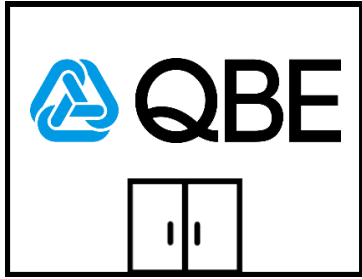




**A person hurts you.**

**You do not feel safe.**



We are QBE.



You have cover with us. It may be for

- your car
- your home
- some thing different. Like your motor bike.



We know bad things can happen.

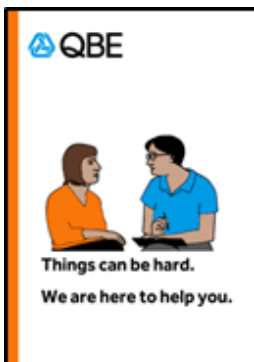
Like you had to leave your home.

You were **not** safe.



You may need help from us.

Like more time to pay your QBE bill.



**Read** more about how we help you.

Things can be hard. We are here to help.



## Bad things at home



A person hurts you. It may be your

- boy friend
- wife
- house mate.



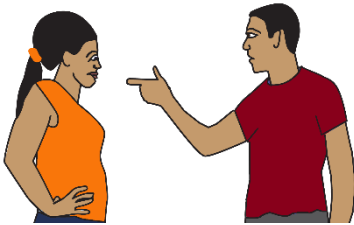
They may hurt your body. Like pull your arm.



This person may shout at you.

They say mean things.

Like they say you are crazy.



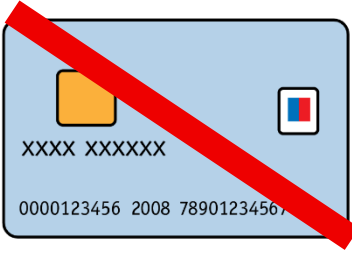
They may tell you what to do. Like

- where you can go
- who you can talk to.



They may say

- you can **not** see your family
- you can **not** see your friends.



It may be about money.

Like they take your card for the bank.

You can **not** use your own money.



They may make you do things about sex.

You do **not** want this. It does **not** feel OK.



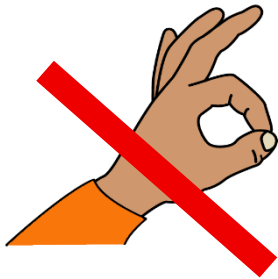
You may say **no**. They do **not** stop.



You do **not** do as they say.

They may say they will do a bad thing.

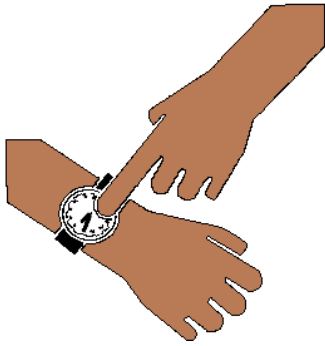
Like take your pet away.



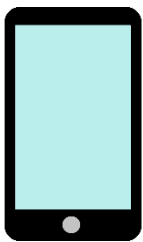
All these things are called abuse.

This is all called family violence.

It is **never** OK.



You need help **now**. You are **not** safe.

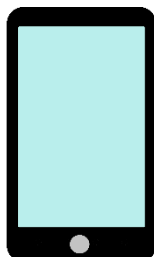


**000**

Call **000**.



You want help to know what to do.

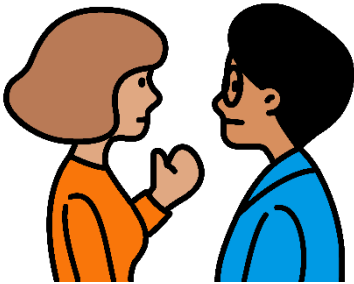


Call 1800 RESPECT.

1800 737 732



## How QBE help you



You tell us a person hurts you.

Our staff have training.

They know what to do.



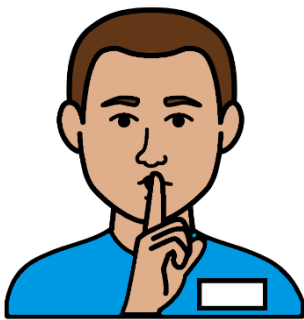
We know it is hard. We listen to you.



We write down what you tell us.

You do **not** need to

- tell different staff
- tell us each time you call.



We keep what you say private.

Only staff who help you will know.



A different person may call us.

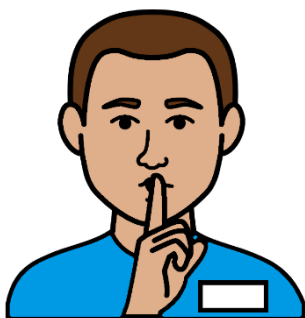
It may be the person who hurts you.

Like your dad.



We do **not** tell this person what you say.

**And**



We do **not** tell them

- where you live
- your phone number
- things about your cover.

Like you changed your cover.



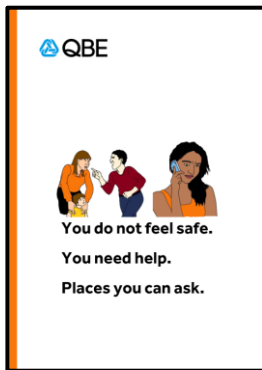
You may need more help.

Like a person to talk to. It is about how you feel.



We tell you about places you can ask.

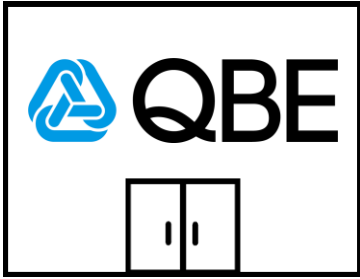
Like Life line.



**Read**

You do **not** feel safe. You need help.

Places you can ask.



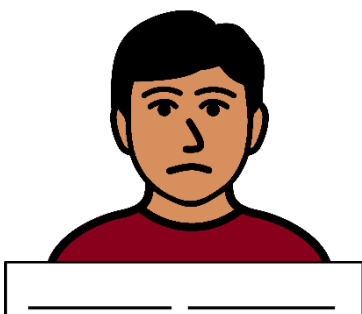
## Help you may need from QBE



Your cover may be in

- your name

and



- the other persons name. Like your partner.



You leave your partner.

You are **not** with them now.



You want us to stop the old cover.

Like we take your name off.

You do **not** share cover with that person now.



You may want new cover. It is in **your** name only.



You may need some thing fixed.

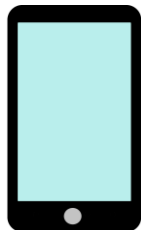
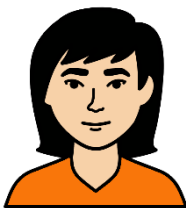
Like you crashed your car. You ask us for help.



We check what you need fixed.

We tell you what we will pay.

We try to do this fast.



You choose how we talk to you.

Like you tell us your phone number.

We only call **this** number.



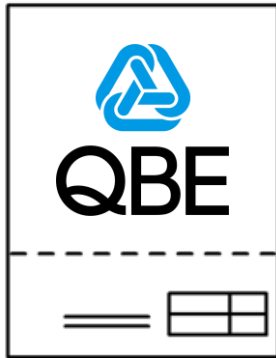
We do **not** call the other person.

We do **not** tell them things.

Like you asked us to fix your car.



**Help to pay us**



We send you bills.

They are for your cover.



It is hard to pay these bills.

You may have less money now.

Like the other person took your money.



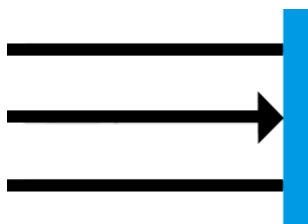
We can help you. We may

- let you pay less
- give you more time to pay
- say you do **not** need to pay.



**Read**

You can **not** pay us. What can you do?



This is the end of this fact sheet.



## Images

We can use the images from



- CHANGE [www.changepeople.org](http://www.changepeople.org)

- Inspired Services

- iStock



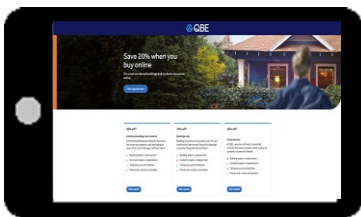
- Noun Project

- Picto Selector



- Tobii Dynavox.

We used AI to make some images.



This fact sheet is based on information from the QBE website.



**Access**  
Easy English

Access Easy English wrote the Easy English.

December 2025.