

# Financial Counselling



## Who We Are

**Justine** – Financial Counsellor & Team Leader for Great Southern

**Erin** – Financial Counsellor – Albany

**Kate** - Financial Counsellor – Katanning

**Alan** – Financial Counsellor – Manjimup

**Raechele** – Financial Capability Worker – Albany



## What We Can Do

- ✓ Budgeting support
- ✓ Negotiation of outstanding bills
- ✓ Help Create saving strategies
- ✓ Advocacy with creditors
- ✓ Referrals for legal or specialist advice
- ✓ Information on bankruptcy and superannuation
- ✓ Contract reviews for fairness and legality
- ✓ Ensuring access to all financial entitlements

We have extensive knowledge of available assistance and referral pathways.

## How We Can Help

- ✓ Assess your overall financial situation
- ✓ Assist with budgeting
- ✓ Present options and strategies for financial issues
- ✓ Provide support and advocacy, especially for bill payment difficulties
- ✓ Equip you with tools to improve your financial wellbeing
- ✓ Translate industry speak to normal language



## What We Don't Do

- ✓ Financial planning
- ✓ Accounting services
- ✓ Legal advice
- ✓ Tax services

### Who Can Access Our Services & Cost

- ✓ **ANYONE** can access financial counselling
- ✓ **FREE** of charge
- ✓ No income testing



### What You Can Expect From Us

- ✓ Confidential, non-judgmental support
- ✓ Accurate and relevant financial information
- ✓ Help with immediate issues and ongoing support
- ✓ Advocacy solely in your best interest
- ✓ Support based on your decisions and goals
- ✓ Relief from financial stress through understanding and assistance

### What We Expect From You

- ✓ Take responsibility for your debts
- ✓ Engage actively with our service
- ✓ Provide necessary documentation
- ✓ If we negotiate on your behalf:
  - Avoid separate arrangements with creditors
  - Make agreed repayments
  - Inform us of any payment issues or changes in circumstances
  - Maintain regular contact



### Education

- ✓ Run targeted workshops or information sessions to small or large groups

### Contact

Albany Reception 9845 6666  
[Albany.reception1@anglicarewa.org.au](mailto:Albany.reception1@anglicarewa.org.au)