

Linkt Assist

Domestic and Family Violence: How we can help



If you're experiencing domestic and family violence, our Linkt Assist team can provide you with confidential support to manage your toll payments or account.

We understand it can be difficult to reach out for help. Our team will always prioritise your safety, privacy and protection, and treat you with trust and respect.

What is Linkt Assist?

- Linkt Assist is a specialist social and financial hardship team. Our confidential support is tailored to your needs
- A team member will listen to your situation and talk to you about ways to safely manage any tolling debts or account enquiries
- With your permission, we may refer you to other support services if required
- Our Linkt Assist specialists aren't counsellors, but have been trained to support customers experiencing social challenges such as domestic and family violence and financial hardship

What kind of help is available?

Our confidential support will be tailored to your needs. We can help with providing:

- Additional account security protection
- More time to pay for your outstanding toll road travel
- An ongoing payment plan

- Advising state enforcement groups and other toll road operators of your situation (with your consent)
- Toll credit support
- Tailored support if tolling debt and / or fines have been inappropriately accrued in your name

We're here for you

If you need support paying your tolls, get in touch with us. Call the Linkt Assist team today on **1300 767 865**, email linktassist@transurban.com or visit linkt.com.au/assist

If you prefer, you can ask a representative, such as a community welfare organisation, financial counsellor or lawyer, to call us on your behalf.

Further support

For confidential information, counselling and support, you can call **1800RESPECT** on **1800 737 732**. This is a free and confidential service that isn't part of Transurban or Linkt.

