

FINANCIAL SUPPORT SERVICES

We offer a range of free, independent and confidential services for people experiencing financial difficulty

PROGRAM



Emergency Assistance

Urgent access to food, clothing, pharmacy vouchers and transportation assistance. We also offer support, advocacy and referrals to other specialist services that may help.

Emergency Assistance is available to people residing in the central, eastern, northern, southern and hills areas of Adelaide.

Some immediate support is available over the phone. Support for bill payments requires an additional assessment.

Phone **8202 5846**
Monday – Friday | 9am - 1pm

DETAILS

PROGRAM



No Interest Loans Scheme (NILS)

The No Interest Loans Scheme offers safe, fee-free, no interest loans for people on a low income (\$45,000 after tax for individuals, or \$60,000 for couples or people with dependents).

They can be used for household items, medical and dental expenses, car repairs or education expenses such as computers and textbooks.

Loans can be from \$300 to \$1500 and are repayable over 12 - 18 months. Please note that eligibility criteria will apply.

NILS appointments are available at our locations in Adelaide, Christies Beach and Smithfield.

Phone **1800 615 677** (option #3) or **8202 5840** or email fconduty@unitingcommunities.org

DETAILS



Money & Me: Budgeting Support Program

A free support program for people wanting assistance to:

- understand and develop a budget
- establish financial goals
- understand bills
- learn tips and strategies to help save money
- apply for grants and concessions.

Appointments available across central, eastern, northern and southern areas of Adelaide. Phone appointments also available

Phone **1800 615 677** (option #3) or **8202 5840** or email fconduty@unitingcommunities.org



Financial Counselling

Our financial counselling services are free, independent and confidential. We can provide information, support and advocacy to people in financial difficulty.

We can help you with:

- mortgages, school fees, or council rates
- pending disconnections
- credit card debt
- debt recovery and court action
- consumer rights negotiating
- bankruptcy information and alternatives.

Phone **1800 615 677** (option #3) or **8202 5840** or email fconduty@unitingcommunities.org

COMMUNITY EDUCATION

Information sessions for community groups and individuals to help with managing finances and utilities

PROGRAM



Home Energy Assessments

ConnectEd energy assessments are available to anyone who would like to keep their electricity, gas, water and telecommunication usage as low as possible.

We can visit you in your home, speak over the phone or talk via a video call.

DETAILS

Phone **1800 615 677 (option #3)** or email connected@unitingcommunities.org



Connected Workshops

Information sessions to help keep people connected to electricity, gas, water and telecommunications.

We can help you to:

- save energy in the home
- read and understand energy bills
- find a better deal
- learn what to do when things go wrong
- access assistance and concessions.

Phone **1800 615 677 (option #3)** or email connected@unitingcommunities.org

PROGRAM



Money & Me Workshops

This group program aims to explore the relationship people have with money and how the choices we have can impact our financial wellbeing.

Topics covered include:

- attitudes towards money
- spending wisely and budgeting
- setting financial goals
- debt traps
- cutting costs around the home
- hardship options, concessions and assistance

DETAILS

Phone **1800 615 677 (option #3)** or email MoneyAndMe@unitingcommunities.org



AGL Energy Literacy Workshops

These community information sessions are open to anyone needing support and/or wanting to reduce their energy costs - regardless of your retailer.

Topics covered include:

- AGL Hardship Toolkit
- utility bill plans
- accessing payments options and concessions
- understanding how your retailer can provide you with support.

Phone **1800 615 677 (option #3)** or email AGLHEA@unitingcommunities.org