



➤ Helping customers affected by family violence

Protecting the wellbeing of our customers and employees is paramount for Rural Affinity, and we recognise that family violence can take many forms, including physical abuse, psychological abuse and financial or economic abuse.

We have procedures in place to support both customers and employees experiencing the effects of family violence, including protection of private information, financial hardship assistance, ongoing staff and service provider training, and readily accessible referral points for expert advice when needed.

A list of referral services offering assistance for domestic and family violence, financial issues, stress and mental health is provided on the following page.

We approach all interactions with our customers and staff, including situations involving family violence, with a sense of empathy and respect. If you have any concerns, questions or require assistance, please contact us on 02 9496 9309 or privacy@ruralaffinity.com.au.

➤ Referral Services

Domestic and family violence

1800 RESPECT

National sexual assault, domestic and family violence counselling and information referral service, available 24 hours a day, every day of the year.

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

Website: www.1800respect.org.au

Financial assistance

National Debt Helpline

Not-for-profit service providing assistance with debt problems. Professional financial counsellors offer a free, independent and confidential service.

Phone: 1800 007 007
(Monday to Friday, 9.30am to 4.30pm)

Website: www.ndh.org.au

Addiction

Counselling Online

Providing free support to people affected by alcohol and other drugs, for free 24/7.

Website: www.counsellingonline.org.au

Gambling Help Online

Free support for anyone affected by gambling in Australia.

Phone: 1800 858 858 (24-hour)

Website: www.gamblinghelponline.org.au

Stress, mental health and support

Beyond Blue

Provides information and support to help everyone in Australia achieve their best mental health, whatever their age and wherever they live.

Phone: 1300 224 636 (24-hour)

Website: www.beyondblue.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

MensLine

Free, 24/7 help, support, referrals and counselling services for men via telephone, online and video.

Phone: 1300 78 99 78 (24-hour)

Website: www.mensline.org.au

QLife

Nation-wide telephone and web-based services to support lesbian, gay, bisexual, transgender and intersex (LGBTI) people of all ages.

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

Website: www.qlife.org.au

eHeadspace

Provides free online support and counselling to young people 12–25 and their families and friends. (24-hour).

Website: www.headspace.org.au