

Special Needs and Disability Policy

Evergy Pty Ltd





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Evergy is here to help and understands that you may need some additional assistance using our service.

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:

Telephone: 1300 383 749
Email: support@evergy.com.au
Mailing address: Locked Bag 1400, Meadowbank NSW 2114

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

National Relay Service:

<https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service>.

Translation and interpreting services:

<https://www.tisnational.gov.au>

2. General Help

For telecommunications products and equipment that may assist you, please see the following page from the IDEAS website: <http://accessibletelecoms.ideas.org.au/telecom/category>.

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.

3. Version Control

Version	Amendment	Author and Date
Version 1		AH 15 December 2020