

Domestic and Family Abuse Assistance Policy

Are you in immediate danger?

Call 000 if you need help right now.

Our commitment to you

This policy sets out the resources and ways we can help support you if you are affected by domestic or family abuse. This can include physical, sexual, emotional, and/or psychological abuse. Domestic or family abuse can also involve situations of technology facilitated abuse or financial abuse, which are both serious forms of domestic and family abuse where someone uses money or technology to gain power or control over their partner (or relative).

Keeping you safe and helping you stay connected to your support network is our priority.

Our Specialist Care team

If you are experiencing or impacted by a domestic or family abuse situation, you can contact the Optus Specialist Care team on **1800 685 059**, Monday to Friday 8.00am–8.00pm and Saturday 8.00am–4.00pm AEST/AEDT.

When you contact our Specialist Care team, and you let us know you're experiencing or impacted by a domestic or family abuse situation, we will check with you whether it is:



**Safe to
continue speaking**



**Safe to
change details**



**Safe to change
service details**

Specialist Care serves as a dedicated team for customers facing family and domestic abuse. They are equipped with the necessary expertise, empowerment, and resources to effectively assist those who are experiencing significant challenges in accessing and managing their communication service.

How can we help?

We will always try to find a solution that best meets your needs. Depending on your circumstances; some of the solutions we may be able to offer you to help you stay safe and/or connected include:

If you are the account holder

- Change your mobile or internet plan(s)
- Cancel your service(s)
- Issue you a new mobile or home phone number
- Make your home phone number private
- Swap your mobile SIM
- Transfer your service/plan from Postpaid to Prepaid
- Restore a service cancelled due to non-payment (if available)
- Provide short or long-term payment arrangements or other financial hardship assistance

If you are not the account holder

- Offer you a new mobile number on a new account
- Offer you a new Prepaid service
- Offer you a new private home number on a new account
- Explore options to move a service into an independent account

Need more assistance?

You can call our Specialist Care team on **1800 685 059** to discuss how we can help you, Monday to Friday 8.00am–8.00pm and Saturday 8.00am–4.00pm AEST/AEDT.

Other organisations which might be able to offer you external assistance

StandbyU Foundation's mission is to embrace the power of human connections to build a better, safer world for everyone.

Call **1800 069 010**
Visit **standbyu.org.au**

1800 Respect provides support for all Australians directly and indirectly experiencing, or at risk of experiencing, sexual assault, domestic or family abuse.

Call **1800 737 732** (24x7 support)
Visit **1800respect.org.au**

Kids Helpline is a free, 24x7 phone and online counselling service for young people aged 5 to 25.

Call **1800 551 800** (24x7 support)
Visit **kidshelpline.com.au**

National Debt Helpline, get free and independent assistance by speaking to one of our financial counsellors.

Call **1800 007 007**
(Monday to Friday 9.30am–4.30pm)
Visit **ndh.org.au**