
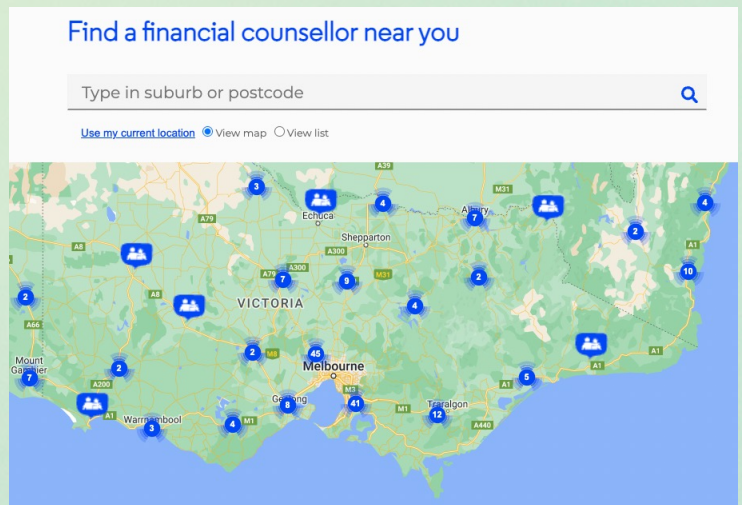


Assisting Older Victorians

Finding a local financial counsellor

1. Go to moneysmart.gov.au/managing-debt/financial-counselling
2. Scroll down to the map
3. Type in the suburb or postcode most convenient to your participant
4. Select either map view or list view
5. Click on the  or + sign to display full detail for each service



How to refer

- Some participants have preferences about which service they will go to – with list view you can readily share the list with the participant so they can make an informed choice
- A service that offers ‘general help with debts and money problems’ is usually a good place to start. If you are aware of specific issues, for example, needing emergency relief or gambling support, that may influence your selection
- With your participant’s consent, you may offer to email a warm referral to the selected service. Provide your contact details as well as the name and contact details of your participant, and any initial information you have about the issues requiring support
- If your participant would prefer to approach the service directly themselves, then copy the service name, address and intake phone number onto the ‘*Money Check Up*’ flyer for the participant to follow up in their own time
- If the participant prefers a more immediate initial phone consultation, they can call the **National Debt Helpline** on 1800 007 007. There is also a chat function available at ndh.org.au
- Remember – financial counselling services are always free, confidential and independent. Interpreters are available and there are no visa restrictions.