

How to request additional assistance

This is a guide to requesting additional assistance from AFCA in the portal. You can also contact us directly by phone.

You can flag any required additional assistance in the portal, or by contacting us on 1800 931 678.

You will be prompted to provide information about how we can help.

We will store this information in your profile so you won't need to provide this information again.

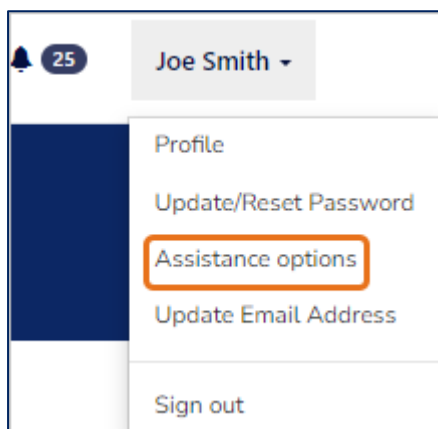
Log in to your portal account

1. Log in to the portal with your email address and password. If you do not already have a portal account, please refer to our [guide to logging in and multi-factor authentication](#).
2. Complete your two-factor authentication using the code sent to your email address.

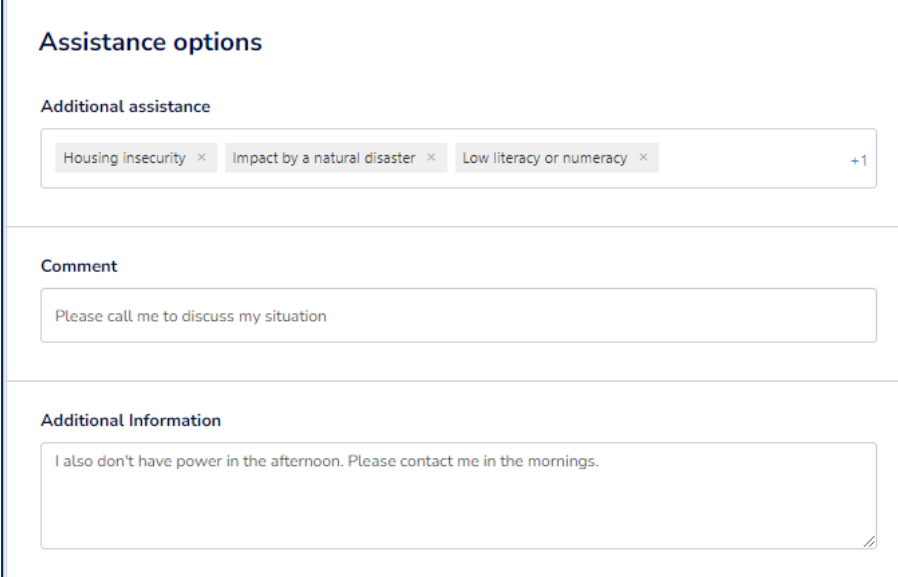
Updating assistance options on your profile

You can update your assistance options by following these steps:

1. Go to the top right corner of your screen and **click your name**. Then, under the options displayed, click **Assistance options**.



2. Under **Assistance options**, select one or more options that apply to you.
3. In the **Comments** section, type any comments you would like AFCA to see about your assistance option(s) selected.
4. In the **Additional information** section, enter any other information you would like AFCA to know.



The screenshot shows a form titled "Assistance options" with three main sections:

- Additional assistance:** A horizontal list of three selected options: "Housing insecurity", "Impact by a natural disaster", and "Low literacy or numeracy". Each option has a small 'x' icon to its right. A "+1" icon is visible on the far right of the list.
- Comment:** A text input field containing the text "Please call me to discuss my situation".
- Additional Information:** A larger text input field containing the text "I also don't have power in the afternoon. Please contact me in the mornings." A small icon is visible in the bottom right corner of this field.

5. Click **Update** to save your assistance options(s).

Requesting additional assistance or interpreter from a complaint

You can also raise an additional assistance request from a complaint. This will notify AFCA, including your case worker if assigned, about the additional assistance you need.

Request addition assistance by following these steps:

1. Click on the **Complaints** tab at the top of your screen.
2. Select your complaint listed.
3. Scroll down until you see **Case Requests**.
4. Select **Raise a new Request**. Under Case Request Type, select **Additional Assistance** from the drop-down menu.

Raise a request

Please select one of the below request types you would like to raise. (Required)

Additional Assistance
Request more time to respond

General request / message

Next

5. Under **Please select any of the options that may apply**, select the options that apply to you.
6. If you are providing this information on someone else's behalf, please note who this is for in the next free text field.
7. Please provide as much information as you'd like in the free text field. It is helpful for us to know so we can tailor our process. You can then upload any supporting documents you have by selecting files or dragging and dropping.
8. You can also advise AFCA if you require an interpreter using the drop-down menu.
9. Once you have provided the information, click **Submit Request**.

We will contact you as soon as possible

Once you have submitted your request, we will review the information provided and contact you as soon as possible. Where it suits you, we will call you to discuss your request and our process.

We have shared more information about [accessibility and support when making a complaint on our website](#).