

# Informed and empowered

## Financial Independence Hub



**A free and confidential service supporting people who have experienced financial abuse to feel more confident with money and plan for the future.**

**CommBank Next Chapter is a proud partner of the Financial Independence Hub**

This service is available to you regardless of who you bank with.



# Financial Independence Hub



**“Financial abuse can happen to you no matter what background you come from.**

**It’s about taking control of a snippet of your world.”**

**Your Financial Independence Hub team will support you to develop your personal financial goals, including:**

- ✓ developing skills and confidence for increased financial wellbeing and decision-making
- ✓ budgeting independently
- ✓ improving your relationship with money
- ✓ building your savings
- ✓ paying bills and meeting unexpected expenses
- ✓ connecting you to a Financial Counsellor to explore your options
- ✓ preparing to return to work, study or register for Centrelink
- ✓ referrals or access to other services you need.

***“I have gone from feeling stupid about money to empowered and confident.”***

**If you have experienced financial abuse and are ready to take practical steps to build your long-term financial independence, we are here to support you.**

- Work together with a trauma-informed team. This means that we understand you may not want to share your story or experiences of financial abuse.
- If you do share, we will listen and we will believe you.
- We will not ask you to provide evidence of your experience.
- We will partner with you to decide how you would like to be supported. This could be through one-on-one coaching, sharing information, tools and resources, and referrals to other services.

***“They helped me get rid of some of that stress about money and be able to support myself and family as well as I can.”***

**Your Financial Independence Hub journey will be unique – just like you.**

***“Helping me to transform and take control.”***



**The Financial Independence Hub is available to people of all gender identities who:**

- have experienced financial abuse through domestic or family abuse
- are not in crisis right now
- are ready to consider your financial future
- are over 18 years old and live in Australia

You do not have to be a permanent resident or have a visa.

***“I feel empowered because I’ve learned the breakdown of my budget”***



**This service is free, confidential and tailored to your needs. There is no time limit. Your team will support you to identify realistic timelines to achieve your financial independence.**

## How it works:

Fill out an enquiry form at [goodshep.org.au/FIH](https://goodshep.org.au/FIH) or phone 1300 050 150 to book a Welcome Conversation.

### Welcome Conversation



#### 1.

Tell us about your current financial situation, needs and confidence with money. We will ask you to confirm you have experienced financial abuse as a result of domestic or family abuse but you do not need to provide evidence or tell your story.



#### 2.

Together we will discuss different service options that may suit you – including matching you with a Financial Coach. If needed, we can refer you to other Good Shepherd services such as a Financial Counsellor, or external services including community legal centres, family abuse services and community supports.

### Financial Coaching



Your Financial Coach will partner with you to develop your plan to move towards financial independence and determine how frequently to meet. We will meet with you until you feel you have achieved your goals.

# Contact the Financial Independence Hub today

**Phone**

1300 050 150

**Email**

FIH@goodshep.org.au

**Website**

goodshep.org.au/FIH

***“It’s a great and empowering support. It helps you have a very positive relationship with money and to make changes, not just yourself but your children and the whole family.”***

