

Additional assistance

Where a customer or a third party requires additional support, Austagencies provides for the following:

TRANSLATING AND INTERPRETING SERVICES

Where practicable, we will provide access to an interpreter if you ask us to, or if we need an interpreter to communicate effectively with you. We will record if an interpreter is used or if there are reasons we are unable to arrange one.

Austagencies has engaged TIS National (Translating and Interpreting Service) to assist our customers or third parties that require additional assistance with language.

To find out more, click on the following link tisnational.gov.au or calling 1800 131 450 for assistance.

NATIONAL RELAY SERVICE

Where a customer or third party requires contact to be via the National Relay Service (NRS), the following contact details are provided to assist you in contacting us:

- For Voice relay users: call 1300 555 727 then ask for 02 9930 9580
- For TTY relay users: call 133677 then ask for 02 9930 9580
- For SMS relay users: call 0423 677 767

ADDITIONAL SUPPORT

Where a customer or third party requires additional support from someone else (for example a lawyer, consumer representative, interpreter or friend), then we will recognise this and allow for it in all reasonable ways and recognise their authority to act as a support person.

FINANCIAL ADVICE/COUNSELLING

For free, confidential and independent financial advice, customers can contact Financial Counselling Australia. Contact can be made by visiting their website financialcounsellingaustralia.org.au or through contacting the national financial counselling hotline on 1800 007 007.