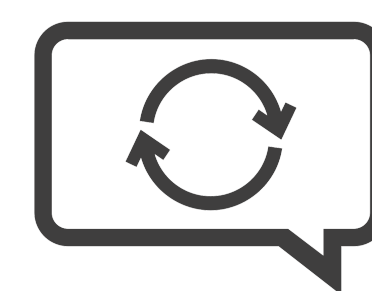




Feedback from new **financial counselling** service users 3-6 months after seeking assistance

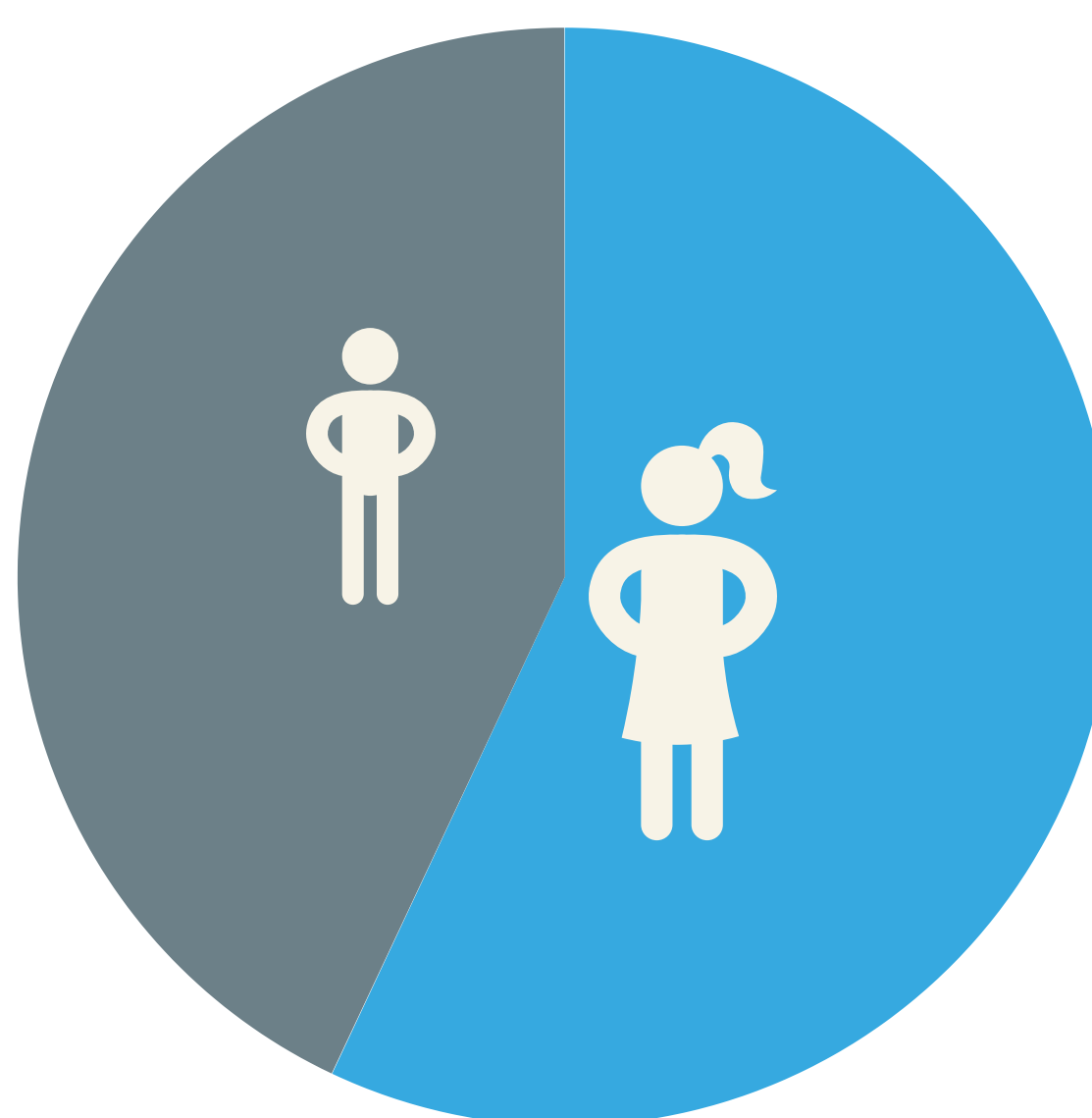
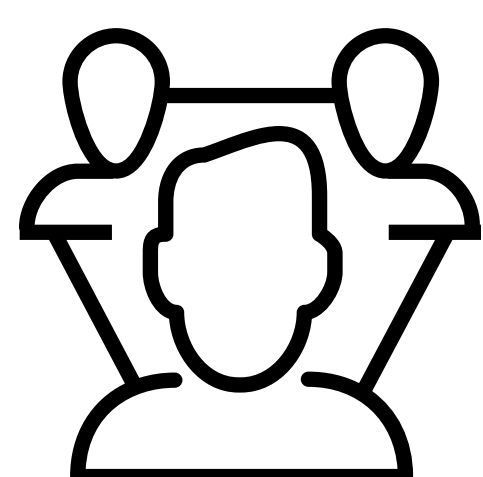


WHO RESPONDED?

63

Individuals

across 5 service locations



57%
Female

75%

were

30-59
years

Less than 6 months

38%

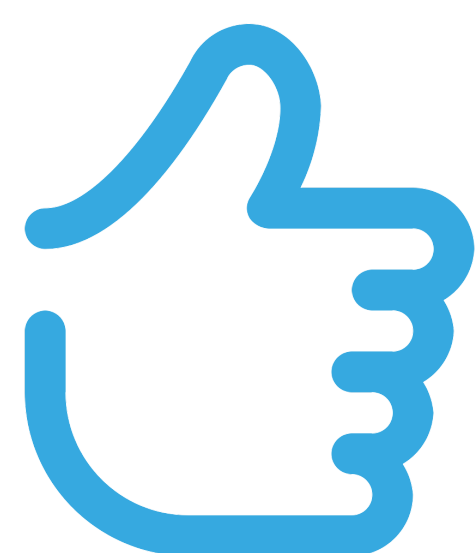
60%

6 months or more

Time spent
experiencing difficulty
before contact

RATINGS

82%



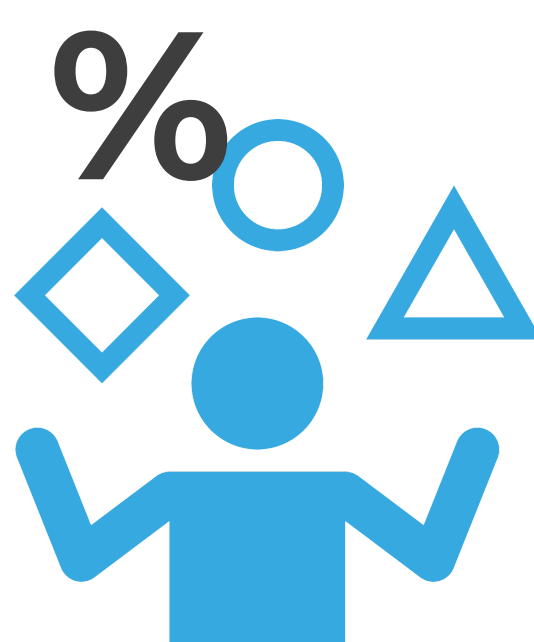
satisfied
with the service
they received

46%



better
able to
manage bills

60%



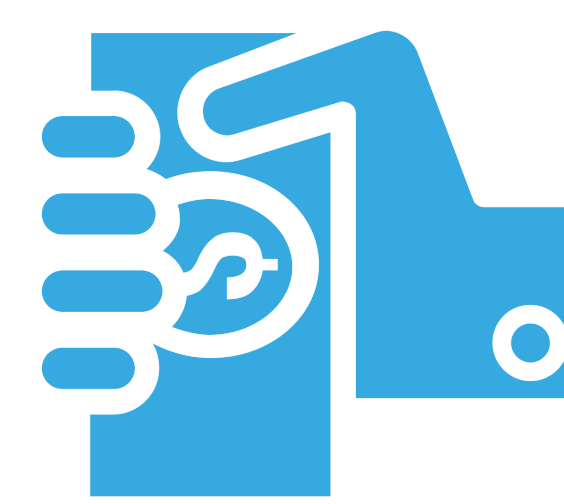
have used
the skills and
knowledge learnt

49%



felt their
housing situation
was more secure

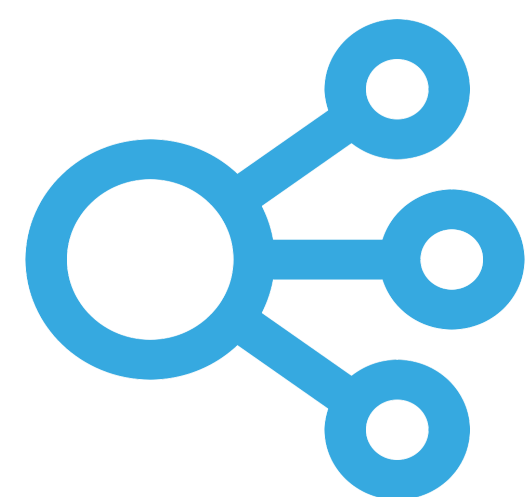
50%



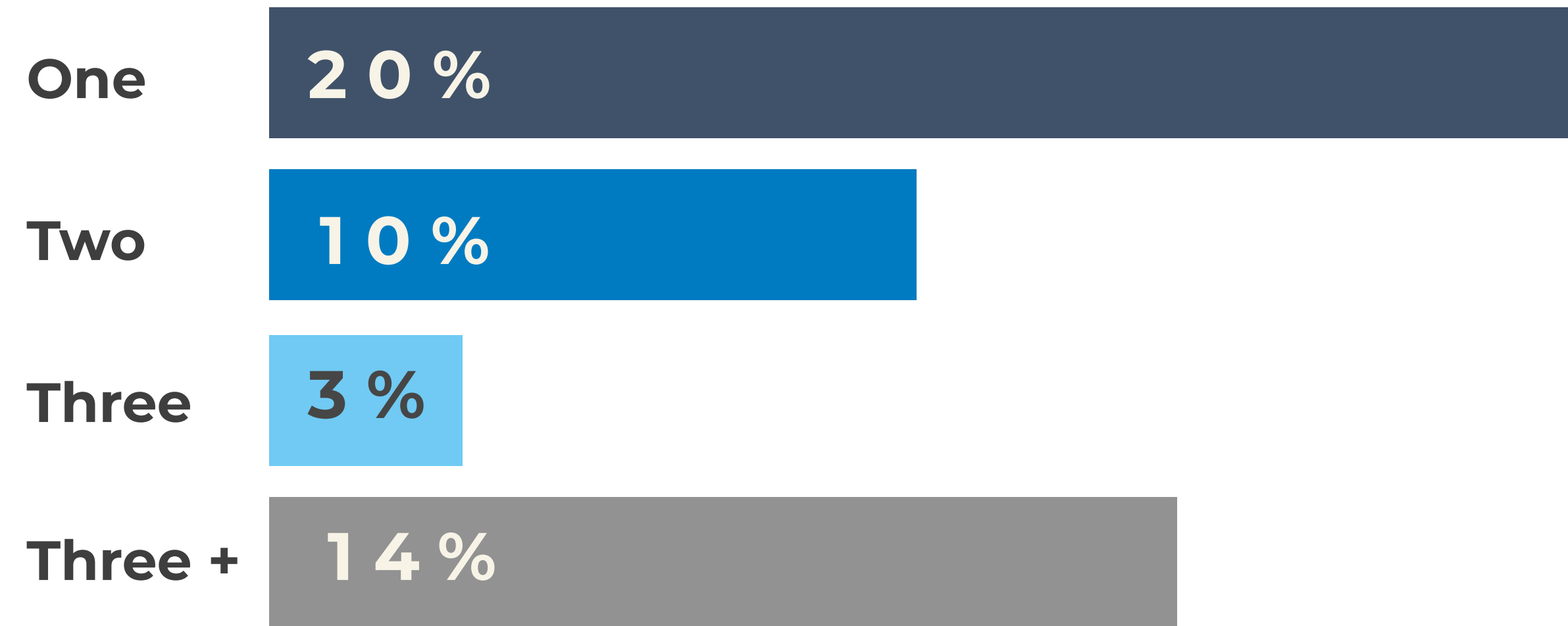
more confident
in managing
their finances

REFERRALS

referred
to other services



Number of other services referred to



NET PROMOTER SCORE for financial counselling services

56



What assistance did you primarily receive from the financial counsellor?

Mortgage debt

17%



Utilities debt

56%



Personal debt (including credit card)

30%



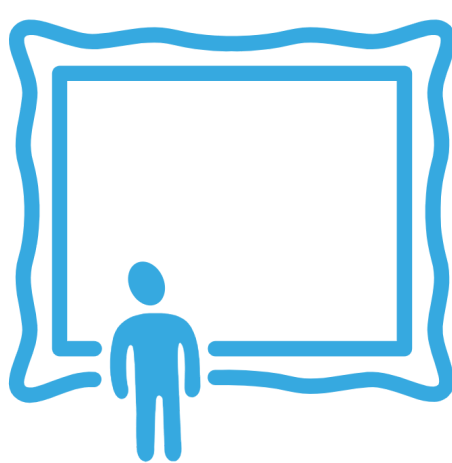
WHAT OUR CLIENTS SAY

Most valuable aspects of your experience with the financial counsellor?



Empathetic to my situation, kind, understanding

They helped me understand the big picture when it came to tax debts, reconciling etc. I just needed someone to help me understand the big overall picture of where I was at if I was unable to meet my financial commitments.



Counsellor was polite, helpful, knowledgeable & non-judgemental

Find out more about our services at www.unitingcarewest.org.au