

# Special Needs & Disability Policy

This Disability policy applies to all users of an internet service provided by OCCOM Pty Ltd (ABN: 58608 289 425), who have entered into an agreement with OCCOM for such service.

Occom is committed to providing accessible, inclusive, and respectful services to all customers, including people with disabilities and special needs. This policy outlines our approach to ensuring that everyone can access, understand, and manage their services in a way that meets their individual requirements.

We aim to remove barriers wherever possible by offering flexible communication options, accessible support channels. Our goal is to ensure customers are treated with dignity, fairness, and understanding, and that they always remain in control of their services.

## 1. Assistance Services

If you have special needs or a disability, please let us know and we will attempt to assist you. You can contact us by telephone 1300 299 999 or by email [support@occom.com.au](mailto:support@occom.com.au).

If you need assistance with making or receiving a telephone call, please see the following links:

### i. National Relay Service:

If you're Deaf or find it hard to hear or speak to hearing people on the phone, you can make a call through the [National Relay Service](#) (free service).

### ii. Translation and interpreting services:

If English isn't your first language, you can access personal translating and interpreting services through [TIS National](#) (fees apply).

### iii. Accesshub

[Accesshub](#) is a government initiative that provides a central source of information on a range of communication options available to people who are deaf, hard of hearing and/or have a speech impairment.

## 2. General Help

Oceandigi supports the Global Accessibility Reporting Initiative that can help you choose the right device for your needs. For more information, check out the [GARI Database](#).

If you wish to increase the font size on our website, please press Ctrl+ on your keyboard.

We also allow customers to appoint an Authorised Representative. Please see our [Terms & Conditions](#) for further details.