

## External Support Services

In addition to contacting us, you may also find these external support services helpful if you're experiencing financial hardship.

### Financial Hardship

- **National Debt Helpline** - 1800 007 007  
Offers independent free and confidential services from professional financial counsellors to help you tackle your debt problems.
- **Way Forward** - 1300 045 502  
A not-for-profit organisation that helps people facing long-term financial hardship manage their debts and debt negotiation where you have debts at multiple lenders.

### Domestic and Family Violence

- **1800Respect** - 1800 737 732  
24 hour confidential telephone and online counselling support.

### Older Australians

- **1800 ELDERHelp** - 1800 353 374  
A national free call providing information and advice on elder abuse.
- **Aged Care Quality and Safety Commission** - 1800 951 822  
Provides a free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged-care services subsidised by the government.

### Bereavement

- **Australian Centre for Grief** - 03 9265 2100  
Links customers to counselling services nationwide.
- **Government – Bereavement Assistance** - 132 300  
Information on payments available when a partner, child or person someone cares for has died.

### Natural Disaster

- **SES assistance in floods and storms** - 132 500

### Complaints

- **Australian Financial Complaints Authority (AFCA)** - 1800 931 678.  
A free, independent dispute resolution scheme to deal with complaints from consumers and small businesses about financial services products.