

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 https://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 https://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 http://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 programs	1300 364 277 https://www.relationships.org.au/
	Women's Legal Service Australia	A national network of community legal centres specialising in women's legal issues	http://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 https://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 https://www.myagedcare.gov.au/legal-information/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	https://www.moneysmart.gov.au
	National Debt Helpline	Free information and resources that can help if you're struggling with debt	1800 007 007 http://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 https://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 https://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 https://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 https://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	http://www.rsb.org.au/
	National Relay Service	A phone solution for people who are deaf or have hearing or speech impairment	https://www.boq.com.au/contact-us https://relayservice.gov.au/
	Carer Gateway	A national online and phone service that provides practical information and resources to support carers	1800 422 737 https://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, BOQ may be able to assist you. For more information, refer to <https://www.boq.com.au/important-information/Financial-hardship> or please call our toll-free number **1800 079 866**.