

Financial Counselling

From Grafton to Tweed, we provide free counselling, casework and advocacy support for people in financial difficulty to address their financial problems, manage debt and make informed choices.

NEW CLIENTS



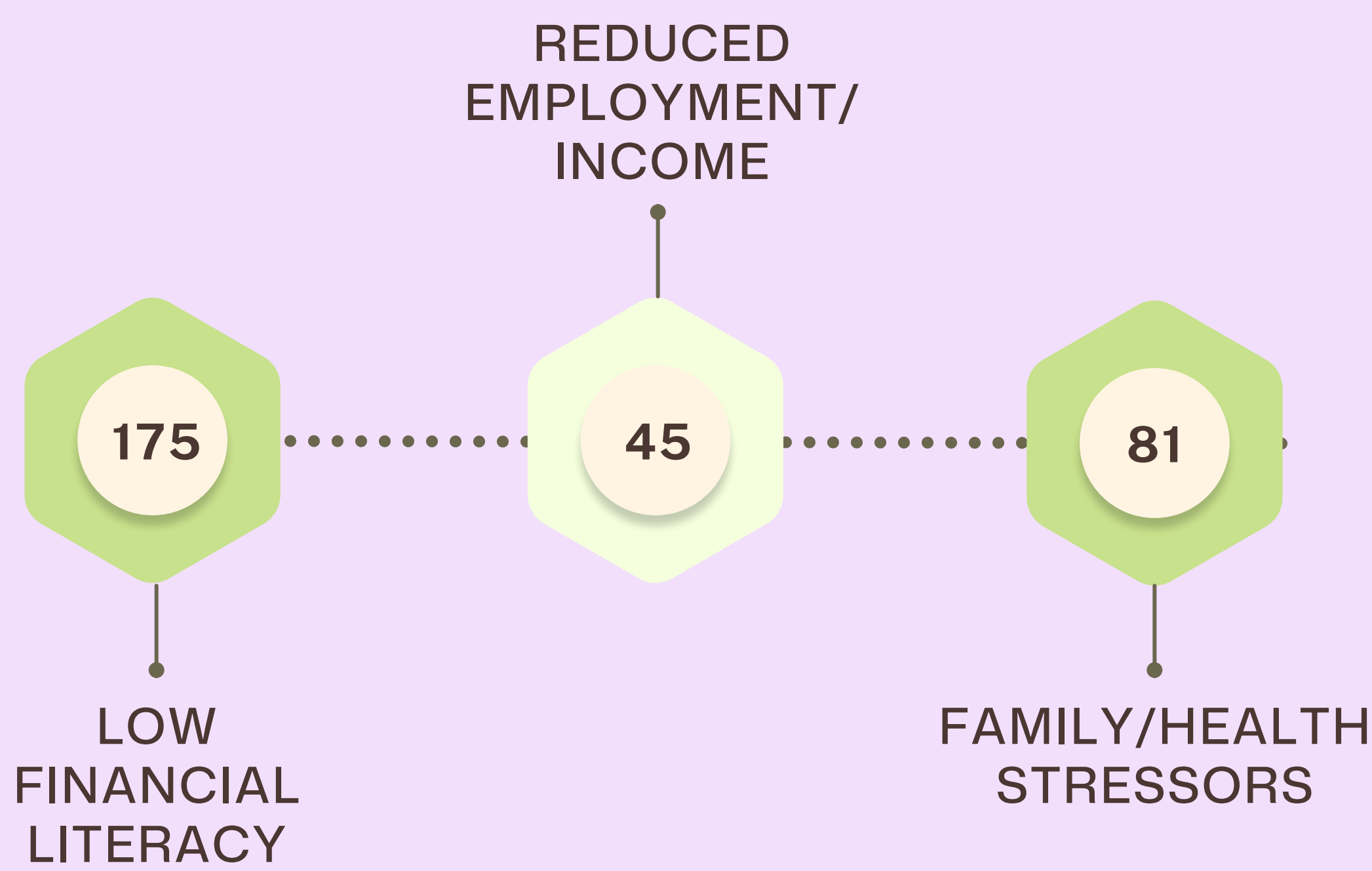
We supported 501 new client contacts across the year, with 396 new cases opened

MOST COMMON DEBT ISSUES

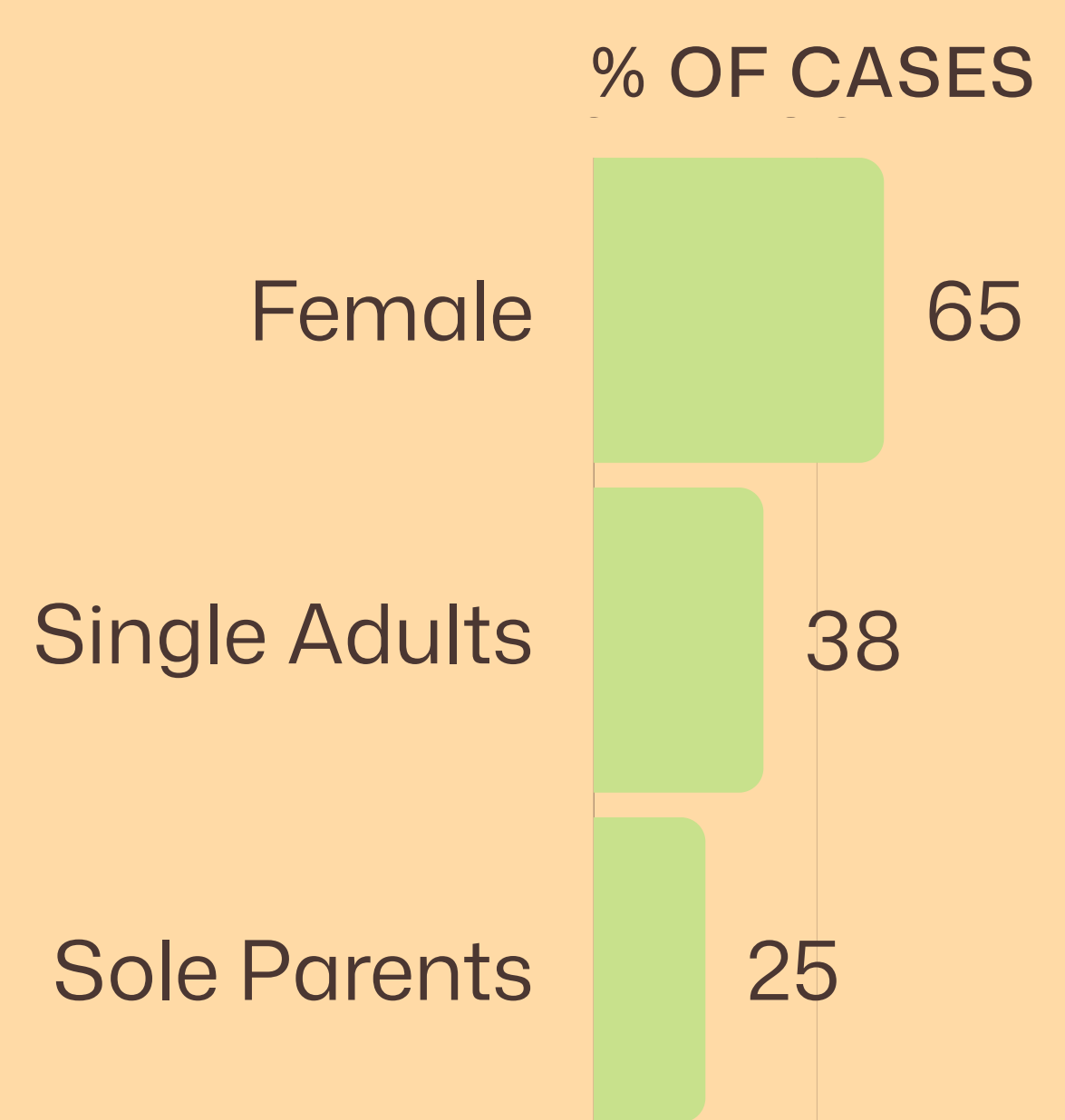
- 1 Payday lending debt
- 2 Credit card debt
- 3 Utility arrears
- 4 Mortgage arrears

CLIENT NEEDS AND VULNERABILITIES

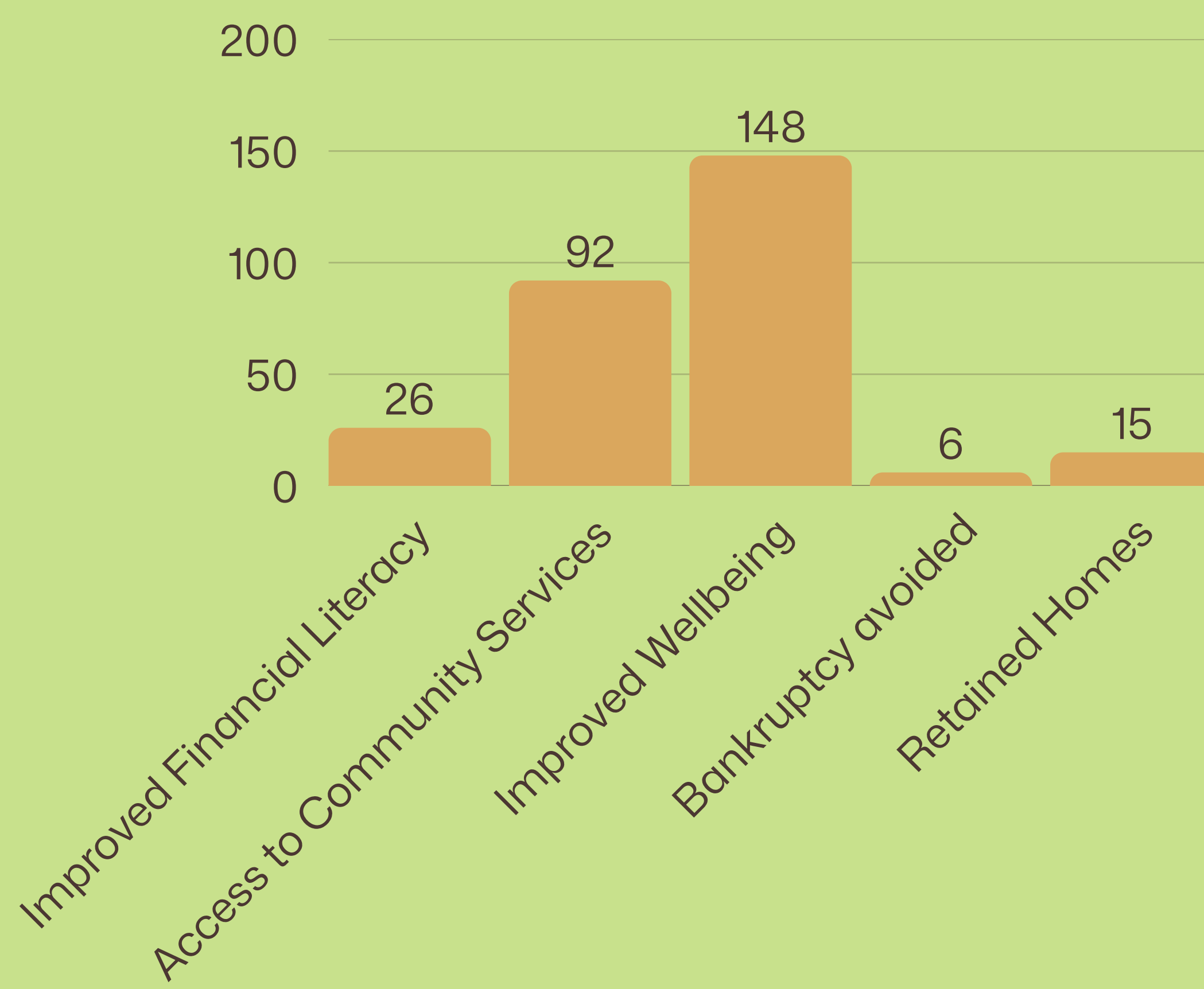
(Case quantity)



DEMOGRAPHICS



POSITIVE OUTCOMES ACHIEVED



65% of households earned under \$40,000 annually, with 257 clients reliant on government benefits.

3,260 follow-up activities

8 seminars / education sessions

Exceeded benchmarks

495 face-to-face

618 phone consultations

159 community participants

Built financial capability

3.2 new cases per FTE week

Managed 460 active cases

BUILDING RESILIENCE IN NORTHERN RIVERS

Partnered with Northern Rivers Housing to support residents of 7 temporary housing villages, building resilience and financial confidence.

