



If you're in immediate danger or need urgent help, call 000



Domestic and Family Violence Statement

Your safety is our priority

We have policies and procedures in place to protect the safety of customers who may be affected by domestic or family violence.

This statement provides information on how we can support, if you or someone you know is affected by domestic or family violence.

Our commitment

Our customer's safety and keeping you connected to your telecommunications services is our priority.

If your service has been restricted, suspended or disconnected and you have concerns about your safety, we have options to help keep you connected. Depending on your needs and situation, we can reverse this action or offer you an equivalent telecommunications service as a matter of urgency.

How we support you

Our dedicated support team is specially trained to help you stay connected with options which may include, depending on your circumstances:

- Review and update contact information and who has access to your account
- Transfer or take ownership of a service
- Remove services you no longer need
- Move services to a new location
- Set up a new account or service for a fresh start

We understand that domestic and family violence, and sexual violence outside the home, can make it hard for you to pay for your services. We can provide options for financial hardship assistance under the Telecommunications (Financial Hardship) Standard 2024. We are here to support you and help keep you connected.

Ways to contact our dedicated support team

Call us 1800 452 566

Monday - Friday
8am to 8pm AEST,
Saturday & Sunday
8am to 5pm AEST.

Chat with us 24 hours, 7 days per week

In the **My Telstra app**, go to
Get help, scroll down to
Contact us and select **Chat now**.

Request a call back

If you need help, but can't call right now,
request our dedicated support team to
call you at a time that suits you. Go to
telstra.com.au/forms/callback-request

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



If you're Deaf, hard of hearing, or have a speech or communication difficulty.

Contact us via the National Relay Service (1800 452 566) Text: 0423 677 767

Choose your NRS action option. Tell the relay officer our dedicated support team's number: **1800 452 566**.

For more information visit accesshub.gov.au

If you speak a language other than English.

Contact our Telstra Multilingual Service (1800 241 600) Monday - Friday, 8am to 6pm AEST.

Servicios de interpretación | ਦਭੁ ਸ਼ੀਏ ਸੇਵਾਵਾਂ | Dịch vụ phiên dịch | 口譯服務 | 口译服务

Helping you stay safely connected

Free calls to crisis lines

It's free to call select crisis lines from all Telstra Pre-Paid mobiles even without an active recharge.

All you need is an active SIM. For all other mobiles, these calls are included in your plan at no extra charge.

Free calls and Wi-Fi at payphones

All local and national calls to standard fixed line numbers and calls to standard Australian mobiles on Telstra public payphones are free.

We also offer free Wi-Fi across select enabled payphones so you can connect with crisis support services, like Ask Izzy. For more information www.telstra.com.au/aboutus/access-for-everyone

Other organisations who might be able to help you

If you need further support, we have set out below some external support services available across Australia.

1800 RESPECT (1800 737 732)

The National Sexual Assault Domestic Violence Counselling Service offers confidential online and telephone counselling, information and referral services.

askizzy.org.au

Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counselling and much more. It is free and anonymous, and if you're on the Telstra mobile network, you can access Ask Izzy on your phone even if you don't have credit or access to Wi-Fi.

13YARN (13 92 76)

A First Nations crisis support line available 24/7. Free and confidential service available in all states in Australia and the Torres Strait Islands.

Financial Counsellor assistance

If you're experiencing economic abuse.

moneysmart.gov.au

To find your nearest Financial Counsellor. Go to moneysmart.gov.au/managing-debt/financial-counselling