

Money Help

helping you deal with money & debt

What is MoneyHelp?

MoneyHelp provides **free, confidential** and **independent** financial counselling and debt advice to Victorians who have experienced, or face, job loss or reduced working hours or are facing difficulty with housing payments.

A green speech bubble with a white question inside. The bubble has a tail pointing downwards and to the left.

What can customers expect
from financial counselling?

How do you describe financial
counselling to your clients?

What the service offers



- Income problems, Centrelink & low income.
- Information about the law relating to debt and debt management options.
e.g. Credit cards, personal loans, house & car mortgages, car accidents, fines, rental arrears, tax debts.
- Options for problems with gas, electricity, water, phone payments eg. Disconnections.

What the service offers



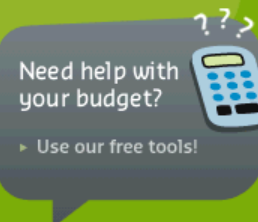
- **Budgeting – identifying where your money goes.**
 - **Small business matters and problems.**
 - **Insurance and superannuation.**
- **Contract obligations such as guarantees and joint loans.**
 - **Bankruptcy – Pros and Cons.**
- **Referral to other services for additional support if necessary.**

WE DO NOT PROVIDE MONEY, ACCOMMODATION OR EMERGENCY RELIEF. WE ARE NOT TAX AGENTS

What services does MoneyHelp offer?

1. A free phone financial counselling service, **1800 149 689** 9:30am-5pm [interpreters available]
2. Printed publications and a comprehensive information website **www.moneyhelp.org.au**
3. MoneyHelp Liaison Officer
4. Referral to a MoneyHelp face-to-face financial counsellor

Tools & advice to help you manage your money and debt



I just lost my job, what do I do now?

Coping emotionally, your entitlements and help.

[▶ Learn More](#)



How do I manage my bills & debts?

Ways to manage your specific bills and debts.

[▶ Learn More](#)



What options are available to me?

Different options available when dealing with debts.

[▶ Learn More](#)



I can't pay my mortgage or rent... what now?

Information for dealing with housing costs.

[▶ Learn More](#)



Important Scam Alert



[▶ Learn More](#)

Need help?

Contact MoneyHelp's free phone financial counselling service.

Ph: 1800 149 689

[▶ Learn More](#)

Get help early!

Get advice early from our financial counsellors to find out your options.

[▶ Learn More](#)

MoneyHelp is...

Free, confidential and independent financial information for Victorians experiencing difficulty paying their rent or mortgage or facing job loss.

Housing costs
Contact us
Privacy
Search
User Survey

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Get help
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Why refer clients to MoneyHelp?

- State-wide Victorian government initiative
- Central information portal
- Timely service
- For both customers and staff
- Support from MoneyHelp Liaison Officer
- Independent, non-profit and FREE!
- Confidential and anonymous
- Complimentary not replacement service

What else do we know about the financial counselling sector?

- Financial counselling is one component of a suite of policies, programs and services that contributes to protecting people from escalation of financial hardship into financial crisis. Much of the capacity to prevent or intervene early in financial hardship resides outside the financial counselling sector.
- Prevention and early intervention efforts assist individuals and families to gain better control of their financial situation before a crisis point is reached.
- A wide range of policies, programs and services beyond financial counselling contribute to financial hardship prevention and early intervention.

What else do we know about the financial counselling sector?

- Financial counselling clients often have multiple service needs. The most common additional service needs relate to community services such as family support, concessions and grants, emergency relief, counselling, drug and alcohol support, and legal advice.
- Financial counselling service providers belong to multiple service networks, although the formality, sophistication and extent of involvement in these networks varies.

Utility Relief Grant Scheme

The **Utility Relief Grant Scheme** provides assistance for domestic customers who are **unable to pay their utility bills due to a temporary financial crisis**.

You must hold at least one of the following concession cards:

- Pensioner Concession Card
- Health Care Card



You need to demonstrate that unexpected hardship has left you seriously short of money so that you cannot pay your utility bills without assistance and risk disconnection or non-supply, and meet one of the following criteria:

- A significant increase in usage
- A recent decrease in income, for example, loss of employment
- High unexpected expenses on essential items
- The cost of shelter is more than 30% of the household income
- The cost of utility usage is more than 10% of the household income



Case Study

- Client, a sole parent lost her casual job.
- She had car loan for \$18,000.
- Her Centrelink income was much less than her earnings.
- She was paying off a Centrelink debt.

Financial Counsellor:

- A financial assessment was done.
- Consumer Credit Insurance was cancelled & premiums refunded.
- Centrelink reduced debt repayment.
- An URG covered the utilities.
- Client was able to continue to pay for her car.



Case Study

- Client had reduced wages due to a work cover claim.
- His unsecured debt totalled \$32K.
- It consisted of several credit cards and a personal loan.
- He owed \$16K to the finance company for his car.
- **Financial Counsellor :**
- A debt assessment & budget was completed.
- Car payments could be maintained but not the other debts.
- Client chose to bankrupt the unsecured debts and kept paying his car loan.



Case Study

- Client's business failed.
- He was put on unemployment benefits.
- Client had difficulty finding work as he was suffering from depression.
- He had a tax debt of \$17,500.

Financial Counsellor:

- Client was assisted with an application to the tax department for release of his tax liabilities.



Case Study

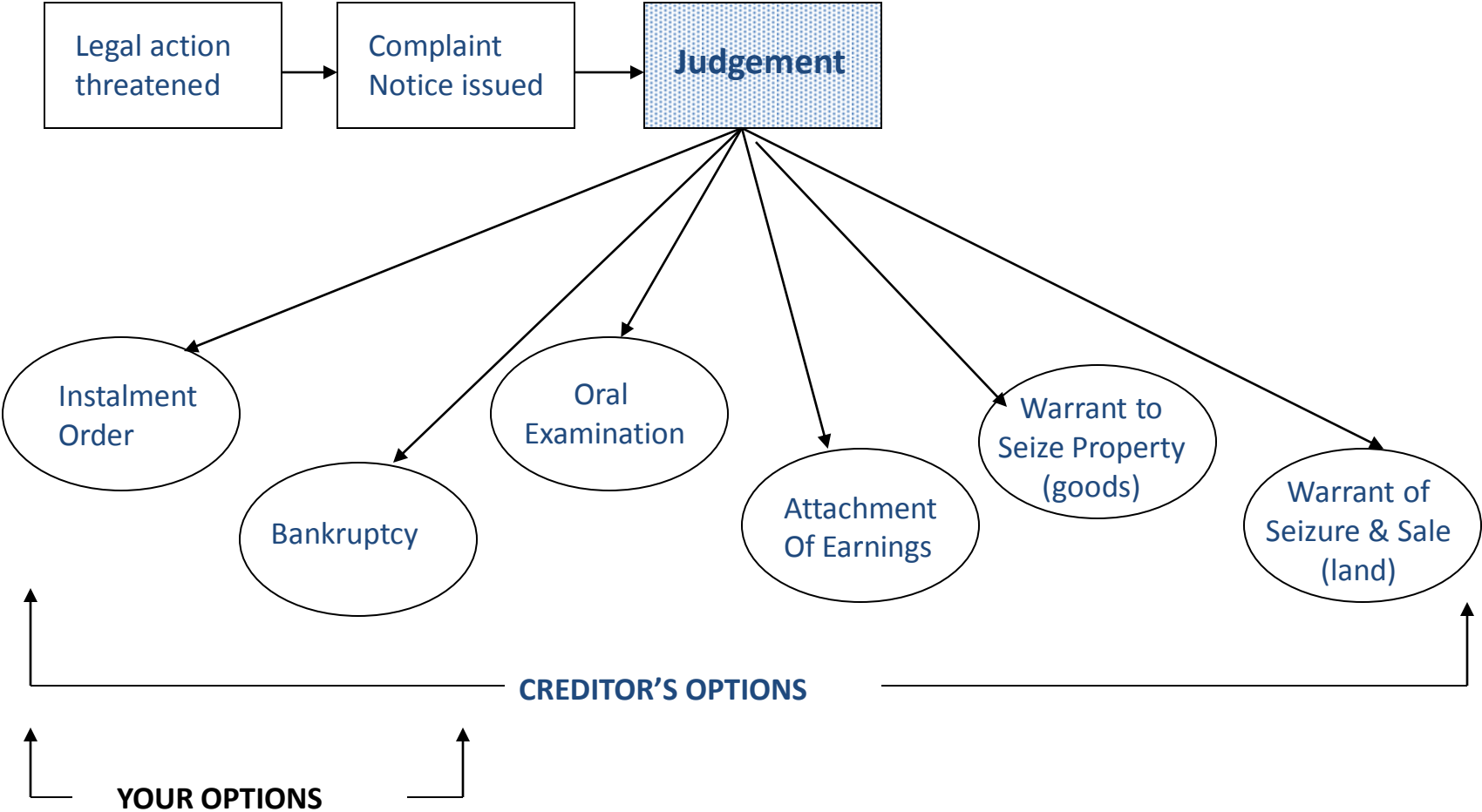


- Wife lost job.
- Couple had \$220K mortgage. It was \$3,400 in arrears. The council rates had not been paid.
- Unsecured debt totalled \$50K.

Financial Counsellor:

- A debt assessment and budget was completed.
- Early super release paid the mortgage and rate arrears.
- Pro-rata payments were calculated for all other debts.
- Clients negotiated hardship variations on all their unsecured debts.

Legal Debt Recovery Process





Questions?