

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

Net  
Promoter  
Score

50



79%

Satisfied with the service

57%

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

## Most valuable aspects of your experience with the financial counsellor?

“Very empowering experience.”

“Personalised budgeting, positive attitude towards debt and managing money, friendly and caring counsellor.”

“Communication, support and guidance has made me more confident with my money and budgeting. I have stopped stressing out about money with the financial counsellor’s help.”



56%

Better able to **manage utility bills**



58%

Used the **skills and knowledge** learnt



57%

Felt **housing situation** was more secure



52%

Felt more confident in **managing their finances**

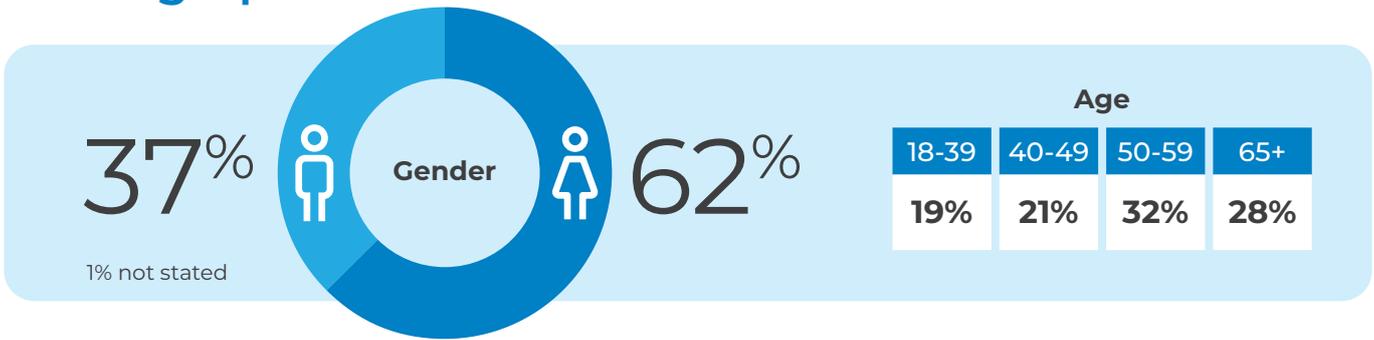


51%

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

A comparative analysis indicates that clients are struggling to cope with cost of living pressures affecting housing security and the ability to afford essential utility costs. This has impacted the level of financial stress for clients who are experiencing financial hardship and reduced their financial confidence.

# Demographics



## What assistance did you receive from the financial counsellor?

Utilities debt



40%

Personal debt



27%

Budgeting



25%

Mortgage debt



15%

Council rates



7%

Rental debt



5%

Business debt



6%

Buy Now Pay Later Service



3%

## Looking back how could the service be improved?

“Providing information on free/cheap coaching or classes on tax, budgeting, small business upkeep.”

“More exposure in media to reach people earlier.”

“Following up with client from time to time to ensure they are at a better place or whether more assistance is needed.”

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



41%	Less than 6 months
14%	About 6 months to a year
38%	Over a year

