

At MATE, we care about more than just your internet or mobile service. If you are experiencing domestic or family violence, we're here to support you however we can.

We know that phones, internet and account access can sometimes be misused in harmful ways. This might include:

- Accessing your call history, messages or usage details without your knowledge
- Logging into your accounts without permission or pretending to be you
- Disconnecting, transferring or changing services to cut off your contact with others
- Setting up new services in your name without your consent

If anything like this is happening, get in touch. We will listen and do what we can to help you stay safe.

Your privacy matters

Anything you share with us stays between you and MATE. We won't pass on your information to anyone else, even if they are listed on your account. Your safety is our top priority.

You can read more in our [Privacy Policy](#).

Help with payments

If you're going through financial hardship, we'll work with you to find a solution that fits your needs. This could include payment plans or other types of support.

You can find more details in our [Payment Assistance Policy](#) or reach out to our team.

Support with care

Our team is trained to help people who are affected by domestic or family violence. You will always be treated with respect, patience and understanding.

If you prefer, we can add a private note to your account so you don't have to repeat your story each time you contact us.

What if we can't help directly

Right now, we don't offer dedicated internal DFV support services. But we can help connect you to people who do. If you need immediate support, you can reach out to:

- **1800RESPECT** – 1800 737 732 – 24/7 national counselling and support
- **Lifeline** – 13 11 14 – Crisis support and suicide prevention
- **WESNET** – 1800 937 638 – Specialist Women's DFV services
- **MensLine Australia** – 1800 789 978 – Free help, referrals and counselling for men
- **QLife** – 1300 184 527 – Free LGBTIQ+ peer support and referral

We're working on expanding our support options and will have more available by 1 January 2026.

