



# Financial Counselling Program

Supporting you in your financial journey

**Our free and confidential financial counselling service is for anyone experiencing financial difficulties.**

**It is available in the cities of Banyule, Darebin, Nillumbik, Whittlesea, and Yarra.**

Financial counselling can provide information and support to you if you are experiencing difficulties managing your money.

The information you receive through this service will be from a qualified financial counsellor who adheres to industry standards.

Our counsellors will treat you with respect, trust, compassion, and you will not be judged.

## What will the financial counsellor do?

They can help you with a range of financial matters including:

- Providing an independent assessment of your financial position
- Helping you prioritise your bills and debts
- Providing information on rules and laws about payment obligations
- Advising what creditors can and can't do regarding assets and property
- Assisting you in negotiations with creditors
- Helping you with letters and legal documents

Financial counsellors won't take over your finances, do tax returns, offer investment advice, or pay any of your bills.

## How can you get help?

Please get in touch with us on the number below. If we can't assist you over the phone, we will arrange a further phone or face-to-face appointment depending on your situation.

We can assist you faster if you have the following financial information on hand:

- Outstanding bills
- Demand notices
- Court orders
- Pay slips/Centrelink income statements
- Bank/credit card statements
- Rent/mortgage amounts

## Get in touch

To book an appointment, call 1800 685 682.

Delivered in partnership with Banyule Community Health, and Anglicare Victoria

