



Moneycare

PREPARING FOR YOUR

FINANCIAL COUNSELLING APPOINTMENT



WHAT IS FINANCIAL COUNSELLING?

Financial counselling is a free and confidential service to assist you with your financial situation. Financial counselling can:

- work out ways to improve your financial situation
- help you create a workable budget/money plan
- explain the debt recovery process, bankruptcy and other alternatives
- help relieve your stress
- help you negotiate with creditors
- provide referrals to other services, such as personal and gambling counselling, community assistance centres and community legal aid

This service is available to anyone who thinks chatting about their financial situation will bring some stress relief.



SHARON

I am indeed fortunate to have had your voice on the other end of the phone the day I phoned Moneycare. Thank you for not giving up. Thank you for giving me the peace of living in my own home. Thank you for putting the word hope back in my life.



SO YOU'VE DECIDED TO SEE A FINANCIAL COUNSELLOR. WHAT NOW?

Congratulations for taking the first step towards discussing your financial situation.

You might be feeling worried about sharing your financial situation with a stranger. Please be assured, this is normal and thousands of people just like you have been in the same place with similar concerns. Our Financial Counsellors can provide expertise in all areas to assist you with your individual needs. Remember, this is a free and totally confidential service. All Financial Counsellors are professionally accredited and registered by Financial Counselling Australia and their state associations and are bound by their code of ethics.

To make a booking please call 1800 722 363.

Of the 4,036 Community Members who visited a Moneycare Financial Counsellor between July 2019 and February 2020:

19% suffered serious mental illness

↓ from **47%** pre consultation



88% of people were satisfied with their life

↑ from **61%** pre consultation

DO I NEED TO PREPARE? WHAT DO I NEED TO BRING?

Like most things in life, the better prepared you are, the easier the process, but that's not to say we cannot offer any assistance for those who may not have all documentation.

We recommend you bring the most recent copies of the following with you to your first appointment (you may need to supply additional information, but this will be discussed at initial meeting):

Income Statements

- Payslips
- Centrelink payment advices
- Bank statements
- Other income

Current debts

- Bills
- Fines
- Rent
- Car Payments
- Mortgage
- Tax

Record of Major Assets

- Car
- House

WHAT IF I DON'T HAVE ANY OUTSTANDING DEBT BUT THINGS ARE GETTING TIGHT?

We all have periods where pressure starts to build, and money gets tight.

Financial Counsellors and Capability Workers can still assist.

What have you got to lose? It's a free service and it may just set your mind at ease knowing that things may be tight now, but with smart money decisions you can get back on the front foot soon.

HOW DOES IT WORK?

As mentioned previously, you may have the opportunity to attend the meeting in person, by phone, or virtually via a video link (Microsoft Teams). Either way the process will be very similar:

1. Introductions (hopefully make everyone at ease)
2. Outline what will happen at the first meeting, and any follow up meetings
3. Go through the Privacy Statement, providing peace of mind
4. Initial discussion to outline the issues present
5. You may be asked to do some work yourself, but full instructions will be provided
6. You may be asked to sign an Authority to Act on your behalf – this gives the Financial Counsellor the legal right to make enquiries and act on your behalf, usually in an advocacy role
7. Each meeting will be closed with an Action Sheet either handed to you or emailed stating what has occurred, what you will need to do and what the Financial Counsellor will do

At this point, further action may require one or more follow up appointments to:

5. Discuss options available and how to then proceed

Our goal by the end of the meeting(s) is to have you feeling less stressed and have you feeling that your financial situation can be managed.



Moneycare

Free and safe financial advice is available on 1800 722 363.
Your information is confidential.

IMPORTANT NOTICE

If you are facing threats or harassment from someone you owe money to, we suggest you inform them immediately that you are booked in to see a Financial Counsellor

Moneycare Financial Counselling services do not provide payment of outstanding debts or material aid

