

## SUPPORTING YOU IF YOU ARE AFFECTED BY DOMESTIC OR FAMILY VIOLENCE



We believe everyone deserves to be safe. Likewise Services are committed in assisting customers experiencing, or who have been impacted by domestic or family violence. Our experienced staff can assist with a range of options.

Likewise Services defines domestic and family violence as abusive behaviour intended to causes fear, physical harm and/or psychological harm.

**Please call 000 If you are in immediate danger**

## OUR COMMITMENT

We understand that domestic and family violence is a deeply personal issue that can affect people in different and complex ways.

Every person affected by domestic or family violence experiences unique situations that require an individual approach to assistance.

We are committed to listening to your individual needs and providing assistance and support to our utmost extent.

We are committed to being sensitive, caring and professional to all our customers and to provide an environment of confidence and trust where you can feel safe to ask for our help.

*Likewise Services Team*

## HOW WE CAN HELP



### YOUR PRIVACY

We understand that it is important to protect your privacy in these times to ensure your safety and wellbeing. Further to our [Privacy Policy](#) we can further assist you by;

- Adding further ID verification checks that only you would know or creating a secret word or code in addition to our usual ID verification checks.
- Changing your contact details to that of a friend or family member.
- Referring you to specialised telco services that can help you to update your details.

### FINANCIAL ASSISTANCE

If you are experiencing financial hardship and required financial assistance due to;

- Illness
- Unemployment or reduced income
- Death in the family
- Unexpected expenses
- Natural disasters

Talk to one of our friendly Case Management Team on [1800 371 713](tel:1800371713) to discuss how we can assist you. You may be required to provide evidence of your financial hardship. If you require someone to act on your behalf we will need permission to talk to them.

### YOUR CLAIMS EXPERIENCE

We will, where possible, exercise flexibility with your claims experience to ensure minimal disruption and to provide an outcome that is best suited to your situation. If you have a claim with us or require assistance in making a claim please call our Claims Team on [1800 371 713](tel:1800371713). Claims can also be lodged [online](#).

## FURTHER SUPPORT SERVICES



**Please call 000 If you are in immediate danger.**

Assistance is also available from organisations that specialise in providing support services for domestic or family violence issues.

### 1800RESPECT

The National Sexual Assault Domestic Violence Counselling Service, offers confidential online and telephone counselling, information and referral services.

Visit [1800RESPECT](#) or you can call [1800 737 732](tel:1800737732), 24 hours 7 days a week.

### WHITE RIBBON AUSTRALIA

White Ribbon is a domestic violence primary prevention campaign – specifically, working to change the attitudes and behaviours that lead to violence against women.

Visit [White Ribbon](#) for information on their services and help to locate local and national services.

### LIFELINE

Lifeline provides Australians experiencing a personal crisis with 24 hour crisis support and suicide prevention services, call [13 11 14](tel:131114) or visit [Lifeline](#)

### MENSLINE

MensLine Australia is a telephone and online counselling service for men with emotional health and relationship concerns, call [1300 78 99 78](tel:1300789978) or visit [Mensline](#)

### RELATIONSHIPS AUSTRALIA

Provides support groups and counselling on relationships, and for abusive and abused partners. To be connected to the nearest Relationships Australia, call [1300 364 277](tel:1300364277) or visit [Relationships Australia](#)

### MONEYSMART

Provides information on financial counselling services available to you. Visit [moneysmart.gov.au](http://moneysmart.gov.au)