

If you're in immediate danger or need urgent help, call [000](#).

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## 1. Your Safety Is Our Priority

At VoIPcloud, your safety and wellbeing come first.

This policy outlines the support and resources available to customers affected by domestic or family abuse. This may include physical, sexual, emotional, psychological, financial, or technology-facilitated abuse—each a serious form of harm where someone uses power or control over a partner or family member.

We take an intersectional approach to supporting customers who are experiencing, or may be at risk of, domestic and family violence. This also includes, where relevant, support for those impacted by non-domestic sexual violence. Our goal is to provide inclusive, respectful, and compassionate support tailored to your needs.

## 2. How We Can Help

We'll always do our best to find a solution that fits your individual circumstances. Depending on your situation, we may be able to offer:

### If you are the account holder:

- Change your call, SMS, or internet plan(s)
- Cancel your service(s)
- Issue a new phone number
- Transfer your billing account 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
- Update or remove authorised contacts and/or increase authentication steps

### If you are not the account holder:

- Set up a new account with a new phone number
- Offer a new Prepaid service
- Explore options to move a service into an independent account

We're here to help you stay safe and connected.

## 3. Having Trouble Paying Your VoIPcloud Services?

We understand that financial pressures can be part of domestic or family violence situations. We'll work with you to find a solution that suits your needs. Support options may include:

- Spend controls
- Temporarily restricting services or downgrading plans at no cost
- Reviewing your current service to make sure it offers the best value
- Payment plans tailored to your situation
- Deferring or postponing payments
- Waiving late fees, cancellation fees, or part of your debt
- Exploring a move to a Prepaid service

For more details, see our [Payment Assistance Policy](#).

## 4. Contact Us

You can reach our team by calling **03 9067 7700** between 7am–8pm, Monday to Friday (AEDT), or by:

- Emailing us at [support@au.voipcloud.online](mailto:support@au.voipcloud.online)
- Starting a live chat on our [website](#) (click the chat button in the bottom right corner)
- Requesting a call back via email if you'd prefer to choose a suitable time

If you are deaf, hard of hearing, or have a speech impairment, you can contact us through the **National Relay Service (NRS)** on **1800 555 660**. For speech-to-speech relay, call **1300 555 727**.

Our contact centre staff are trained to understand the dynamics and impact of domestic and family violence. They will treat your situation with sensitivity, respect your preferences, and won't ask for proof before offering help.

## 5. Your Privacy and Safety

Any information you share with us about domestic or family violence will remain confidential. We won't share your details with anyone else unless you give us permission or we're legally required to.

If you have a preferred contact method, let us know—we'll use it. If we're unable to use your preferred method, we'll talk through other safe options with you.

VoIPcloud is committed to protecting your privacy and personal data, in line with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles. You can learn more in our [Privacy Policy](#).

## 6. External Support Services

If you need further assistance, here are some national support services that may be able to help. This is not a complete list, but a good starting point:

- **StandbyU Foundation** – Building safer lives through stronger human connections | Call **1800 069 010** | Visit [standbyu.org.au](http://standbyu.org.au)

- **1800 Respect** – 24/7 support for those affected by sexual, domestic, or family violence | Call **1800 737 732** | Visit [1800respect.org.au](https://1800respect.org.au)
- **Kids Helpline** – Free 24/7 counselling for young people aged 5–25 | Call **1800 551 800** | Visit [kidshelpline.com.au](https://kidshelpline.com.au)
- **National Debt Helpline** – Free financial counselling | Call **1800 007 007** | Visit [ndh.org.au](https://ndh.org.au)
- **1800 ElderHelp** – Free support for older Australians | Call **1800 353 374** | Visit <https://www.health.gov.au/contacts/elder-abuse-phone-line>
- **Full Stop Australia** – Free support for people impacted by violence | Call **1800 385 578** | Visit <https://fullstop.org.au/>
- **Disability Abuse Hotline** – Report abuse of people with disability | Call **1800 880 052** | Visit <https://www.dss.gov.au/help-and-support-disability/national-disability-abuse-and-neglect-hotline>
- **Rainbow Helpline** – Free support for LGBTQ+ individuals | Call **1800 497 212** | Visit [rainbowdoor.org.au](https://rainbowdoor.org.au)

## 7. Review and Monitoring

We regularly review and update this policy to make sure it reflects best practices in supporting customers affected by domestic and family violence.

We also welcome feedback from customers, staff, and stakeholders to ensure our support systems remain effective and relevant. As part of our commitment to continuous improvement, we actively monitor and strengthen our processes to identify and reduce risk—and to better support those impacted by domestic and family violence.