

Extra care support services

If you're an Origin MMS customer and experiencing a range of circumstances that indicate, you may require extra care and support when interacting with us, please indicate how we can provide support respectfully.

Extra care and support might be required if you are experiencing a range of situations that may put you at a disadvantage, including but not limited to, social or personal characteristics or are impacted by specific or temporary difficulties (such as reduced income, loss of job, family breakdown, age, disability, injury/illness, death in the family, cultural status and/or language barriers).

You may want to share with us the ways we can provide you with extra care support services so that we can support you appropriately. This may be by requesting (including but not limited to):

- **Interpreter services**
- **Relay services**
- **Different communication methods**
- **A support person be present**
- **Financial hardship**
- **Flexibility in identification or other processes**
- **Support or discretion during difficult times, such as (domestic violence, family death or other injury or illness)**

Below is a list of external support providers you may also wish to use to assist you to obtain the extra required care and support regarding your circumstances and needs.

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/