

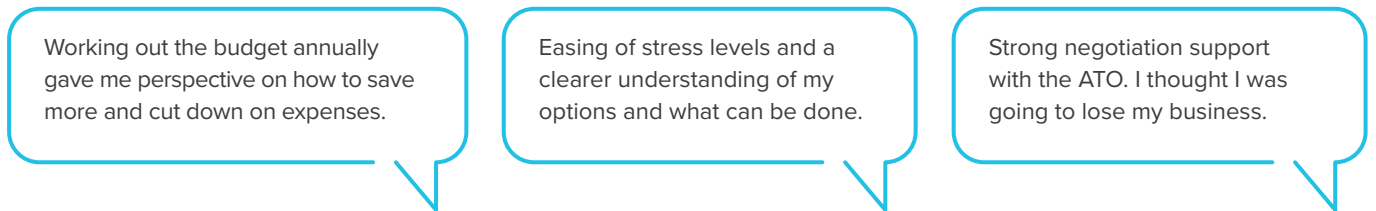
VOICE OF THE PEOPLE



Financial Counsellors provide free, independent and confidential information, support and advocacy for individuals and families experiencing financial difficulties.



Most valuable aspects of your experience with a financial counsellor?



Demographics



What assistance did you receive from a financial counsellor?

Referrals to supportive services



Utilities debt



Personal debt



Budgeting



Mortgage debt



Emergency relief



Buy Now Pay Later Debt



Council rates



Rental debt



Business debt



How long were you experiencing financial difficulty before you contacted our service?

40%	Less than 6 months
15%	About 6 months to a year
42%	Over a year

3% not stated



Looking back how could the service be improved?

Advertise more widely to small business owners. It's such a hard time now and more business owners need to know to seek support early before things get overwhelming and irreversible.

More community awareness of the service.

What financial counselling means to our clients



"She made my life liveable again, I could see a way forward after what seemed like a completely ruined life financially."

"Being understood in relation to the cost of living crisis and housing crisis."

"The financial counsellor listened to my struggles with ADHD and managing finances. He colour coded certain documents and budgets for me to better understand the information he provided."



"I felt that she was on my side if that makes sense. I felt there was no judgment and she did everything to help me find a solution."

"The financial counsellor negotiated a great outcome for my loans. I am very happy in my current finances as I have money left over for extras due to a brilliant negotiation."



"She was genuinely interested in my situation and at no point made me feel stupid or less of a person for the situation I had got myself in."



"I was highly stressed and embarrassed at first but he helped me to find a way through."



Find out more about our services at www.thefwc.org.au

