

For more help and support

During times of hardship, you may want to talk to someone for further help and support.

Below are some independent organisations that you can reach out to or online resources you can visit for more information.

You can also always contact us on 133 731 to discuss your insurance policy and how we can help you if you're having trouble meeting your premiums.

Mental health	
Beyond Blue	Information and support to help all Australians achieve their best mental health. 1300 224 636 www.beyondblue.org.au
Black Dog Institute	Information on understanding, preventing and treating mental illness. www.blackdoginstitute.org.au
Lifeline	24 hour crisis support and suicide prevention services. 13 11 14
MensLine Australia	24 hour telephone and online counselling service for men with emotional health and relationship concerns. 1300 78 99 78
Suicide Call Back Service	24 hour counselling for suicide prevention and mental health via telephone, online and video. 1300 659 467
Men's Shed Association	Provides safe and friendly environment where men can work on meaningful projects at their own pace in their own time in the company of other men, with the major objective of advancing the well-being and health of their male members. https://mensshed.org/

Domestic and family abuse	
1800RESPECT	24 hour telephone and online service for sexual assault, family and domestic violence counselling. 1800 737 732
Kids Helpline	24 hour telephone and online counselling service for young people aged 5 to 25. 1800 55 1800
Child Abuse Prevention Services (CAPS)	24 hour crisis support, which includes counselling and ongoing support for victims, families and perpetrators in the child sexual assault area. 1800 688 009

Financial Counselling	
Moneysmart – ASIC website	Assistance for financial matters, such as budgeting, debt management and free financial counselling 1800 007 007 www.moneysmart.gov.au

Cancer	
Cancer Council Helpline	Telephone information and support service for anyone, including cancer patients, people living with cancer, their families, carers and friends, teachers, students and healthcare professionals. 13 11 20
Cancer Connections	Professionally moderated online support community where people living with and affected by cancer can find, receive and provide support by participating in groups, discussions, blogs and webinars. www.cancerconnections.com.au
Look Good Feel Better	Encouraging cancer patients to face their cancer with confidence by helping them manage the appearance-related side effects caused by cancer treatment. Practical workshops for women, men and teens cover skincare, make-up and headwear demonstrations. https://lgfb.org.au/

Diabetes	
Diabetes Australia	Information and advice for people affected by all types of diabetes and those at risk. www.diabetesaustralia.com.au
National Diabetes Support Scheme (NDSS)	Support services for people with diabetes, their family members and carers on how to manage life with diabetes. 1800 637 700 www.ndss.com.au/

Heart disease	
Heart Support Australia	Support, services and information for people who have experienced a cardiac event, and their carers and families. 1800 432 782 www.heartnet.org.au
The Heart Foundation	Support and information on heart disease. 13 11 12 www.heartfoundation.org.au
Heart Kids	Support, advice and guidance for anyone affected by childhood heart disease. 1800 432 785 www.heartkids.org.au

Stroke	
National Stroke Foundation (NSF)	Existing support groups or stroke survivors wanting to establish a new group can reach out to the NSF for advice and guidance on running a support group. 1800 787 653 https://strokefoundation.org.au/

Neurological illnesses	
Parkinson's Australia	Education and information on Parkinson's Disease. 1800 644 189 www.parkinsons.org.au
Dementia Australia National	Services, education and information for people living with all types of dementia, and their families and carers. 1800 100 500 www.dementia.org.au/
Alzheimer's Association	Online resources to understanding Alzheimer's and dementia. www.alz.org/au/dementia-alzheimers-australia.asp
MS Australia	Information on living with multiple sclerosis and details on upcoming events, workshops and education programs. www.msaustralia.org.au
Australian Home Care	Provides specialist programs to people with multiple sclerosis, their families, carers and health professionals. 1300 303 770 www.ahcs.org.au

Social work services	
Services Australia	Access social workers who can provide confidential counselling, support and information. 132 850 (ask to speak to a social worker) www.servicesaustralia.gov.au/individuals/services/social-work-services
TeleHealth	Receive specialist medical video consultations under Medicare including residential aged care and Aboriginal Medical Services. www.mbsonline.gov.au/telehealth
Health Direct	24 hour telephone service and online access to trusted, quality health information and advice. 1800 022 222 www.healthdirect.gov.au
Centrelink	www.servicesaustralia.gov.au/individuals/centrelink
Medicare	www.servicesaustralia.gov.au/individuals/medicare
Mission Australia	Assistance for people dealing with homelessness, disadvantaged families and children, and support in addressing mental health issues, fighting substance dependencies, and much more. www.missionaustralia.com.au/servicedirectory
Red Cross Services	Provides a range of services for the community, including people at risk of homelessness. www.redcross.org.au/get-help/community-services/homelessness-services
National Disability Insurance Scheme (NDIS)	Assistance for eligible individuals living with a disability 1800 800 110 www.ndis.gov.au/

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