

Domestic & Family Violence (DFV) Support Statement

We are here to help you stay safe and connected.

At CRISP Wireless, we understand that technology can play a crucial role in supporting safety and can be misused in situations involving domestic, family or sexual violence. If you are experiencing, or have previously experienced, domestic or family violence, we are committed to providing safe, confidential, trauma-informed support.

How we support customers experiencing domestic or family violence

- You do not need to provide evidence of abuse.
- We prioritise your safety and confirm safe communication methods.
- We will never require you to engage with an alleged perpetrator.
- We can urgently reverse any service restrictions, limitations, suspensions or disconnections that may be in place.
- We can help secure your account with PINs, passwords, and safe contact details.
- Financial Hardship support is available without needing to justify your situation.

How to contact us safely

- Phone: 6809 2100 (Office hours are 9am-5pm, Monday to Friday)
- Email: support@crispwireless.com.au
- Via our [Customer portal](#)
- You may choose to nominate a trusted representative to speak on your behalf

Support for all Customers

We support customers from all backgrounds, including CALD communities, LGBTQIA+, people with disabilities, and those requiring interpreter or relay services.

External Support Services

- 1800RESPECT – 1800 737 732
- Full Stop Australia – 1800 385 578
- MensLine Australia – 1300 789 978
- Rainbow DFV Helpline – 1800 729 367
- Daisy is an app developed by 1800Respect to connect people experiencing violence or abuse to services in their local area. Download via [Google Play](#) or [Apple Store](#).

Help for the Vision or Hearing Impaired or from a Non-English-Speaking Background

If you require the DFV Statement in an alternative format, please contact us via phone or email. We will make reasonable efforts to provide the information in a format that meets your needs.

The [National Relay Service \(NRS\)](#) can help you if you are Deaf or find it hard to hear or speak to hearing people on the phone. The [Translating and Interpreting Service \(TIS National\)](#) is an interpreting service provided by the Department of Home Affairs for people with limited English skills.

Your Privacy

Your information is confidential, and will not be shared with anyone else, even if they are listed on your account.

Our Commitment

This page fulfills our obligation to publish DFV support information as required under the DFV standard.

