

Financial Counsellors for Standing Strong – always free, confidential and independent

Local Government Area	General help with debt and money problems		National Debt Helpline
Bayside	Good Shepherd - St Kilda	Good Shepherd Australia New Zealand Financial Counselling Service Port Phillip Community Group 161 Chapel Street, St Kilda, 3182 1300 015 500 fcintake@goodshep.org.au	Initial assistance can also be sought from the National Debt Helpline – Phone service 9.30am to 4.30pm Monday to Friday 1800 007 007
Cardinia	Casey North Information & Support Service - Pakenham	Casey North Information & Support Service (Salvation Army) 51 Bald Hill Road, Pakenham, 3810 03 9705 6699 cnciss@caseynorthciss.com.au www.caseynorthciss.com.au	Online chat 9.00am to 8.00pm Monday to Friday ndh.org.au
	South East Community Links - Pakenham	South East Community Links The Toomah Centre 18 Golden Green Street, Pakenham, 3810 03 9549 5288 fcs@secl.org.au www.secl.org.au	

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Casey	Casey North Information & Support Service - Narre Warren	Casey North Information & Support Service (Salvation Army) Suite 2/30-32 Verdun Drive, Narre Warren, 3805 03 9705 6699 cnciss@caseynorthciss.com.au www.caseynorthciss.com.au	Initial assistance can also be sought from the National Debt Helpline – Phone service 9.30am to 4.30pm Monday to Friday 1800 007 007 Online chat 9.00am to 8.00pm Monday to Friday ndh.org.au
	Cranbourne Information & Support Service	Cranbourne Information & Support Service 56 Sladen Street, Cranbourne, 3977 03 5996 3333 cisc@cisc.org.au www.cranbourneiss.org.au	
	South East Community Links - Cranbourne	South East Community Links 156 Sladen Street, Cranbourne, 3977 03 9549 5288 fcs@secl.org.au www.secl.org.au	

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Frankston	Family Life	Family Life Level 1/60-64 Wells Street, Frankston, 3199 03 9770 0341 financialcounselling@familylife.com.au www.familylife.com.au	Initial assistance can also be sought from the National Debt Helpline – Phone service 9.30am to 4.30pm Monday to Friday 1800 007 007 Online chat 9.00am to 8.00pm Monday to Friday ndh.org.au
	Good Shepherd - Hastings, Mornington	Good Shepherd Australia New Zealand Financial Counselling Service Unit 1, 184 Salmon Street, Hastings, 3915 1300 015 500 fcintake@goodshep.org.au Suite 1, 346 Main Street, Mornington, 3931 1300 015 500 fcintake@goodshep.org.au	
Glen Eira	Good Shepherd - St Kilda	Good Shepherd Australia New Zealand Financial Counselling Service 161 Chapel Street, St Kilda, 3182 1300 015 500 fcintake@goodshep.org.au	

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Greater Dandenong	Make a Difference, Dingley Village	Make a Difference – Dingley Village 29 Marcus Road, Dingley Village, 3172 03 9551 1799 finhelp@maddv.com.au www.maddv.com.au	Initial assistance can also be sought from the National Debt Helpline – Phone service 9.30am to 4.30pm Monday to Friday 1800 007 007 Online chat 9.00am to 8.00pm Monday to Friday ndh.org.au
	Salvation Army - Dandenong	Salvation Army Shop 6-7, 147-151 Foster Street, Dandenong, 3175 1800 722 363 moneycare@salvationarmy.org.au www.salvationarmy.org.au/about-us/our-services/moneycare/	
	South East Community Links - Dandenong	South East Community Links 186 Foster Street East, Dandenong, 3175 03 9549 5288 fcs@secl.org.au www.secl.org.au	

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Kingston	Good Shepherd - St Kilda	Good Shepherd Australia New Zealand Financial Counselling Service 161 Chapel Street, St Kilda, 3182 1300 015 500 fcintake@goodshep.org.au	Initial assistance can also be sought from the National Debt Helpline – Phone service 9.30am to 4.30pm Monday to Friday 1800 007 007 Online chat 9.00am to 8.00pm Monday to Friday ndh.org.au
	South East Community Links - Clayton South 3169	South East Community Links 5 Osborne Avenue, Springvale, 3171 03 9549 5288 fcs@secl.org.au www.secl.org.au	
Monash	Anglicare - Box Hill	Anglicare 37-41 Prospect Street, Box Hill, 3128 03 9896 6322 efcp@anglicarevic.org.au www.anglicarevic.org.au	
	South East Community Links - Springvale	South East Community Links 5 Osborne Avenue, Springvale, 3171 03 9549 5288 fcs@secl.org.au www.secl.org.au	

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Mornington Peninsula	Family Life	Family Life Level 1/60-64 Wells Street, Frankston, 3199 03 9770 0341 financialcounselling@familylife.com.au www.familylife.com.au	Initial assistance can also be sought from the National Debt Helpline – Phone service 9.30am to 4.30pm Monday to Friday 1800 007 007 Online chat 9.00am to 8.00pm Monday to Friday ndh.org.au
	Good Shepherd - Mornington	Good Shepherd Australia New Zealand Financial Counselling Service Suite 1, 346 Main Street, Mornington, 3931 1300 015 500 fcintake@goodshep.org.au	
Port Phillip	Good Shepherd - St Kilda	Good Shepherd Australia New Zealand Financial Counselling Service 161 Chapel Street, St Kilda, 3182, VIC 1300 015 500 fcintake@goodshep.org.au	
Stonnington	Good Shepherd - St Kilda	Good Shepherd Australia New Zealand Financial Counselling Service 161 Chapel Street, St Kilda, 3182, VIC 1300 015 500 fcintake@goodshep.org.au	

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Additional specialist services		
For Trouble with Centrelink	Social Security Rights Victoria Legal Assistance Line 03 9481 0355 Monday – Friday 9am-1pm and 2pm-5pm www.ssrv.org.au/contact-us/ for more information or to send an online question	
For Anyone Impacted by Gambling	Monash LGA EACH Ringwood 46 Warrandyte Road, Ringwood, 3134 03 9871 1817 fcintake@each.com.au www.each.com.au	All other LGAs listed in the above table Connect Health & Community located in Cranbourne, Dandenong & Bentleigh East 156 Sladen Street, Cranbourne, 3977, Vic 03 9575 5353 ghs.intake@connecthealth.org.au www.connecthealth.org.au 186 Foster Street, Dandenong, 3175, VIC 03 9575 5353 ghs.intake@connecthealth.org.au www.connecthealth.org.au 2a Gardners Road, Bentleigh East, 3165, VIC 03 9575 5353 ghs.intake@connecthealth.org.au www.connecthealth.org.au

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Additional specialist services	
For Small Business Owners	Partners in Wellbeing: Small Business Support Phone 1300 375 330 Online chat or warm referral www.partnersinwellbeing.org.au
For Financial Capability Coaching	Good Shepherd Use the following link to complete an enquiry form https://goodshep.org.au/services/financial-counselling-financial-capability-and-wellbeing/#

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Extra information to support anyone contacting the agencies below

Anglicare – Box Hill

- Your contact calls are forwarded to the intake financial counsellor and a message can be left if they are busy (their aim is to respond by the end of the working day)
- There is a preference is you as the client to ring yourself for an appointment
- The agency can have a waiting list, sometimes a few weeks (but still contact them)
- The financial counsellor can be contacted for secondary consults
- Will do face to face appointments or by phone, whatever suits you
- If they cant assist, will refer you to other agencies for support
- You can book an appointment online, which is sent on to the financial counsellor for follow up – go to Anglicare Financial Counselling on search platform
- If you need financial coaching and capability, the agency will refer you to the Good Shepherd Hub
- The agency uses interpreters as required

Casey North Information & Support Service – Pakenham

- Financial counsellors will do an intake assessment with the client to understand their needs
- When you ring reception will take contact details and pass on to the financial counsellor 03 9705 6699
- Sometimes the agency have a waiting list, dependent on urgency of issues (but still contact them)
- If you want to refer someone, ring or email and a referral form will be emailed out cnciss@caseynorthciss.com.au
- Financial counsellors will refer clients to other services as needed
- The financial counsellor can be contacted for secondary consults
- Face to face appointments – preferable for first appointment, but can do a phone appointment for ongoing appointments
- The agency uses interpreters as required

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Cranbourne Information & Support Service	<ul style="list-style-type: none"> → When you ring reception takes details and forwards to the financial counsellor 03 5996 3333 → There is no referral form → The agency doesn't take bookings too far in advance, don't usually have a waiting list → Has good downloadable resources www.cranbourneiss.org.au for budgeting tips → The financial counsellor can be contacted for secondary consults → Face to face appointments – preferable for first appointment, but can do a phone appointment → The agency uses interpreters as required
Family Life	<ul style="list-style-type: none"> → Financial counselling is available to family members affected by separation or divorce, who are experiencing financial hardship living or working within the Frankston/Mornington Peninsula region → No referral form → One financial counsellor available → The financial counsellor can be contacted for secondary consults
Good Shepherd	<ul style="list-style-type: none"> → Call 1300 015 500 for any area, leave a message with your details and a financial counsellor will contact you. Leave name, phone number and postcode on your message → A financial counsellor can be contacted by email fcintake@goodshep.org.au → Website has useful links and information about a range of financial resources https://goodshep.org.au/services/financial-counselling-financial-counsellingvic/ → The agency can have a waiting list (but still contact them) → The agency offers a referral to their Financial Independence Hub and Financial Capability and Wellbeing Program (see eligibility information on website) → Financial counsellors will refer clients to other services as needed → The financial counsellor can be contacted for secondary consults → The agency uses interpreters as required

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Extra information to support anyone contacting the agencies below

Make a Difference - Dingley Village

- **Have no catchment area**
- Appointments on Wednesday and Thursday only
- You can ring on 03 95511799 to make an appointment
- The agency assists with emergency relief (City of Kingston residents only)
- The agency also provides No Interest Loans Scheme (NILS)
- Mostly 1-2 weeks waiting list for an appointment (but still contact them)
- The financial counsellor can be contacted for secondary consults
- Can also contact agency by email finhelp@maddv.com.au

South East Community Links

- A financial counsellor will be on intake every day 03 9549 5288
- If a message is left they will contact you
- Sometimes have a waiting list, dependant on urgency of issues (but still contact them)
- Financial counsellors will refer clients to other services as needed
- Financial counsellor will send out some resources to you client while you wait for an appointment
- Website has useful links and resources <https://secl.org.au/money/financial-counselling/>
- If you want to refer someone, ring or email and a referral form will be sent to you fcs@secl.org.au
- The financial counsellor can be contacted for secondary consults
- Face to face appointments – preferable for first appointment, but can do a phone appointment for ongoing appointments
- The agency uses interpreters as required