

StandbyU Shield Frequently Asked Questions

What happens when I submit a StandbyU Shield Request Form?

The form will be emailed to StandbyU and our Practice Team will contact you within 1 – 2 business days to arrange a day/time for your Shield Planning Appointment or confirm your appointment. You'll also receive a copy of the form if you included a safe email address.

When will I receive my Shield Device?

Your Shield Device will be express posted to you within 1 – 2 days of you providing us with a safe address.

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 Device Plan with our Practice Team. Once your Shield Device 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 Device Plan

A Shield Device 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.

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 the 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 and we'll arrange to send you a pre-paid post bag to return the device to us so it can be provided 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 that 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 the StandbyU Shield service. 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, Monday to Friday between 9am 5pm AEST, or email yourshield@standbyu.org.au and one of our team will get back to you the next business day at the latest.