



Need help?

We're here to help you stay safely connected.

Domestic and family violence assistance

Domestic and family violence can happen to anyone and staying connected is especially important if you're in a volatile environment. If you are experiencing or have left a domestic or family violence situation we can help.

Ways we can help

The Telstra SAFE team is specially trained to help you stay safely connected to your Telstra internet and phone services.

Contact them on **1800 452 566** from Monday to Friday: 8am to 8pm AEDT, Saturday & Sunday: 8am to 5pm AEDT.

Or request a call back.

Other support services available

The National Sexual Assault Domestic Violence Counselling Service offers confidential online and telephone counselling, information and referral services.

Call **1800RESPECT (1800 737 732)**



[Find out more](#)

Payment Assistance

For when you need:

- More time to pay
- To change to a more affordable plan
- Review our concession offers

Scan this QR code for more information.



[Find out more](#)

Need access to your personal phone records or metadata?

As part of our commitment to transparency, we've increased the types of data that customers can now access. As well as the data we currently hold on your personal account, you can also access certain metadata related to your usage of your services. This data may also be available to Australian law enforcement agencies when required or permitted by law.

Scan this QR code for more information.



[Find out more](#)

Are you receiving unwelcome calls?

Whether you're wanting to identify unwanted calls or report them. We're here to help.

Scan this QR code for more information.



[Find out more](#)

Ask Izzy

Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counselling and much more.

It is free and anonymous, and if you're on the Telstra mobile network, you can access Ask Izzy on your phone even if you don't have credit or access to Wi-Fi.

Scan this QR code for more information.



[Find out more](#)

Financial Counsellor assistance

If you're experiencing economic abuse, you can call the National Debt Helpline on 1800 007 007 (9.30am – 4.30pm Monday to Friday) and speak to a Financial Counsellor for free, independent advice.

Or find your nearest Financial Counsellor at [MoneySmart.gov.au](https://www.moneysmart.gov.au).

Scan this QR code for more information.



[Find out more](#)

Staying safe online

Scan this QR code for more information.