Domestic Family and Sexual Violence Support Statement

nbn and Australian mobile services

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If domestic, family or sexual violence affects your safety, account or ability to stay connected, we can help with your BambooSIM nbn or Australian mobile service. Support is available to current, former and prospective customers and people using our services. You do not need to explain the abuse to ask for help.

BambooSIM has policies and procedures in place to protect the safety of people affected by domestic, family or sexual violence. We are committed to keeping you connected and helping protect your account, privacy and personal information.

Contact us safely

Send a message through chat at bamboosim.com/support or email support@bamboosim.com. Messages can be submitted at any time. Request a person and say you need help with account safety; you do not need to complete an automated self-service process first. Human assistance is subject to availability. If a person is unavailable, a message is taken for follow-up using a safe contact method agreed with you. You can also use a support ticket through the Support Centre, web portal or BambooSIM app.

For phone support, call 02 6422 6266, 9am-5pm Monday to Friday (Melbourne time). To request a safe callback, use chat, email, a ticket, the portal or app. Tell us the safe number and time, and whether a voicemail or message is safe. We agree on a supported time and method before contacting you.

We first check whether it is safe for you to communicate. We ask how and when you want us to contact you and follow that agreement for safety-related matters, unless law requires another method or you ask us to change it. We only leave a message when it is safe and agreed.

You may also write to BambooSIM Pty. Ltd., 470 St Kilda Road, Melbourne VIC 3004, Australia. Post is for non-urgent correspondence. Tell us if account help is urgent and how a reply can reach you safely. You can ask someone you trust to help, subject to appropriate authority and safe identity checks.

Protecting your information

We ask only for the information needed to help with your service and protect your safety. We do not require evidence of violence unless it is legally required or reasonably necessary to protect you; in that case we use information already held where possible and ask only for the minimum needed.

We will not require you to contact or negotiate with the person using violence, or their representative. If you need to move between staff, we offer a supported handover so you do not have to repeat your circumstances unnecessarily.

If you are deaf, hard of hearing or have a speech communication difficulty, you can use the National Relay Service. Ask us for another accessible format or language support if needed.

Use a device and channel you consider safe. Visits, downloads, emails and chats can leave records on a device or account. Leaving a page or closing this document does not remove that history.

How we can help

We discuss your privacy and safety concerns, whether you are the account holder or a person using the service, and the options you want us to put in place. These can include an account not linked to the person using violence, safer contact details, an account PIN or password, and verification sent to a safe number, email address or app.

If you are the account holder, we explain what any authorised representative can access and how you can keep, change or remove that access. We discuss safe billing arrangements and make changes you request where we can. We explain any practical limit before taking action and follow the instructions agreed with you.

Keeping you connected

If you are the account customer and tell us that you are concerned about your safety, we prioritise assistance and will not restrict, suspend or disconnect your service for 30 days from that first disclosure, or a longer period agreed with you, unless you request it.

If your service has already been restricted, suspended or disconnected and you ask for urgent reversal because of a violence-related safety risk, we act urgently when you first raise that risk. If reversal is not practical, we offer an equivalent telecommunications service. We explain any action another law prevents us taking and discuss safe alternatives.

Help with payments

Domestic, family or sexual violence can be a reason for non-payment. You may be entitled to free financial-hardship assistance under our Payment Assistance Policy. We can discuss payment extensions, affordable arrangements, credits, discounts, debt waivers, a more affordable eligible plan and a free bank-transfer payment method.

Before considering credit-management action, we take account of your safety, whether another person contributed to the debt and whether the support we agreed with you has been carried out. We apply the statutory service, complaints and payment-assistance protections. Standard cancellation provisions do not remove these rights.

Independent specialist support

Service	Contact
Immediate danger	Call 000 using a safe, available telephone connection. BambooSIM nbn plans do not include phone or emergency calling.
1800RESPECT	Domestic, family and sexual violence counselling, information and support. Call 1800 737 732, text 0458 737 732 or visit 1800respect.org.au for online options.
National Debt Helpline	Free, independent financial counselling. Call 1800 007 007 or visit ndh.org.au for current contact options.

We can help you locate specialist services. BambooSIM provides telecommunications support; specialist organisations can help with safety planning, counselling and other needs.

Complaints and privacy

If our response does not meet your needs, ask for escalation through a safe contact method. A complaint involving a threat to your or your children's safety is handled urgently under our Complaints Handling Policy. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 for free, independent help.

We restrict access to safety-related information to legitimate purposes connected with managing and protecting your account. We do not disclose information that could identify or locate you, your contact details or financial information to another person without your consent unless required by law. We keep relevant records securely. Our Privacy Policy explains our general privacy practices.