



OurISP

**Domestic, Family and Sexual
Violence**

Statement of Support

At OurISP Pty Ltd, we recognise that some of our customers may be going through difficult or unsafe situations, including Domestic, Family and Sexual Violence (DFSV). Your safety and wellbeing are important to us, and we are committed to providing a safe, respectful, and confidential service that responds to your needs with care and understanding.

How We Can Support You

If you are experiencing domestic or family violence, we can offer support options to help you stay connected safely:

Keeping Your Account Safe

- Help secure your account and personal information
- Restrict access to your account where appropriate
- Update contact details to a safe email or phone number
- Provide alternative ways to communicate with us

Managing Your Service

- Transfer your service to a new account where possible
- Assist with disconnection or relocation requests
- Help you stay connected if your situation changes

Financial Support

- Flexible payment plans
- Waiving certain fees where appropriate
- Support with managing outstanding balances

We will always work with you to find options that suit your situation.

Your Privacy and Safety

We take your privacy seriously and will:

- Keep your information secure and confidential
- Limit access to your information to authorised staff only
- Avoid actions that could put you at risk
- Work with you to ensure it is safe to contact you

You do not need to provide detailed evidence of your situation to receive support.



How to Contact Us Safely

If you would like support, you can contact us and let us know that you need assistance.

You can:

- Ask to speak with a trained team member
- Tell us your preferred and safest way to communicate
- Choose how much information you want to share

Reach out to us with a phone call or an email:

Phone:

1300 OUR ISP (1300 687 477)

8am – 6pm AEST

Monday to Friday

Email:

support@outisp.com.au

You can also request a call-back through our Web Form.

If it is not safe to talk, you can ask us about alternative contact methods.

OurISP is committed to reviewing and updating this statement regularly to ensure that it reflects the current best practices and standards for assisting consumers affected by domestic and family violence.

External Support Services

Customers seeking additional support may contact specialist support organisations, including:

1800RESPECT 1800 737 732

A free, 24/7 national counselling, information, and support service for people experiencing or at risk of domestic, family, or sexual violence. Support is available via phone and online chat.

1800 ElderHelp 1800 353 374

A free service providing information, support, and referrals for older Australians experiencing or at risk of elder abuse.

Full Stop 1800 385 578

A 24/7 trauma specialist service offering confidential counselling and support for people impacted by sexual, domestic, or family violence.

National Debt Helpline 1800 007 007

A free and independent service providing financial counselling to help people manage debt, including support for those affected by financial abuse.

National Disability Abuse and Neglect Hotline 1800 880 052

A free, confidential service for reporting abuse or neglect of people with disabilities and seeking support, information, and referrals.

Rainbow Sexual, Domestic and Family Violence Helpline 1800 497 212

A specialist helpline providing trauma-informed support for LGBTQIA+ people experiencing sexual, domestic, or family violence.

In emergencies, contact 000.

If you or someone else is in immediate danger, call 000. This service connects you to police, fire, or ambulance services.