

# Standing Strong – Partner team briefing

# Acknowledgment of Traditional Owners



# Welcome & introductions

Welcome and introductions

The Standing Strong program – what we would like to work on together

Survey of SMRC & AHCS teams – what you told us

Financial counsellors & how they work

How a financial counsellor helps – examples of beneficial referrals

Questions & discussion

To follow – one-question survey, local financial counselling agency details

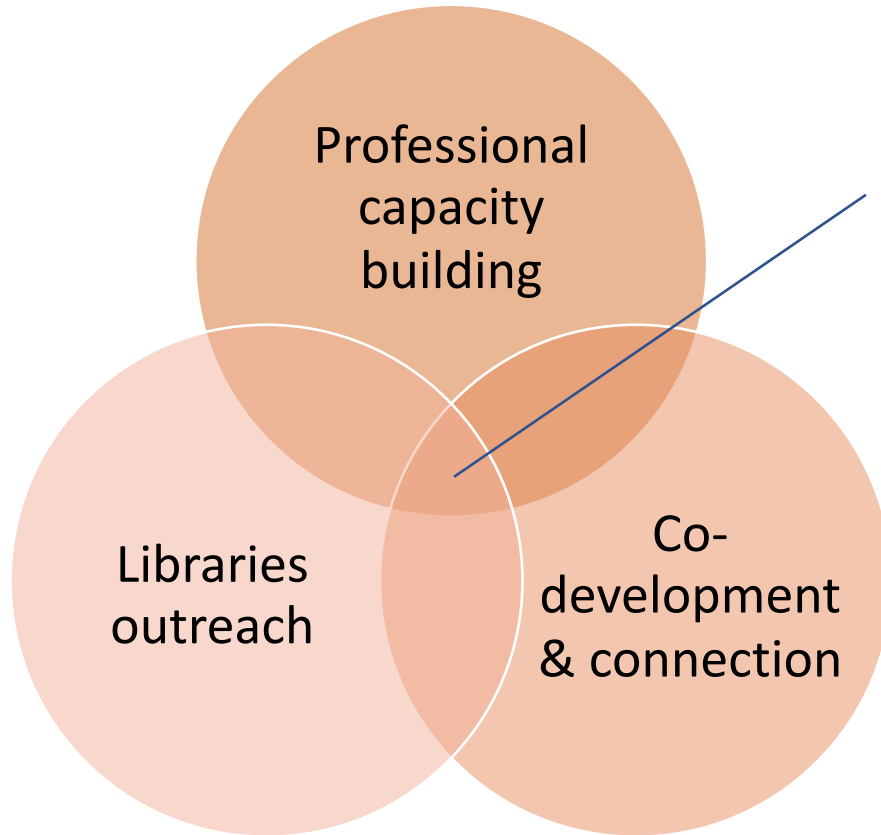
Financial Counselling Victoria presenters –

Suzy Goldsmith

Joy Mason

Bella Walker

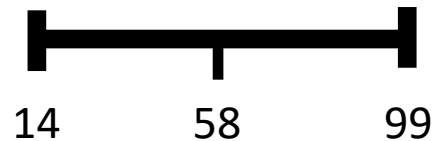
# Standing Strong – Financial resilience for older carers



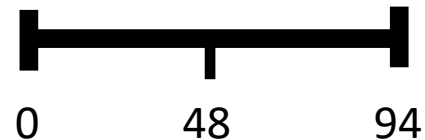
Raise awareness of older carers' rights and supports with a focus on diversity & inclusion

# Survey – what carer support teams say

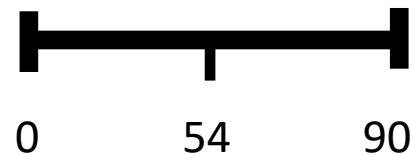
When you are speaking to an older carer, how confident are you to talk to them about how they're managing financially?



In the past month, what percentage of the older carers that you have spoken to have mentioned money worries?



When talking to an older carer, how confident are you to explain how a financial counsellor might be able to help them?



# Survey – what carer support teams say

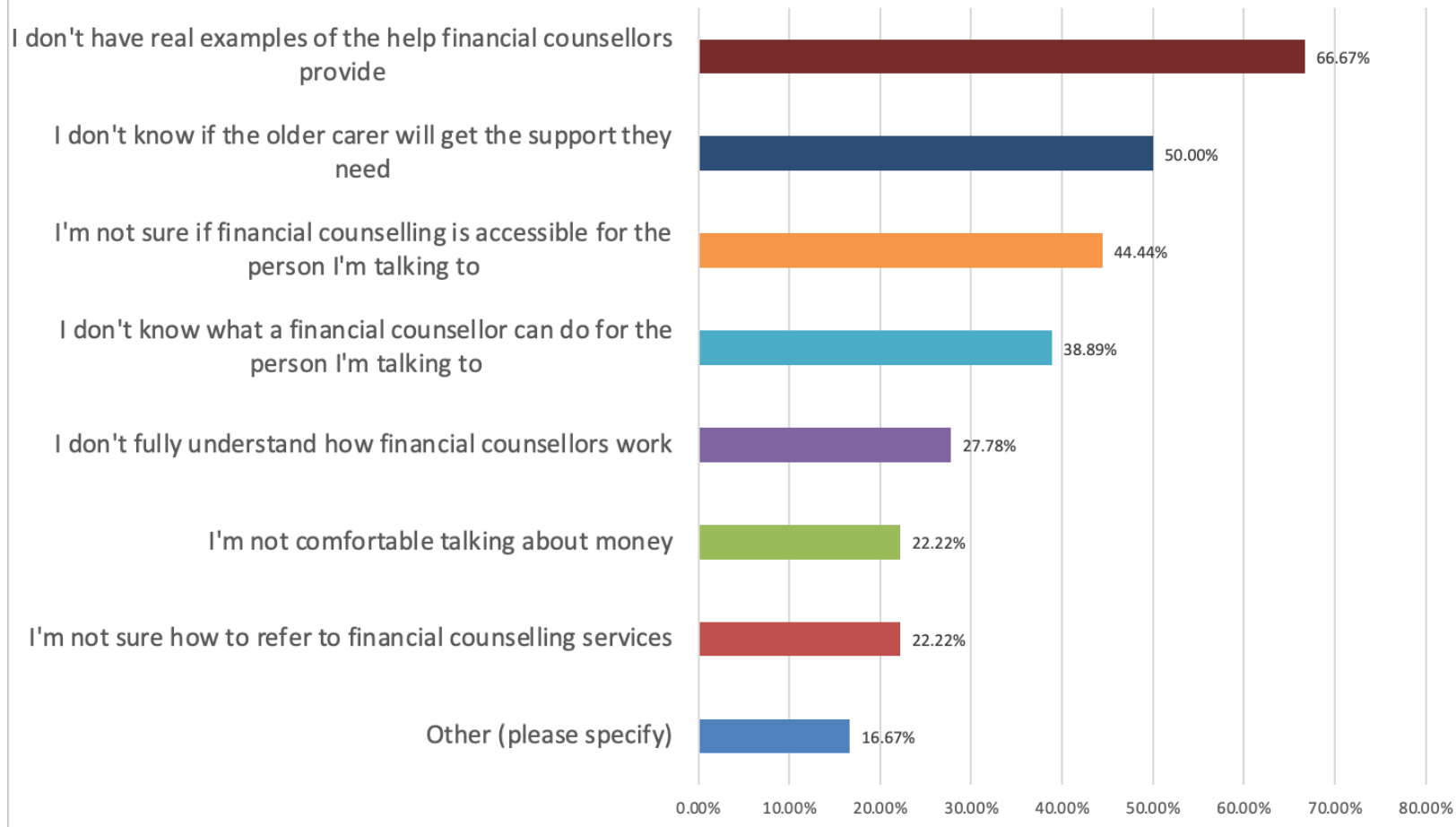
In your experience, do older carers voluntarily share their money worries with you without prompting?

average 45%

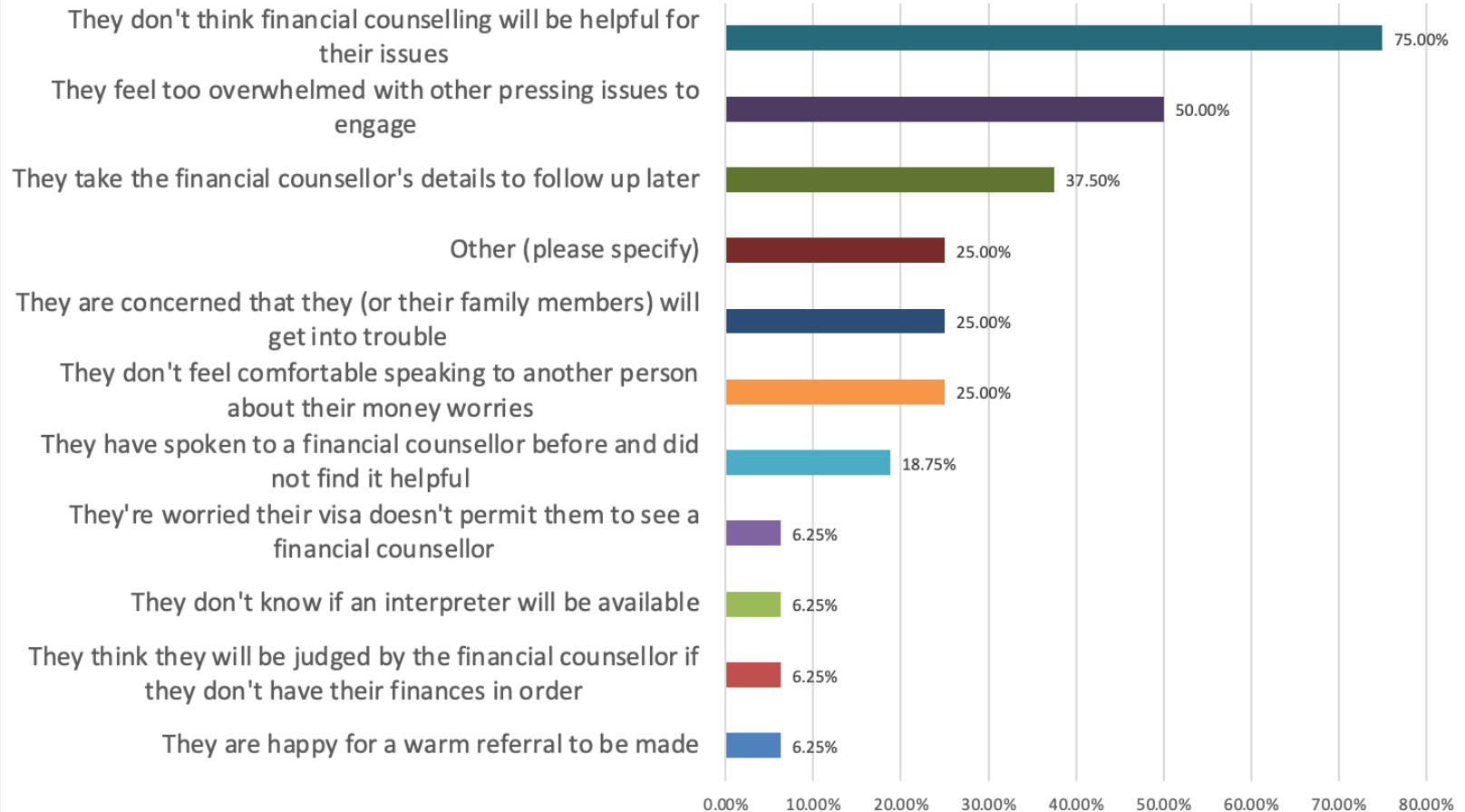
What kind of money worries have you heard older carers speak about?

- Increased cost of living
- Paying for aged care services
- Grown children relying on them
- Financial impacts of aged care for carer and care recipient
- Paying the bills

## When talking to an older carer, what do you find difficult about explaining how a financial counsellor can help?



## How do older carers respond when you suggest that financial counselling may be helpful?





# Who are financial counsellors?

Financial counsellors are skilled professionals who will guide clients through their options and help them plan their way out of debt

- Always free
  - Confidential
  - Independent, without conflict
  - Strengths-based
- 
- No visa restrictions
  - Interpreter services available

The National Consumer Credit Protection Act 2009 restricts the use of the terms, “financial counsellor” and “financial counselling” and similar terms of similar meaning. The restriction means that only financial counselling agencies who meet the exemption from an Australian Credit Licence can use the restricted terms.

# What do financial counsellors do?

- Work in a non-judgmental way to empower clients to make more informed decisions
- Will listen, assess the situation and provide free advice to help
- Used to working with people who are vulnerable and under pressure
- Skilled in working within a context – e.g. gambling, family violence, mental health
- Encourage self-advocacy, model a strengths-based approach
- With client consent can advocate on their behalf, able to negotiate with creditors – ‘take the heat off the person’
- Able to put the client in touch with other services they may require e.g. legal, health, crisis food & accommodation