

Referring Policy Holders or Team Members to Specialist Services

Assetinsure and its distributor's employees may not be able to help its policyholders outside the scope of insurance or financial matters.

Our employees will suggest to the policy holder that they contact a relevant external support organisation. The most common of these are listed below

Translation Services

Government Translation and Interpretation Service

- Immediate phone interpreting – Call: 131 450
- ATIS phone interpreting – Call: 1800 131 450
- Free Interpreting Service – Call: 1300 575 847

Insurance Advice

- National Insurance Brokers Association – Call: 02 9459 430

Family Violence

Australia-wide

- Kildonan UnitingCare – Call: 1800 002 992
- 1800 RESPECT – Call: 1800 737 732

Australian Capital Territory

- Legal Aid ACT – Call: 1800 654 314

New South Wales

- NSW Health Education Centre Against Violence – Call: 02 9840 3737
- Women's Domestic Violence Advocacy Service – Call: 1800 938 227
- Ask LOIS (Women's Legal Service NSW) – Call: 1800 801 501
- Law Access NSW – Call: 1300 888 529

Northern Territory

- Northern Territory Legal Aid Commission – Call: 1800 019 343

Queensland

- Queensland Centre for Domestic and Family Violence Research – Call: 07 4940 3320
- Legal Aid Queensland – Call: 1300 651 188

South Australia

- Legal Services Commission of South Australia – Call: 1300 366 424



Tasmania

- Legal Aid Commission of Tasmania – Call: 1300 366 611

Victoria

- Domestic Violence Resource Centre Victoria or Victoria Legal Aid – Call: 03 8346 5200

Western Australia

- Women’s Council for Domestic and Family Violence Services or Legal Aid WA – Call: 08 9420 7264
- Legal Aid Western Australia – Call 1300 650 579

Financial advice

- **National Debt Helpline**

Financial counselling and information for people experiencing financial difficulty to achieve better money management and budget.

Can assist with:

- budgets and money plans
- advocacy
- rights and responsibilities
- access to relevant government and community grants
- referrals to other free community-based services (such as free legal advice and supports).

Call: 1800 007 007

Stress and mental health

Beyond Blue

- Over the phone, web and email support to people experiencing anxiety or depression.
Call: 1300 224 636

Life and crisis support

Lifeline

- National charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services.
Call: 131 114

QLife

- National telephone and web-based counselling, referrals and support groups for LGBTIQ people and their families.
Call: 1800 184 527



Addiction

Counselling Online

- Free counselling for alcohol or drug use or anyone concerned with use by a family member or friend. Referrals to state -based services.
- Website: www.counsellingonline.org.au

Support for employees

Assetinsure's employees may be affected by family violence and require support in the same way that others do. Employees may be adversely affected either by the impact of the customer's issues or when their interactions with a customer cause them to relive their own experiences of family violence.

Employees also may be perpetrators of family violence and need support to deal with that.

Assetinsure can support employees who are impacted by family and domestic violence and manage known perpetrators of violence through:

- training;
- leave;
- additional security measures;
- external referrals; and
- counselling.