

StandbyU Shield Frequently Asked Questions

What happens when I submit a Shield Request Form?

The Request Form will be emailed to StandbyU's Practice Team who will contact you within 1 – 2 business days to arrange a time to put your Shield Plan together. Or if you've nominated a day / time on the Shield Request Form, they'll contact you to confirm the appointment.

When will I receive my Shield Device?

When the StandbyU Practice Team contact you to start the Shield planning process, they'll ask you for a safe address to post your Shield device if you didn't include one in the Request for a Shield form. Your Shield device will be Express Posted to you within 1 – 2 business days.

How long will it take before I can use my Shield?

Before you can use your Shield device, you'll need to create a Shield Safety Plan with our Practice Team. Once your Shield Plan has been created, your device will be programmed, and then one of our Shield Team will test it with you. Once it's been successfully tested, your device is ready to use.

What's a Shield Safety Plan

A Shield Safety Plan includes information that's programmed into the device such as the contact details of the people (Responders) who'll receive a call and location text from the Shield device when an SOS Alarm is triggered. It also includes information that's not programmed into the device, such as the different actions your Responders might take to interrupt an event, or when to escalate to police.

What if I need to change any of my Shield Device Plan details?

Go to the YourShield Portal (<https://www.standbyu.org.au/yourshield>) and click "Amend a Plan". Fill in the form and click submit, and the Shield Team will make the changes you've requested and send you an email to confirm once those changes have been made.

What if I don't need my Shield Device anymore?

If your situation changes and you feel safe and don't need a Shield device anymore, you can contact our Shield Team on 1800 069 010, press 2 and we'll arrange to send you a pre-paid post bag to return the device to us so we can give it to someone else in need.

How much does will the Shield cost me?

There is no cost to you. Your StandbyU Shield and the ongoing subscription, is being provided to you free of charge by the organisation who referred you to StandbyU. Your StandbyU Shield will be paid for, for as long as you need it.

Will my information be shared with anyone?

No, your information will only be used by StandbyU for the purpose of providing you with a Shield device and creating a Shield Safety Plan. No one will know you've requested a StandbyU Shield unless you tell them.

I have some questions – who can I talk to?

Our Shield Team are here to help – you can call 1800 069 010, press 2, Monday to Friday between 9am 5pm AEST, or fill in a Support Request Form on the YourShield Portal and one of our team will get back to you the next business day at the latest.