

Hope


coming through
COVID-19



Moneycare

It is natural to feel overwhelmed by our financial situations at this time – or any time.

If this is you or a loved one:

- Please don't panic
- Take a breath 
- There are things you can do

Do you want to talk to someone who is trained in dealing with money matters? We're here for you!

[Find a financial counsellor near you](#)

Throughout Australia, our Moneycare team assists nearly 14,000 people each year and answers over 20,000 phone calls. Each day, we see and hear people experiencing relief after being informed about their options. This free, safe and confidential service is here for you.

Please note: Moneycare financial counselling does not provide emergency cash loans, vouchers or emergency relief. If you need urgent financial help and are in ACT, NSW or Queensland call our emergency relief team on 1300 371 288. If you are in the NT, SA, Tasmania, Victoria or WA, call or visit your nearest [Salvos](#).

What can I do right now?

1. Be sure to communicate

If you are financially struggling right now, be sure to let organisations know – you may be surprised by the assistance that is available to you.

RENT

Talk to your landlord and discuss a plan. Continue to pay what you can afford.



WATCH: [Linking with your landlord](#)

MORTGAGE

Contact your bank and ask for the financial hardship department. You can ask for a reduced or a temporary stop on payments, which could provide relief for up to six months.

Pay at least what you can afford, wherever possible.

ELECTRICITY, GAS AND WATER

Call your utility provider and speak to their financial hardship department. Offer to pay what you can afford – ideally the minimum should cover your average weekly usage. Ask if you are eligible for any energy rebates to assist in reducing your bill.

OTHER LOANS AND BILLS

Contact the organisation and ask for their financial hardship department. Explain your situation and ask to stop your payments, or arrange a reduced payment based on what you can afford.

PHONE AND INTERNET

Talk to your provider's financial hardship department and ask for a minimum payment arrangement based on what you can afford.

2. Know what you can afford

Working out how much you can afford to pay is one important step towards getting on top of your money. It will help you know what your situation is and prepare you for conversations.

Adding up all your income and expenses takes around twenty minutes. One helpful tool for working this out is Moneysmart's Budget Planner:

moneysmart.gov.au/budgeting/budget-planner

If there is too much happening at the moment, please contact us and we'll help you with it. We love doing these!

3. Who do I pay first?

"Roof over your head, food on the table and power to cook with"

Rent or mortgage is one of your most important priorities, along with food and medications.

Each person's situation is unique and we are here to help. Remember that communication with the people you owe money to is key. It can be more costly to keep putting off that call – early action makes a difference.

4. You do have rights

There are a lot of laws in Australia to protect you when you sign for a loan or owe money. These rights guide you to the actions you can take – and early action makes a difference. For more information, go to:

ndh.org.au/debt-solutions/know-your-rights/

More good news and places that can help

[National Debt Helpline](#) – 1800 007 007

Access free financial counselling, tools and resources.

[Rural Financial Services](#) – 1300 732 777

People living in a rural location can access free financial counselling and support.

[Small Business Bushfire Financial Counselling](#) – 1800 413 828

Access free financial counselling for small business operators. You do not need to be impacted by a bushfire to obtain this service.

Moneysmart

This website is full of free online tools and resources for you to access such as:

[Find a Financial Counsellor near you](#)

[Money Planner](#)



Moneycare