

What is MoneyHelp?

MoneyHelp is a not-for-profit initiative of the Victorian Government to provide free, confidential and independent financial advice to Victorians who have experienced, or are facing, job loss or reduced working hours or mortgage or rental stress.

MoneyHelp is a suite of products and services comprising:

- a free phone financial counselling service (including an interpreter service);
- a website (www.moneyhelp.org.au);
- referral to face to face financial counsellors;
- a free information brochure including a budget planner;
- free promotional materials including a poster, flyer and wallet card; and
- a MoneyHelp Liaison Officer to promote and disseminate MoneyHelp services and products.

MoneyHelp is managed by the [Consumer Action Law Centre](#), a campaign-focused consumer advocacy, litigation and policy organisation based in Melbourne, Australia.

Funding for MoneyHelp is provided from the Victorian Property Fund on the approval of the Minister for Consumer Affairs Victoria, Australia.

Note: MoneyHelp is not a money lending service.

Website (www.moneyhelp.org.au)

The website is a self-help tool for Victorians to understand the options available to address their financial situation resulting from a reduction in income associated with employment circumstances, debt, financial hardship or housing stress. The MoneyHelp site offers: tools to ascertain expenses and income; information on how to prioritise and negotiate payment schedules; FAQs, fact sheets, letter templates and useful links; and information on debt payment options and hardship programs.

Phone line

A five member Phone Financial Counselling Debt Advice Team has been recruited to respond specifically via the dedicated 1800 149 689 number.

The phone counselling team plays a triage role that assists in ensuring that people who are experiencing financial difficulties due to job loss or reduction in working hours, or are experiencing difficulty with any housing payments get the type of response they need when they need it. This may, in certain circumstances require referral to face-to-face counselling.

MoneyHelp Information Brochure

The MoneyHelp Information Brochure includes a budget planner and basic information on financial counselling and how to use the MoneyHelp service.

It is intended to help people get started managing their money and debt. The Information Brochure will be available as a free download or through the order form on the website.

Free printed materials including the booklet, a flyer, poster and wallet card can also be ordered directly from our distribution centre on 03 970 0666.

MoneyHelp also has a Liaison Officer whose work will include site visits and on-site presentations to workers, community services and also industries that are flagging potential closure or dismissal and through myriad stakeholders.

For further information about MoneyHelp, please contact:

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