

Domestic and Family Violence Statement

If you're in immediate danger or need urgent help, call 000. If safe to do so, visit this site from a computer, tablet or smartphone that isn't being monitored.

Superloop recognises the serious and often hidden impacts of domestic and family violence and the critical role that access to safe and secure telecommunications plays in accessing support. We prioritise the safety of affected persons and this statement outlines how we can assist if you or someone you know is affected by domestic and family violence.

OUR STATEMENT

Superloop has procedures and policies in place to protect the safety of people affected by domestic and family violence (**affected persons**). We are committed to keeping affected persons connected to their telecommunications services. Where a Superloop service is restricted, suspended or disconnected and you are concerned for your safety we will provide options to keep you connected. As a matter of urgency, depending on what is practical in the circumstances and your needs, this may include reversing this action or offering an equivalent service.

OUR POLICY - SUPPORTING YOU

We prioritise the safety of affected persons and are committed to ensuring privacy and account security. We aim to deliver trauma informed support to avoid you needing to disclose your circumstances multiple times.

As an account holder, we can help with:

- Reviewing and updating contact information and who has authority on your account
- Removing services you no longer need
- Relocating your service
- Setting up a new account for a fresh start
- Offering flexible payment assistance options
- Providing personal phone records, bills and other account related data

Where you are not the account holder we can establish a new account for you. In some circumstances we may also be able to assist you with transferring or taking ownership of a service.

We will provide assistance without requiring evidence where you are experiencing or overcoming domestic or family violence. For some support options we may be legally required to obtain evidence. We will let you know where this is required and will not retain this information unless legally required.

CONTACT US

You can contact us via one of the following methods for support or to arrange a call back:

Phone	1800 952 365 8:00am - 8:00pm AEST Monday - Friday 8:00am - 6:00pm AEST Weekends/Public Holidays
Live Chat	www.superloop.com

ACCESSIBILITY

If you need an interpreter, you can contact the [Translating and Interpreting Service \(TIS\)](#) on 131 450. If you are deaf, hard of hearing, or have a speech/communication difficulty you can contact us using the [National Relay Service \(NRS\)](#).

COMMUNICATION METHOD AND PRIVACY

You can contact us in a communication method tailored to your safety and preferences or request a call back in the method you choose. Alternatively, you can nominate someone else to speak on your behalf including a social worker, friend or family member.

If you let us know that you're experiencing domestic or family violence, we will keep what you share with us confidential, subject to our legal obligations. We'll listen to what you tell us and offer support based on your needs, with safety as our top priority. We're committed to protecting your privacy and ensuring the security of your information in accordance with our [Privacy Policy](#).

PAYMENT ASSISTANCE SUPPORT

We recognise that domestic and family violence or non-domestic sexual violence can be a reason for non-payment. We can offer a range of options to help you stay connected when you are experiencing financial hardship. For more information on financial hardship assistance please see our [Payment Assistance Policy](#).

OUR TEAM

Our team is trained to identify and assist people who are affected by domestic and family violence. We also have a team of specialists to provide you with informed and empathetic support, tailored to your circumstances.

We provide our team with resources, training and assistance services to support their safety and wellbeing in handling these challenging circumstances.

We are committed to reviewing our policies, procedures and training on a regular basis to ensure they continue to meet the needs and expectations of people affected by domestic and family violence. This includes engaging with DFV support experts and implementing approaches that acknowledge varying impacts across gender, disability, sexuality and cultures.

EXTERNAL SUPPORT SERVICES

If you need further information or assistance, there are a range of support organisations that may be able to assist you, including:

[1800RESPECT \(National Domestic Violence and Sexual Assault Helpline\)](#)

Phone: 1800 737 732

1800RESPECT is available for free, 24 hours a day, 7 days a week to support people impacted by domestic, family or sexual violence.

[Lifeline](#)

Phone: 13 11 14

Provides crisis support and suicide prevention services.

[1800 ELDERHelp](#)

Phone: 1800 353 374

A free call service that automatically redirects callers seeking information and advice on elder abuse with the existing phone line service in their jurisdiction.

[Full Stop](#)

Phone: 1800 385 578

Offers free, 24/7, confidential, trauma specialist counselling to people of all genders who have been subject to sexual, domestic and family violence, as well as their friends, colleagues and family members.

[National Debt Helpline](#)

Phone: 1800 007 007

The National Debt Helpline is a not-for-profit service that helps people with debt problems.

[National Disability Abuse and Neglect Hotline](#)

Phone: 1800 880 052

The National Disability Abuse and Neglect Hotline is for reporting abuse or neglect of people with disability.

[13YARN](#)

Phone: 13 92 76

A national service supporting Aboriginal & Torres Strait Islanders, offering 24/7 support for people in crisis.

[Rainbow Sexual, Domestic and Family Violence Helpline](#)

Phone: 1800 497 212

Provides support for those from LGBTQ+ communities, family, friends and supporters who have recently or in the past experienced sexual, domestic or family violence.

[Community Legal Centres Australia](#)

Provides a comprehensive list of community legal centres across Australia. These centres often offer free or low-cost legal advice and can be a helpful resource for those experiencing domestic violence or other legal issues.

[Men's Referral Service](#)

Phone: 1300 766 491

Provides a range of services to support men concerned about their behaviour to change what they are doing and keep women, children and communities safer.

[Family Relationships Online](#)

Phone: 1800 050 321

A national telephone service providing help for families affected by relationship or separation issues, including information on parenting arrangements after separation.

[Relationships Australia](#)

Phone: 1300 364 277

Provides relationship support services for individuals, families, and communities, including counselling, family dispute resolution, and family/community support and education programs.

[National Legal Aid](#)

National Legal Aid is a network that links to the legal aid commissions in each state and territory in Australia. They can provide you with the necessary legal assistance and resources in your area.

NOTE: If you are concerned that someone may access your browsing history, you can use private or incognito browsing to access support websites. You can select this option by right-clicking the links above. Using this option your browser will not record your history and will delete cookies at the end of the session.