

Feedback from new **financial counselling service** users 3-6 months after seeking assistance

Net
Promoter
Score

63



68% **Extremely likely to recommend**

57% **Clients linked in to other relevant services** (such as legal support, mental health support, emergency relief)

Ratings



83%

Satisfied with service they received



65%

Better able to **manage utility bills**



66%

Used the **skills and knowledge** learnt



61%

Felt **housing situation** was more secure



63%

Felt more confident in **managing their finances**



60%

Felt a reduction in **stress related** to finances / financial position

Most valuable aspects of your experience with the financial counsellor?

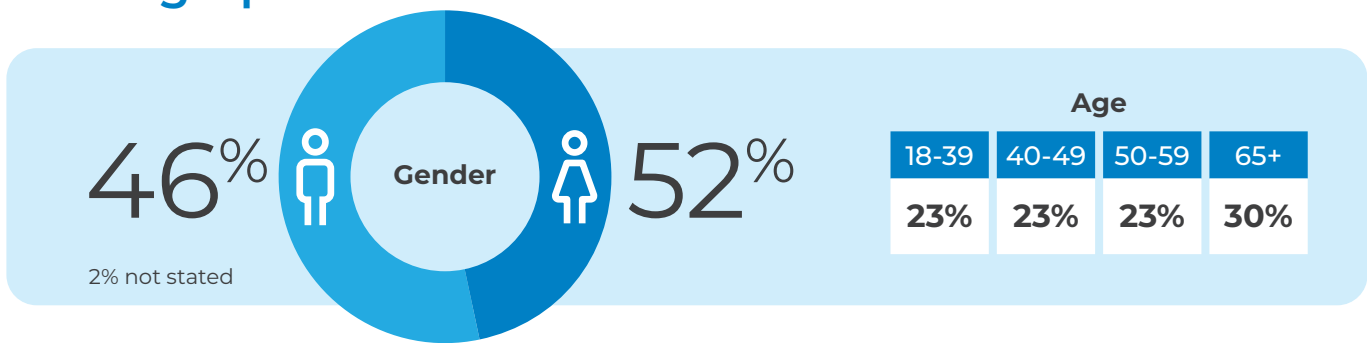
"Knowing we weren't alone. Having a plan of action."

"I lost the feeling of hopelessness and began to look at my situation in detail and realistically for the first time."

"Full support and assistance with preparing to and leaving a FDV relationship."

"Having my mind put at rest and having the confidence to move forward."

Demographics



What assistance did you receive from the financial counsellor?

Utilities debt



Personal debt



Budgeting



Mortgage debt



Council rates



Rental debt



Business debt



Buy Now Pay Later Service



Looking back how could the service be improved?

"More services and help offered."

"Be more accessible to people who do not know about it."

"Maybe advertising the service a bit more."

How long were you experiencing financial difficulty before you contacted our service?



37%	Less than 6 months
17%	About 6 months to a year
39%	Over a year

