

## SUPPORTING CUSTOMERS EXPERIENCING VULNERABILITY

### PROFESSIONAL SUPPORT

<b>Financial Assistance</b>	<p><b>National Debt Helpline</b> 1800 007 007 <a href="https://ndh.org.au">https://ndh.org.au</a> <a href="mailto:ndh@org.au">ndh@org.au</a></p> <p>Free, confidential and independent Financial counselling. Available between 9.30am and 4.30pm Monday to Friday</p>
<p>If you are experiencing Financial Hardship, you may also refer to Part 10 of the General Insurance Code of Practice for further information. <a href="#">CLICK HERE.</a></p>	
<b>Family &amp; Domestic Violence</b>	<p><b>1800 RESPECT (1800 737 732)</b> <a href="https://www.1800respect.org.au">https://www.1800respect.org.au</a> National 24-Hour Domestic &amp; Family Violence and Sexual Assault Line</p>
<b>Women's Legal Services Australia</b>	<p><a href="http://www.wlsa.org.au">http://www.wlsa.org.au</a></p> <p>National network of community legal centres specialising in women's legal issues</p>
<b>Aboriginal Family Domestic Violence Hotline</b>	<p>1800 019 123 <a href="https://www.victimsservices.justice.nsw.gov.au/">https://www.victimsservices.justice.nsw.gov.au/</a> Dedicated contact line for Aboriginal victims of crime who would like information on victim's rights, how to access counselling and financial assistance</p>

### MENTAL HEALTH SERVICES

<b>Mensline</b>	<p>1300 78 99 78 <a href="https://mensline.org.au">mensline.org.au</a> 24/7 support, information and referral service for men with family and relationship issues</p>
<b>Lifeline</b>	<p>13 11 14 <a href="https://lifeline.org.au">lifeline.org.au</a> 24/7 counselling and referral service for people in a crisis situation</p>
<b>Beyond Blue</b>	<p>1300 224 636 <a href="https://beyondblue.org.au">beyondblue.org.au</a> 24/7 support to people experiencing anxiety or depression</p>
<b>Grief Line</b>	<p>1300 845 745 <a href="https://griefline.org.au/">https://griefline.org.au/</a> National Support line for people experiencing grief, loss and trauma</p>

### Physical Health / Literacy / Interpreter Services

<b>National Relay Service (NRS)</b>	<p>Voice: 1300 555 727          Teletypewriter Service (TTY): 133 677          SMS: 0432 677 767          NRS is an Australia wide telephone access service available to customers who are deaf or have a hearing or speech difficulty.</p>
<p>Where practical, we will provide access to an interpreter if you ask us to, or if we need an interpreter to communicate effectively with you.</p>	
<b>Translating and Interpreting Services (TIS)</b>	<p>13 14 50  <a href="https://www.tisnational.gov.au/">https://www.tisnational.gov.au/</a>          TIS National is a 24/7 interpreting service for people who do not speak English for agencies and businesses that need to communicate with their non-English speaking customers</p>

### LEGAL SERVICES

<b>National Association of Community Legal Centres</b>	<p>Phone: (02) 9264 9595          info@clcs.org.au  <a href="https://clcs.org.au/">https://clcs.org.au/</a>          An Independent not-for-profit community organisation that provides legal and related services to the public, focusing on the disadvantages and people with special needs</p>
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You can also find more information about our Family Violence Policy by [clicking here](#).