

## Extra care support services

If you are a Homestar Finance customer experiencing circumstances that may require additional care and support when interacting with us, please let us know how we can assist you respectfully.

Extra care and support may be needed if you face disadvantages or have social or personal characteristics that impact your situation. This support might be due to income, family status, age, disability, injury, illness, cultural background, and/or language barriers (note: this list is not exhaustive).

We encourage you to share how your situation affects you and what specific extra care support services you need. Possible requests may include, but are not limited to:

- **Interpreter services**
- **Relay services**
- **Alternative communication methods**
- **The presence of a support person**
- **Assistance with financial hardship**
- **Flexibility in identification or other processes**
- **Support or discretion during challenging times, such as domestic violence, bereavement, or other illnesses or injuries**

Below is a list of support providers you may wish to contact for additional help in obtaining the care and support you need based on your circumstances.

SUPPORT SERVICES & RESOURCES		
Provider	Support provided	Contact details (phone / website)
<b>Money Smart</b>	Financial guidance, counsellors, unclaimed money, calculators, and support.	<a href="https://moneysmart.gov.au/">https://moneysmart.gov.au/</a>
<b>National Debt Helpline</b>	Counselling and support for people experiencing financial difficulty (weekdays 9.30-4.30pm).	<b>1800 007 007</b> <a href="https://ndh.org.au/">https://ndh.org.au/</a>
<b>Gambling Help Online</b>	Counselling, information, and support for those experiencing addiction to gambling, their partners and families (24hr).	<b>1800 858 858</b> <a href="https://www.gamblinghelponline.org.au/">https://www.gamblinghelponline.org.au/</a>

<b>Translating &amp; Interpreting Services (TIS)</b>	Translation and interpreter services (24 hr).	<b>131 450</b> <a href="https://www.tisnational.gov.au/en/Contact-us">https://www.tisnational.gov.au/en/Contact-us</a>
<b>Speak your Language</b>	Translation and interpreter services (24 hr).	<b>1300 000 795</b> <a href="https://translationsandinterpretations.com.au/">https://translationsandinterpretations.com.au/</a>
<b>Voice Relay</b>	Hearing or speech impairments.	<b>1300 555 727 or 133 677</b> <a href="https://www.accesshub.gov.au/about-the-nrs">https://www.accesshub.gov.au/about-the-nrs</a>
<b>1800RESPECT</b>	National sexual assault, family, and domestic violence counselling to any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault (24hr).	<b>1800 737 732</b> <a href="https://www.1800respect.org.au/">https://www.1800respect.org.au/</a>
<b>Relationships Australia</b>	Relationship support services for individuals, families, and communities.	<b>1300 364 277</b> <a href="https://www.relationships.org.au/">https://www.relationships.org.au/</a>
<b>Lifeline</b>	Personal crisis support for all Australians. Includes suicide prevention services (24hr)	<b>13 11 14</b> <a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>
<b>MensLine Australia</b>	Support and counselling for men and boys dealing with family and relationship difficulties (24hr).	<b>1300 789 978</b> <a href="https://mensline.org.au/">https://mensline.org.au/</a>
<b>QLife</b>	Support and counselling for LGBTQ+ people and their families (3pm-midnight, daily).	<b>1800 184 527</b> <a href="https://www qlife.org.au/">https://www qlife.org.au/</a>
<b>Beyond Blue</b>	Support for people experiencing anxiety and depression (24hr)	<b>1300 224 636</b> <a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>
<b>Counselling Online</b>	Support for alcohol and drug use, including family or friends (24hr)	<b>Refer to state-based services!</b> <a href="https://www.counsellingonline.org.au/">https://www.counsellingonline.org.au/</a>