Domestic, Family and Sexual Violence Support Statement

Beyond Broadband Group Pty Ltd (ABN 62 695 597 383) | Version 1.0 | Effective November 2026

If you are in immediate danger, call 000.
For confidential counselling and support, call 1800RESPECT on 1800 737 732 or visit 1800respect.org.au.

Our commitment

We support customers who are experiencing, or at risk of, domestic, family or sexual violence, including sexual violence outside a family relationship. We will treat you with respect, put your safety first and help you stay connected. We follow the Telecommunications (Domestic, Family and Sexual Violence Consumer Protections) Industry Standard 2025.

Staying connected

If your service has been restricted, suspended or disconnected and you tell us this creates a safety risk, we will restore it urgently when you first contact us. If that isn't practical, we will offer you an equivalent service.

Safe and private contact

Before discussing anything sensitive, we will check it is safe to talk. We will agree how and when to contact you and will not contact you another way without your agreement. You don't need to tell us what happened or give us evidence to get support. We will never ask you to contact or deal with the person using violence, or their representative, and we will avoid making you repeat your story.

How we can help

- updating your contact details and who can access your account;
- adding extra security to your account;
- setting up a new account not linked to the person using violence;
- changing where your bills are sent;
- moving or transferring eligible services; and
- payment assistance under our Payment Assistance Policy.

Contact us

Phone 07 3881 9606 (Monday to Friday, 9:00 am to 5:00 pm AEST (excluding Queensland public holidays)) or email support@beyondbroadband.com.au at any time. We reply during business hours; we do not operate a 24-hour service. If it is safe, email us a safe number and time and we will call you back, or ask us not to call. If you think someone is monitoring your phone, email or browsing, use a safer device if you can.

Other support

- 1800RESPECT: 1800 737 732
- National Debt Helpline (free financial counselling): 1800 007 007
- National Relay Service: accesshub.gov.au
- Interpreting help: TIS National on 13 14 50