



# WeCare

## policyholder FAQs

### 1 What is WeCare?

WeCare is a new phone and email based support service to help all AIA Australia Priority Protection policyholders and their immediate family whenever they need it and not just when they have submitted a claim. WeCare provides access to a range of life assistance and support services including counselling and grief support, legal and tax assistance, home assistance, funeral assistance and general assistance.

### 2 Can you please tell me about the WeCare services in more detail?

**Counselling and grief support** offers confidential advice and guidance for you and your immediate family. WeCare qualified counsellors can help you identify, explore and manage issues that might impact your life whilst offering coping strategies to help you get through this difficult time.

**WeCare legal and tax assistance** gives you access to qualified lawyers for advice on your circumstances and the safeguards you might need to protect you and your family for future events.

**Home assistance** offers practical help in sourcing a range of services for around the house in the event that you have a disability or serious illness. These might include gardening, cleaning, building services or child minding.

**Funeral assistance** can help with all the arrangements necessary to plan a funeral.

### 3 How can I access WeCare?

Simply phone 1800 990 489 or email [aiawecare@nhs.com.au](mailto:aiawecare@nhs.com.au)

### 4 Who can access WeCare?

WeCare is available to all AIA Australia Priority Protection policyholders and members of their immediate family.

### 5 When can I access WeCare?

- Emergency telephone counselling, grief support and funeral assistance are available on a 24 hours a day, 7 days a week basis. They are also supported by a live conference translation service in approximately 180 languages.
- All other WeCare services are available 9.00am to 5.00pm in all time zones.

### 6 What if I work irregular hours or live in a remote area?

'Counselling in a Click' is a confidential service available to people working irregular hours or in remote, regional or distant locations. It's an online service that can be accessed through most web browsers (like internet explorer). No software installation is needed. It's not face to face, but you'll receive confidential counselling, electronically through this website, in real time. The session replicates electronically the conversation that might take place face-to-face. The entire session and all information gathered are protected and all replies are confidential.

### 7 Who is the provider of WeCare?

The provider of the WeCare service is the National Helpline Service. They have a strong reputation as a leading supplier of assistance and employee benefit programs in Australia.

The support services are provided by a panel of professionally qualified lawyers, psychologists and social workers. They are all accredited experts and highly experienced in their field. All service providers are pre-screened and fully insured.

With service professionals located throughout metropolitan and regional Australia, they are ready to help. They can identify issues that may impact you, explore them in a sensitive manner and assist in practical ways to manage issues.

### 8 How much does it cost?

There is no charge to you or your immediate family members for the counselling and other assistance services provided over the phone and via email.

### 9 Is WeCare only available over the phone or can I see someone face-to-face?

WeCare is a phone and email based support service. Where appropriate, the professional practitioner you speak with can refer you to an appropriate provider for face to face support – at this point any additional costs will be at your expense.

### 10 Will AIA Australia have access to my personal information collected by WeCare?

No, the WeCare service is a completely confidential conversation between the consultant and you. AIA Australia does not request or have access to any personal information disclosed during a WeCare consultation.

### 11 Can I use the service more than once?

Yes, you can use the services as often as you need although any individual consultation will generally be limited a two hour period.

### 12 What is the WeCare process?

- Step 1 Call WeCare on 1800 990 489.
- Step 2 Your call will be answered by a WeCare representative.
- Step 3 You will need to quote your AIA Australia Priority Protection policy number.
- Step 4 The WeCare representative will discuss your needs and log the appropriate details in their database.
- Step 5 If you require immediate consultation, you'll be introduced to the appropriate WeCare Service Professional such as a counsellor. If immediate consultation is not required, the WeCare representative will arrange for a convenient time for someone to call you back.
- Step 6 The WeCare Service Professional completes the call and logs the call details including the outcome, such as if you are referred on for further help.

### **13 What topics can I receive assistance with?**

#### **Counselling and grief support:**

- Medical concerns
- Depression, anxiety
- Concerns about children or family members
- Relationship and marital problems
- Changes at home or work
- Stress management
- Elder care (coping skills, etc)

#### **Legal assistance:**

- Litigation – Commercial
- Personal Injury
- Family Law
- Child Custody
- Divorce
- Employment & Industrial
- Copyright
- Criminal
- Immigration
- Litigations – General
- Property
- Neighbour disputes
- Workers compensation / Work cover
- Wills
- Power of Attorney

#### **Tax assistance:**

- Appeals
- Stamp duty and land tax
- Income tax & GST
- Tax impacts on pensions
- Capital Gains Tax
- Inheritance tax for deceased estate
- Foreign pensions
- Inheritance issues
- Tax Preparation Service

#### **Home assistance:**

- Gardening
- Cleaning
- Child minding
- Qualified trades people
- Other related services

#### **Funeral assistance:**

- Selecting a Funeral Director
- Service location, clergy or celebrant of choice
- Cemetery or crematoria selection
- After service function and catering
- Advice on wording and placement of notices

#### **General assistance:**

- WeCare provides other general assistance service for Priority Protection policyholders.