

# Financial counsellors at knowmore

## What do financial counsellors do?



This project is supported by a grant from the Financial Counselling Foundation

### Financial counsellors are qualified professionals who:

- Provide information, advice and help about what to do about your debts and bills
- Explore ideas or plans for when you receive the redress payment

*"[The financial counsellor] helped me organise my finances before I received the redress lump sum... They gave me time to think and decide for myself. They also discussed with me what I wanted to do with the lump sum, gave me ideas, were encouraging, and never judged."*

### How can knowmore's financial counsellors help you?

There are three ways a knowmore financial counsellor can help you.

1. **Our financial counsellors can discuss your current financial situation with you.** If you are in financial difficulty or have debts that are mounting, we can help you. This includes negotiating or advocating with your creditors.
2. **If you are receiving a Centrelink payment or other benefit,** our financial counsellors can discuss whether the lump sum redress payment will impact on your Centrelink payments, social housing, or other benefit you might be receiving.
3. **Our financial counsellors can discuss what you could do with the lump sum redress payment.** They can talk to you about how to protect that money especially from financial abuse by others. Where needed, they can refer you to a pro bono financial adviser for investment advice. They can also talk to you about having an updated and valid will.

Many clients will not receive the maximum redress payment of \$150,000 but the financial counsellors will help maximise the benefits of receiving this lump sum — whether that is by reducing debt levels or discussing the best way to manage the money.

### Our financial counselling service is free, independent and confidential.

We are here to listen and provide you with support in the choices you make.

### Who is eligible?

Financial counsellors at knowmore can work with people who are receiving legal advice from knowmore's lawyers.

For further information please go to: <https://knowmore.org.au/how-we-can-help/financial-counselling/>

**knowmore** free legal help  
for survivors

1800 605 762 | [knowmore.org.au](https://knowmore.org.au)

knowmore is a program of National Association of Community Legal Centres ABN 67 757 001 303 ACN 163 101 737.  
NACLC acknowledges the traditional owners of the lands across Australia upon which we live and work. We pay deep respect to Elders past and present.  
Image inspired by original artwork by Dean Bell depicting knowmore's connection to the towns, cities, missions and settlements within Australia.