

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 | 1800 RESPECT | A national family violence and sexual assault service providing support 24 hours a day, 7 days a week. | 1800 737 732 www.1800respect.org.au |
| | Family Relationship Advice Line | Information and advice on family relationship issues and parenting arrangements after separation | 1800 050 321 https://www.familyrelationships.gov.au/talk-someone/advice-line |
| | Centrelink | Provides social and health payments and services, including crisis help and payments | 13 24 68 www.humanservices.gov.au |
| | Community Legal Centres | 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 9264 9595 www.naclc.org.au |
| | Relationships Australia | 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 pro | 1300 364 277 www.relationships.org.au |
| | Women's Legal Service Australia | A national network of community legal centres specialising in women's legal issues | www.wlsa.org.au |
| | MensLine Australia | Telephone and online support, information and referral service, helping men to deal with relationship problems in a practical effective way | 1300 78 99 78 www.mensline.org.au |
| Elder Abuse | My Aged Care | 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 www.myagedcare.gov.au/legalinformation/elder-abuse-concerns |
| Managing Money or Financial Assistance | Money Smart | Calculators and tips to help you make better financial decisions from ASIC and the Australian Government | www.moneysmart.gov.au |
| | National Debt Helpline | Free information and resources that can help if you're struggling with debt | 1800 007 007 www.ndh.org.au |
| Illness or Disability | SANE Australia | Information about mental illness, treatments, where to go for support and help carers, with online chat services available | 1800 187 263 www.sane.org/ |
| | Beyond Blue | 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 www.beyondblue.org.au |
| | Lifeline | A national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services | 13 11 14 www.lifeline.org.au |
| | Suicide Call Back Service | A nationwide service that provides 24/7 telephone, video and online professional counselling to people who are affected by suicide | 1300 659 467 www.suicidecallbackservice.org.au |
| | Royal Society for The Blind | The Royal Society for the Blind (RSB) is a not-for-profit organisation providing services to Australians who have a vision impairment | www.rsb.org.au |
| | National Relay Service | A phone solution for people who are deaf or have hearing or speech impairment | www.bog.com.au/contact-us www.relayservice.gov.au |
| | Carer Gateway | A national online and phone service that provides practical information and resources to support carers | 1800 422 737 www.carergateway.gov.au/ |

If you are concerned about your financial position and feel that you are struggling or may struggle to meet your financial commitments, Virgin Money may be able to assist you. For information on how we may be able to assist you, refer to the Financial Difficulty section on our website www.virginmoney.com.au/home-loans or please call our toll-free number 1800 701 997.

