

Extra care support services

ColCap Financial Group (ColCap) is committed to treating customers fairly and respectfully. In doing so, ColCap also recognises some customers may be experiencing a range of circumstances that indicate they may require extra care and support in their interactions with ColCap as they might be experiencing vulnerabilities.

For customers who require extra care and support due to experiencing a range of disadvantages and social or personal characteristics or are impacted by specific or temporary difficulties, ColCap commits to interacting with customers who require extra care and support with empathy, compassion, and respect.

Customers requiring extra support may be impacted by factors such as income, family status, age, disability, injury, illness, cultural status and/or language barriers (note: this list is not exhaustive).

Below is a range of support providers that may assist customers who require extra care and support based on their circumstances. Customers may request extra care and support at any time and want to share with ColCap ways in which we can provide that aid, support or access to external support services. This may be by requesting (including but not limited to):

- **Interpreter services**
- **Relay services**
- **Alternative communication methods**
- **The presence of a support person**
- **Assistance with financial hardship**
- **Flexibility in identification or other processes**
- **Support or discretion during challenging times, such as domestic violence, bereavement, or other illnesses or injuries**

SUPPORT SERVICES & RESOURCES		
Provider	Support provided	Contact details (phone / website)
Money Smart	Financial guidance, counsellors, unclaimed money, calculators, and support.	https://moneysmart.gov.au/
National Dept Helpline	Counselling and support for people experiencing financial difficulty (weekdays 9.30-4.30pm).	1800 007 007 https://ndh.org.au/

Gambling Help Online	Counselling, information, and support for those experiencing addiction to gambling, their partners and families (24hr).	1800 858 858 https://www.gamblinghelponline.org.au/
Translating & Interpreting Services (TIS)	Translation and interpreter services (24 hr).	131 450 https://www.tisnational.gov.au/en/Contact-us
Speak your Language	Translation and interpreter services (24 hr).	1300 000 795 https://translationsandinterpretations.com.au/
Voice Relay	Hearing or speech impairments.	1300 555 727 or 133 677 https://www.accesshub.gov.au/about-the-nrs
1800RESPECT	National sexual assault, family, and domestic violence counselling to any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault (24hr).	1800 737 732 https://www.1800respect.org.au/
Relationships Australia	Relationship support services for individuals, families, and communities.	1300 364 277 https://www.relationships.org.au/
Lifeline	Personal crisis support for all Australians. Includes suicide prevention services (24hr)	13 11 14 https://www.lifeline.org.au/
MensLine Australia	Support and counselling for men and boys dealing with family and relationship difficulties (24hr).	1300 789 978 https://mensline.org.au/
QLife	Support and counselling for LGBTIQ+ people and their families (3pm-midnight, daily).	1800 184 527 https://www qlife.org.au/
Beyond Blue	Support for people experiencing anxiety and depression (24hr)	1300 224 636 https://www.beyondblue.org.au/
Counselling Online	Support for alcohol and drug use, including family or friends (24hr)	Refer to state-based services! https://www.counsellingonline.org.au/