually, emotionally, psychologically or financially abusive, threatening, coercive, or controlling — including behaviour causing a person to fear for their safety or wellbeing.

This policy applies to all PeakNet customers and is delivered confidentially. We comply with the **ACMA Telecommunications (Customers in Vulnerable Circumstances) Industry Standard 2024** and TCP Code §6.5.

1. How we can help

If you're experiencing family violence, we can:

- **Protect your account information** — extra-verification flag so details can't be disclosed to anyone, including a current/former partner
- **Stop billing/payment alerts** to a shared address or contact number
- **Separate joint accounts** — split or transfer to your sole name, fees waived
- **Pause direct debits** or arrange payment plans without late fees — see Financial Hardship Policy
- **Set up a new account** with credit-check waiver if starting fresh
- **Free temporary service** up to 30 days while you stabilise (case-by-case)
- **Confidential contact channel** — dedicated email not visible in account history
- **Connect you with specialist support services**

2. How to reach us safely

If safe, contact us via any channel and tell us you're experiencing family violence. **No proof or detailed explanation needed** — your word is enough.

- **Phone:** 1300 606 766 — ask for Customer Vulnerability team. 24/7. Tell us if you can't speak freely and we'll switch to text-based support.
- **Confidential email:** support@peaknet.com.au with "Vulnerable Circumstances - Confidential" in subject — only dedicated team will see it
- **Online form:** peaknet.com.au/enquiries — tick the "Confidential / safety concern" box

We will **never** send confirmation of a confidential contact to your usual account email or billing address. We assume the device/address you're using may not be safe.

3. Our promise to you

- **Believe you** — no proof required
- **Listen, don't judge** — trained team will not ask why
- **Keep it confidential** — only staff directly involved will know
- **Move at your pace** — we follow your lead
- **No extra cost** — fees we'd normally charge are waived
- **Train our team** — all customer-facing staff complete annual family violence training

4. Specialist services that can help

- **1800RESPECT** — 1800 737 732, 24/7 confidential family violence and sexual assault helpline · 1800respect.org.au
- **Lifeline** — 13 11 14, 24/7 crisis support · lifeline.org.au
- **Men's Referral Service** — 1300 766 491
- **13YARN** — 13 92 76, 24/7 crisis support for Aboriginal and Torres Strait Islander peoples
- **QLife** — 1800 184 527, LGBTQI+ support, 3pm–midnight daily
- **Kids Helpline** — 1800 55 1800, ages 5–25
- **TIS National** — 131 450, free interpreters in 100+ languages

5. Leaving a shared account

If you want to leave a shared account safely:

- Contact us via the confidential channel above
- We can remove your authorisation, or transfer the existing service into your sole name (depending on whose name account is in)
- We won't notify the other account holder unless legally required to
- Fees waived
- If you need continuity (e.g. medical devices, child contact apps), tell us — we can arrange

6. If you're unhappy with how we've handled this

See our Complaints Handling Policy. Family-violence complaints are prioritised and handled by senior staff. You can also escalate to the Telecommunications Industry Ombudsman on 1800 062 058.

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