

We want to support you where we can



We understand everyone can be vulnerable at different times in their lives and sometimes you may need specialist support, extra care, or protection due to personal circumstances.

We encourage you to inform us when you may be experiencing hardship to see what support can be provided. If you do disclose information to us, we will ask for your permission before noting on your claim or policy. As we understand your circumstances may change, you can ask us to remove this information at any time. We also understand you may not be comfortable disclosing personal information.

We may be able to provide you with services which might assist you during a time of need. Some of these services are listed below. For further information on how we can support you please contact your Claims Officer.

Ask Izzy – connects people with housing, a meal, money aid, health services & much more
www.askizzy.org.au

Wesley Mission (NSW) – connects you to local services
www.wesleymission.org.au

1800 Respect – National Sexual Assault, Domestic Family Violence counselling service **1800 737 732**
www.1800respect.org.au

Beyond Blue – 24/7 Mental Health Support
1300 224 636 www.beyondblue.org.au

Griefline – is a free national helpline offering confidential telephone counselling 365 days a year **1300 845 745** griefline.org.au

National Debt Helpline – is a service that helps people tackle their debt problems. They offer free financial counselling. They're not a lender. **1800 007 007** www.ndh.org.au

In addition to the above, we also have accessibility options for those who have a hearing or speech impairment, as well as translating and interpreting services. Please ask your Claims Officer for more information.