

Domestic, Family and Sexual Violence Support

Effective 18 September 2026



Our commitment to you

We know that staying connected can be essential when you're in an unsafe situation. If you are experiencing domestic, family, or sexual violence, we are here to help - *no questions asked, no proof required.*

How to reach our support

You can contact us through any of the following:

Call us

1300 857 501

Ask to speak with someone about DFV support. We will handle your call with care and sensitivity.

Email us

accounts@pineapple.net.au

Let us know you need DFV support in your message. We will respond promptly and discreetly.

When you contact us, we will check that it is safe for you to talk, explain your options, and ask how you would like us to communicate with you going forward. You only need to go through this once.

What we can do to support you

	Keep your service active Once you let us know about your situation, we will keep your service active for at least 30 days and will not restrict or suspend it without your agreement.
	Restore your service If your service has been cut off or restricted and you urgently need it restored for your safety, we will act on this straight away — on your very first contact with us.
	Disconnect your service If disconnecting your service is what you need for your safety, you can ask us to suspend or disconnect it at any time.
	Secure your account We can add a PIN, password, or other security code to ensure only you can access or make changes to your account.
	Set up a new account We can create a new account in your name only, with no connection to anyone else on the previous account.
	Update your account details You can change or add an authorised contact, update billing details, or change how and where bills are sent.
	Choose how we contact you Tell us your preferred contact method (phone, text, or email) and the safest time for us to reach you. We will use only that method going forward.

	Help with bills and payments If you are taking over an account previously in someone else's name, we will consider the circumstances around any outstanding debt before making credit decisions.
	Referrals We can point you to specialist organisations if you need support beyond what we can offer.

Your privacy is protected

Everything you share with us about your situation is treated as strictly confidential. We will:

- Never share your personal information (address, contact details, financial information) with anyone without your consent, including the person who has harmed you.
- Never require you to contact or involve the person who has harmed you in any dealings with us.
- Ensure that calls you make to DFV support helplines do not appear on your bill or account records.
- Only share your information with staff who directly need it to help you.

External support organisations

If you need immediate support or someone to talk to, these organisations are available to help:

Organisation	Phone	Available
1800RESPECT	1800 737 732	24/7, free, confidential
Full Stop Australia	1800 385 578	24/7, free
1800ELDERHelp	1800 353 374	Mon–Fri 8am–8pm
National Debt Helpline	1800 007 007	Mon–Fri 9:30am–4:30pm
Nat. Disability Abuse & Neglect Hotline	1800 880 052	Mon–Fri 9am–5pm
Rainbow DFV Helpline	1800 497 212	Mon–Fri 9am–5pm
Emergency services	000	24/7

Pineapple Net

Effective: 18 September 2026

Review date: September 2027

Our full DFV Policy is available at: [Domestic, Family and Sexual Violence Support Policy](#)

This statement is published in accordance with the Telecommunications (Domestic, Family and Sexual Violence Consumer Protections) Industry Standard 2025.