



Domestic and Family Violence Assistance Policy

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If you're in immediate danger or need urgent help, [call 000](#).

If you are reading this policy online and think someone may be monitoring your devices, **exit this page** and [consider clearing your history](#).

Come back to this site from a computer, tablet or smartphone that isn't being monitored.

Your safety is our priority and commitment

At Telstra, we understand that all customers are individuals who need help in different ways, at different times. We believe in providing a level of extra care and sensitivity in the way we serve and support customers experiencing vulnerability, including domestic and family violence (DFV). This Policy provides information on how we can support, if you or someone you know is facing domestic or family violence.

Domestic and family violence refers to a wide range of behaviours by a person(s), designed to create a dependency or to isolate, monitor, dominate, or control another person. Domestic and family violence is not limited to the immediate family or the domestic home. Abuse and violence can occur within many personal relationships – intimate partners, immediate and extended family, communal and extended kinship relationships, and carer and guardianship arrangements.

Violence can consist of both physical violence and other types of abuse that cause harm. Examples of abuse include:

- Coercive control - a pattern of behaviour by a person(s) to dominate, manipulate and control another person, thereby depriving that person of their freedom and sense of autonomy.
- Life-threatening communications.
- Unwelcome communications.
- Economic and financial abuse - includes actions by a perpetrator to exploit an affected person's economic or financial position and reduce self-sufficiency.
- Technology-facilitated abuse - a form of DFV where technology (which may include telecommunications services) is used to control, intimidate, threaten and harass. The abuse can present in many ways, ranging from the perpetrator simply withholding or restricting the affected person's access to services or making unwelcome contact via a communications device to the sophisticated use of the technology to facilitate abuse such as cyberstalking or digital impersonation.

Our Commitment

Telecommunication is a huge part of our lives, so we want to help to make sure you can always be connected when you need to be.

We are committed to:

- Ensuring our people are adequately trained and supported to identify and support customers affected by DFV issues.
- Providing a safe and respectful environment for customers to disclose their situation and seek assistance.
- Providing appropriate and flexible solutions to address the specific needs and circumstances of consumers affected by DFV.
- Protecting the privacy and confidentiality of consumers affected by DFV and ensuring that their personal information is not disclosed to perpetrators or third parties without their consent.
- Collaborating with other providers, regulators, government agencies, and community organisations to share best practices and improve outcomes for consumers affected by DFV.
- Ongoing monitoring and regular review of our overarching system for supporting customers affected by DFV issues.

If you're impacted by domestic and family violence, there are ways we can help you to stay safely connected. Our contact centre team is trained to identify impacted customers and make a referral to our specialised Safe Team for further help.

Your information is safe

When you let us know you are affected by domestic and family violence, we won't disclose anything you tell us to another person. We will be guided by the information you provide to us and provide you with assistance to support your safety.

If you have a preferred way for us to contact you, let us know and we will use that method to contact you. If that is not possible for us, we will tell you about other ways we can contact you in a safe way. We are committed to protecting your privacy, keeping your information, and ensuring the security of your data in accordance with The Privacy Act 1988 (Cth) and the Australian Privacy Principles. For more information on how we collect use, store, and disclose personal information, visit <https://www.telstra.com.au/privacy>.

How we can help

Our specially trained Safe Team can help with protecting your privacy and security and keeping you safely connected. You can contact the Safe Team on 1800 452 566 between 8am and 7pm, Monday to Friday (NSW/VIC time zone).

Alternatively, if you'd like to arrange a suitable time for the Safe Team to contact you, please complete a call back request: [Callback request - Telstra](#)

- Review and update your contact information.
- Make changes to your services.
- Arrange changes of ownership of services.
- Payment assistance.
- Provide contact information to external support services.

Our contact centre team members and the Safe Team are trained to be aware of and understand the nature and consequences of domestic and family violence. Our team will work with you in a respectful and appropriate way, will check with you about how you want to proceed and will not ask for proof of your situation before providing assistance.

What if I am having trouble paying for my Telstra services?

We are here to support you. If you're experiencing any sort of financial hardship, due to DFV, please contact the Safe Team.

We offer a range of flexible options for customers experiencing financial difficulty, which can help you stay connected. Some of these options include:

- Flexible payment arrangements and extensions;
- A review of your plan or Pre-Paid service to check you're on the best value service for your needs;
- Support in moving to a different plan or pre-paid service;
- Concession Card discount on eligible services;
- Potential waiving of fees on a case-by-case basis, and/or
- Longer-term support based on your personal financial circumstances.

You can find a copy of our Payment Assistance Policy here:

[Payment Assistance Policy \(PDF, 83KB\)](#)

Contact us

You can contact the Safe Team on 1800 452 566 between 8am and 7pm, Monday to Friday (NSW/VIC time zone). Alternatively, if you'd like to arrange a suitable time for the Safe Team to contact you, please complete [this form](#).

If you speak a language other than English, you can call the Telstra Multilingual Service on 1800 241 600 (Monday – Friday, 8am – 6pm AEST).

Telstra's First Nations Connect phone line is dedicated to helping Aboriginal and Torres Strait Islander customers, respecting culture and community. Call 1800 444 403 (Monday – Friday, 9am – 5pm, anywhere in Australia).

If you are deaf, hearing or speech impaired, you can contact us via the National Relay Service (NRS) on 1800 555 660. For speech-to-speech relay, please call 1300 555 727.

For more information about Domestic and Family Violence support, visit [Domestic and family violence assistance \(telstra.com.au\)](https://www.telstra.com.au/domestic-and-family-violence-assistance)

Complaints

If you have a complaint about this policy, including the support we provided or an outcome that you think is unreasonable, you have the right to make a complaint.

You can do so in one of the following ways:

- Message us in the My Telstra app on the 'Get help' tab.
- Call us on 13 22 00 and say "complaint".
- If you are a business customer, call us on 13 20 00 and say "complaint".
- Use our online form, [telstra.com/complaints](https://www.telstra.com/complaints).

We're committed to acknowledging complaints and resolving them as soon as possible. More information about how we handle complaints can be found in our Complaints and Dispute Resolution Policy at [telstra.com/complaints](https://www.telstra.com/complaints).

Telecommunications Industry Ombudsman (TIO) complaints

If you are not happy with the outcome or the proposed resolution of a complaint you have made, to Telstra, you can contact the TIO.

You can raise a TIO complaint or find out more information on the TIO website [tio.com.au/complaints](https://www.tio.com.au/complaints) or call 1800 062 058 (Monday – Friday, 8.00am – 8.00pm AEST).

Other organisations who might be able help to you

In an emergency or if you're not feeling safe, always call 000.

If you need any further support, we have set out below some external support services available across Australia. This list is not exhaustive.

Organisation	What they do	Contact Details
Government		
Department of Social Services	Provide counselling and access to support services.	Department of Social Services Department of Social Services, Australian Government (dss.gov.au) or 1800RESPECT (1800 737 732)
Services Australia	Centrelink, Medicare, Child Support Services.	13 28 50 (multilingual) or 13 12 02 or visit their website at www.servicesaustralia.gov.au
Family Relationships Online	An Australian Government initiative which provides information on dealing with family & domestic violence, including family violence law help.	https://www.familyrelationships.gov.au/
Legal		
National Legal Aid	Provides links to legal aid commissions in each of the states and territories.	www.nationallegalaid.org
Community Legal Centres Australia	Provides a list of community legal centres near you that may be able to help.	https://clcs.org.au/legal-help/
Wellbeing		
National 1800 RESPECT line	The national sexual assault, domestic and family violence counselling service.	1800 RESPECT
Family Relationship Advice	A national telephone service that helps families affected by relationship or separation issues, including information on parenting arrangements after separation.	1800 050 321
Relationships Australia	Provides relationship support services for individuals, families, and communities, including counselling, family dispute resolution and family and community support and education programs.	1300 364 277 www.relationships.org.au
Lifeline	24/7 crisis support. Short-term support for people who are feeling overwhelmed or having difficulty coping.	Call - 13 11 14 Text - 0477 13 11 14
Financial		
National Debt Helpline	A not-for-profit service that helps people tackle their debt problems.	1800 007 007

	Professional financial counsellors offer a free, independent, and confidential service.	
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Telstra is committed to reviewing and updating this policy regularly to ensure that it reflects the current best practices and standards for assisting consumers affected by DFV. We also seek feedback and input from consumers, staff, and stakeholders on the effectiveness and impact of the policy.