

# HOW DOES WAY FORWARD WORK WITH FINANCIAL COUNSELLORS?



More info can be found [www.wayforward.org.au/for-financial-counsellors](http://www.wayforward.org.au/for-financial-counsellors)

Way Forward is a not-for-profit organisation set up to help people in financial hardship. We develop an arrangement with our clients that addresses all their debts across multiple lenders. We then work with those lenders to come up with a repayment plan and assist our clients by managing the payment process with all their creditors. **Our service is free.**



## We can help people who:

- Are struggling with multiple creditors
- Have a regular income and are not heavily reliant on Centrelink benefits
- Want to pay their debts back in an affordable way
- Do have surplus funds available after paying for living expenses



## We refer elsewhere if:

- Irresponsible lending
- Statute barred
- Full debt waiver
- Family violence
- Bankruptcy
- Financial abuse
- Gambling

## Where we will refer:

- Financial Counsellor
- Other Support Services
- AFCA

## We assist our clients by:

- 01.** Confirming a workable budget which includes a buffer.
- 02.** Negotiating a realistic payment plan with creditors/lenders.
- 03.** The client makes one payment to us that we then distribute to all creditors.

## There are 3 different ways that financial counsellors can refer to us.

- 1. Working side by side.** The financial counsellor does a full case assessment and works alongside the client: Way Forward supports by managing the creditors.
- 2. Handover to Way Forward.** The financial counsellor does an initial assessment and budget and hands over the client and their budget to Way Forward.
- 3. Keep you in the loop.** The financial counsellor refers a client to Way Forward. Way Forward does a full case assessment to determine whether they meet our criteria, we will review the client's budget, send out letter of authority and keep the financial counsellor in the loop.

Sending a completed budget is a great way to help us quickly identify options for the client ([moneysmart.gov.au](http://moneysmart.gov.au)), keeping in mind that everyone needs a savings buffer. We buffer \$50 a week for unexpected expenses so please add this into the budget.



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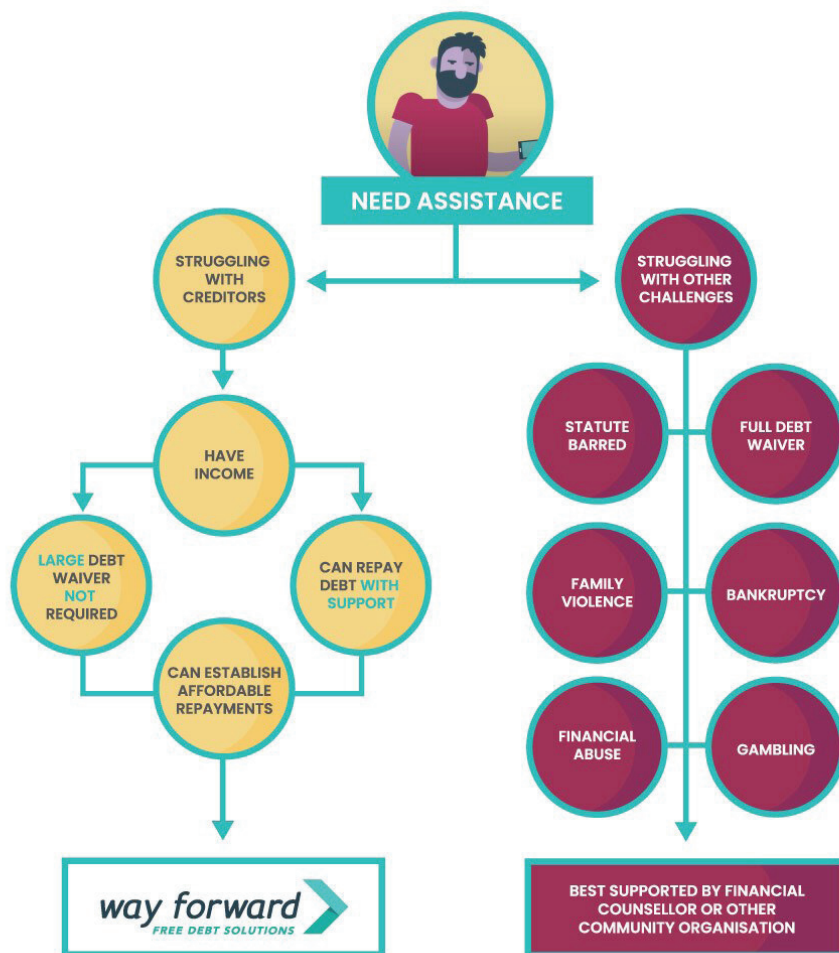
In 2020

38%

of people referred to Way Forward came through a financial counsellor

35%

of all people approaching Way Forward were connected with a financial counsellor for more complex support



**way forward**  
FREE DEBT SOLUTIONS