

# Supporting our Customers

At Hutch, we understand that sometimes our customers need a little extra support at different points in their lives. We are focused on supporting your needs with sensitivity, consideration & compassion.

## What is vulnerability?

Vulnerability can occur to anyone at any time in their lives. It can affect people in various ways, such as;

- Disability
- Family & domestic violence
- Language or literacy barriers
- Cultural background
- Personal circumstances, including financial hardship
- Health conditions – temporary and ongoing

## When can I ask for help?

We encourage you to let us know of any additional support you may need as we are committed to supporting your needs where we can. Our staff are trained to support customers experiencing vulnerability and will confidently work with you or your representative to ensure we offer additional support where possible.

## Protecting your privacy.

Protecting your privacy is important to us. If you would like to know how we handle your private information, you can access our [privacy statement](#).

## Nominate a representative

If you are experiencing communication challenges, such as hearing or speech difficulties or a language barrier, you can nominate a representative on your policy such as a friend, family member or a support worker who can speak to us on your behalf. Your representative must be over 18 years old and we must receive your authorisation to nominate them on your policy/account.

## How do I access additional support?

If you need additional support, it is important to know what resources are available to you. Here are some links to helpful information, tools and services:

- [Domestic and Family Violence Policy](#)
- [Financial Hardship Support](#)

## External referral services

### Government support services

#### Translating and Interpreting Service (TIS National)

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking customers.

The TIS National immediate phone interpreting service is available 24 hours a day, every day of the year for the cost of a local call for any person or organisation in Australia who needs an interpreter.

Phone: **131 450**

Website <https://www.tisnational.gov.au/en/About-TIS-National>



The Clear Way to Better Cover

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## National Relay Service

The National Relay Service is an Australia-wide telephone access service available to customers who are deaf or have a hearing or speech impediment.

All our customer care specialists are trained in working with the National Relay Service to ensure we deliver the best customer experience possible for you.

Voice Relay number: **1300 555 727**

TTY number: **113 677**

SMS relay number: **0423 677 767**

Website: <https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service>

## Financial assistance

### 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).

Phone: **1800 007 007** (Monday to Friday, 9am to 5pm)

Website: <http://www.ndh.org.au>

## Counselling services

### Beyond Blue

Over the phone, web and email support to people experiencing anxiety or depression.

Phone: **1300 224 636** (24-hour)

Website: <http://www.beyondblue.org.au>

### MensLine

National telephone and online support, information and referral service for men with family and relationship concerns. The service is available from anywhere in Australia and is staffed by professional counsellors experienced in men's issues.

Phone: **1300 78 99 78** (24-hour)

Website: [www.mensline.org.au](http://www.mensline.org.au)

### Lifeline

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

Phone: **13 11 14** (24-hour)

Website: [www.lifeline.org.au](http://www.lifeline.org.au)



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### QLife

National telephone and web-based counselling, referrals and support groups for LGBTIQ people and their families.

Phone: **1800 184 527** (Seven days, 3pm to midnight)

Website: [www.qlife.org.au](http://www qlife.org.au)

## Domestic and family violence

### 1800 RESPECT

National family violence and sexual assault counselling line.

Phone: **1800 RESPECT** or **1800 737 732** (24-hour)

Website: [www.1800respect.org.au](http://www.1800respect.org.au) (24-hour online counselling)



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