

# Helpful contacts and services.

If you or someone you know needs help with	Support service	Assistance provided	Contact details
Domestic and Family Violence, including Financial Abuse	<b>1800 RESPECT</b>	A national family violence and sexual assault service providing support 24 hours a day, 7 days a week	1800 737 732 <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>
	<b>Family Relationship Advice Line</b>	Information and advice on family relationship issues and parenting arrangements after separation	1800 050 321 <a href="https://www.familyrelationships.gov.au/talk-someone/advice-line">https://www.familyrelationships.gov.au/talk-someone/advice-line</a>
	<b>Centrelink</b>	Provides social and health payments and services, including crisis help and payments	13 28 50 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
	<b>Community Legal Centres</b>	Community Legal Centres (CLCs) are independently operating not-for-profit community organisations that provide legal and related services to the public, focusing on the disadvantaged and people with special needs	02 9160 9500 <a href="https://clcs.org.au/">https://clcs.org.au/</a>
	<b>Relationships Australia</b>	Provides relationship support services for individuals, families and communities including counselling, family dispute resolution (mediation) and a range of family and community support and education programs	1300 364 277 <a href="http://www.relationships.org.au">www.relationships.org.au</a>
	<b>Women's Legal Service Australia</b>	A national network of community legal centres specialising in women's legal issues	1800 957 957 <a href="http://www.wlsa.org.au">www.wlsa.org.au</a>
	<b>MensLine Australia</b>	Telephone and online support, information and referral service, helping men to deal with relationship problems in a practical, effective way	1300 78 99 78 <a href="https://mensline.org.au/">https://mensline.org.au/</a>
Elder Abuse	<b>My Aged Care</b>	Provides information and referral to members of the public, family, friends and service providers in respect of elder abuse for each state and territory	1800 200 422 <a href="https://www.myagedcare.gov.au/getting-support">https://www.myagedcare.gov.au/getting-support</a>
Managing Money or Financial Assistance	<b>Australian Banking Association's Financial Assistance Hub</b>	Information and support for individuals and small businesses experiencing financial difficulty	<a href="https://www.ausbanking.org.au/financial-assistance-hub/">https://www.ausbanking.org.au/financial-assistance-hub/</a>
	<b>Money Smart</b>	Calculators and tips to help you make better financial decisions from ASIC and the Australian Government	<a href="http://www.moneysmart.gov.au">www.moneysmart.gov.au</a>
	<b>National Debt Helpline</b>	Free information and resources that can help if you're struggling with debt	1800 007 007 <a href="https://ndh.org.au/">https://ndh.org.au/</a>
	<b>Ask Izzy</b>	A national service that provides information and contact details for a range of organisations, including counselling, housing, financial support and other services	<a href="https://askizzy.org.au/">https://askizzy.org.au/</a>
Illness or Disability	<b>SANE Australia</b>	Information about mental illness, treatments, where to go for support and help carers, with online chat services available	1800 187 263 <a href="http://www.sane.org/">www.sane.org/</a>
	<b>Beyond Blue</b>	Information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live, with online chat services available	1300 224 636 <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
	<b>Lifeline</b>	A national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services	13 11 14 <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
	<b>Suicide Call Back Service</b>	A nation wide service that provides 24/7 telephone, video and online professional counselling to people who are affected by suicide	1300 659 467 <a href="http://www.suicidecallbackservice.org.au">www.suicidecallbackservice.org.au</a>
	<b>See Differently</b>	See Differently is a not-for-profit organisation providing services to Australians who have a vision impairment	1300 944 306 <a href="https://www.seedifferently.org.au/">https://www.seedifferently.org.au/</a>
	<b>National Relay Service</b>	A phone solution for people who are deaf or have hearing or speech impairment	1800 555 660 <a href="https://www.health.gov.au/contacts/national-relay-service">https://www.health.gov.au/contacts/national-relay-service</a>
	<b>Carer Gateway</b>	A national online and phone service that provides practical information and resources to support carers	1800 422 737 <a href="http://www.carergateway.gov.au/">www.carergateway.gov.au/</a>
	<b>Medicare</b>	Access to government health services	13 20 11 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>

If you are concerned about your financial position and feel that you are struggling or may struggle to meet your financial commitments, BOQ Specialist may be able to assist you. For information on how we may be able to assist you, refer to the Financial Difficulty Assistance section on our website: <https://www.boqspecialist.com.au/important-information/financial-hardship> or please call our Customer Assistance team on 1800 950 399 (option 2).