

ADDITIONAL SUPPORT FOR CLIENTS

Direct Insurance Brokers Pty Ltd is committed to providing respectful, compassionate and practical support to clients who may need additional assistance when arranging or managing their insurance.

We recognise that clients may experience circumstances that make it more difficult to engage with us, whether temporarily or on an ongoing basis. These circumstances can include financial hardship, family violence, illness, disability, communication barriers, language needs, natural disasters, significant life events, or other personal circumstances.

You do not need to identify yourself as a vulnerable person to receive support. If there is anything we can do to make it easier for you to communicate with us or access our services, please let us know.

Supporting vulnerable clients

- a) If support or assistance is needed, we will work with clients to try to find a suitable way to proceed. We will do this as early as practicable, whilst at all times respecting each client's right to privacy and self-advocacy.
- b) If we are advised or we identify that clients need support from a third party (e.g. a lawyer, interpreter, or friend) we will make reasonable accommodations to allow for this.
- c) We will endeavour to make sure our processes are flexible enough to recognise the authority of a support person.
- d) We have internal policies and training appropriate to our employees' roles to help them:
 - i. understand and recognise vulnerabilities;
 - ii. understand support options available to vulnerable persons and to what extent we can provide support;
 - iii. take account of a client's or potential client's particular needs or vulnerability; and
 - iv. engage a client or potential client with sensitivity, dignity, respect and compassion – this may include arranging additional support, for example by referring a client or potential client to people, or services, with specialist training and experience.

Support Resources

While we will do our best to assist, there may be circumstances where specialised support is more appropriate. In these situations, the following independent services may be able to provide additional assistance.

National Relay Service A government service that supports people who are deaf or who have difficulties hearing or speaking on the telephone. This service has specially trained staff who can change voice to text or text to voice and AUSLAN to English or English to AUSLAN. Clients in need of this service must register. Voice relay number: 1300 555 727 (TTY 133 677) SMS relay number: 0423 677 767	Translating and Interpreting Service A government service that supports communications with clients from culturally and linguistically diverse backgrounds. It offers 160 different languages and is available for immediate and pre-booked phone or on-site conversations. Phone: 131 450 Website: www.tisnational.gov.au
Beyond Blue Phone, web, and email support for people experiencing anxiety or depression. Phone: 1300 224 636 (24-hour) Website: www.beyondblue.org.au	MensLine National telephone and online support, information, and referral service for men with family and relationship concerns. Phone: 1300 78 99 78 (24-hour)
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)	1800 RESPECT National family violence and sexual assault counselling line. Phone: 1800 737 732 (24-hour) Website: www.1800respect.org.au (24-hour online counselling)
National Debt Helpline Free financial counselling including those experiencing complex issues such as family violence, economic abuse and natural disasters. Phone: 1800 007 007 (9.30am to 4.30pm, Monday to Friday)	Mob Strong Debt Helpline A free legal advice service about money matters for Aboriginal and Torres Strait Islander peoples anywhere in Australia. Phone: 1800 808 488 (9.30am to 4.30pm, Monday to Friday)