



# Domestic and Family Violence Support



**BIZ-LYNX**  
TECHNOLOGY

Where every  
connection matters.

## Policy

Family and Domestic Violence Support Policy

[www.biz-lynx.com.au](http://www.biz-lynx.com.au)

# Domestic and Family Violence Support Policy

## Our Commitment

BIZ-LYNX Technology recognises that domestic and family violence is a serious issue affecting individuals, families, and communities across Australia.

We understand that telecommunications and internet services are essential for safety, connection, employment, education, and access to support services. We also acknowledge that technology can be misused as a tool for control, monitoring, or abuse.

BIZ-LYNX Technology is committed to providing safe, respectful, flexible, and confidential support to customers experiencing domestic or family violence.

## How We Can Help

If you are affected by domestic or family violence, our team is here to support you.

We can:

- Communicate with you in a way that feels safest (phone, email, or another agreed method)
- Add confidential notes to your account so you only need to explain your situation once
- Restrict access to your account where appropriate
- Assist with transferring services into your name (where possible)
- Help separate services from a shared arrangement
- Offer flexible payment support if financial hardship is involved
- Provide information about external specialist support services

You are not required to provide extensive evidence of your situation. We will listen to you and work with you in good faith to provide appropriate assistance.

## Privacy and Confidentiality

Your safety and privacy are our priority.

Any information you share with us about domestic or family violence will be treated as strictly confidential and handled in accordance with our Privacy Policy and applicable privacy laws. We will not disclose this information to another person on the account without your express consent, unless required by law.

Where appropriate, we can apply additional security controls to your account.

## Authorised Representatives

If you would prefer to have a trusted person (such as a support worker, counsellor, advocate, or family member) speak to us on your behalf, we can arrange this with your consent.

## Financial Hardship Support

We understand that domestic and family violence can impact your financial situation.

If you are experiencing difficulty paying your account, we can discuss flexible options, which may include:

- Payment plans
- Temporary payment extensions
- Service adjustments where appropriate

We will work with you to find a practical and manageable solution.

## Compliance with the Telecommunications Consumer Protections Code (C628:2019)

BIZ-LYNX Technology complies with the Telecommunications Consumer Protections (TCP) Code C628:2019, including obligations relating to the fair treatment of customers experiencing financial hardship and domestic or family violence.

In accordance with the TCP Code, we:

- Provide appropriate assistance to customers affected by domestic or family violence
- Do not require customers to provide detailed evidence beyond what is reasonably necessary
- Offer flexible options to minimise further harm or distress
- Ensure staff are trained to identify and respond appropriately to customers in vulnerable circumstances
- Maintain processes that protect customer privacy and confidentiality

Our approach aligns with industry best practice and regulatory expectations to ensure customers in vulnerable circumstances are supported with dignity and respect.

### Staff Training

BIZ-LYNX Technology provides training to relevant team members to ensure customers affected by domestic and family violence are treated with empathy, sensitivity, and professionalism.

## External Support Services

If you need specialist assistance, the following services are available 24/7:

1800RESPECT

National domestic, family and sexual violence counselling service

 1800 737 732

 [www.1800respect.org.au](http://www.1800respect.org.au)

MensLine Australia

 1300 78 99 78

 [www.mensline.org.au](http://www.mensline.org.au)

QLife (LGBTQ+ Support)

 1800 184 527

 [www.qlife.org.au](http://www qlife.org.au)

If you or someone else is in immediate danger, call 000.

## Contact Us

If you require support under this policy, please contact BIZ-LYNX Technology Customer Support and advise that your enquiry relates to domestic and family violence assistance. Your request will be handled with priority and confidentiality.



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