

# Role Clarity: Financial Capability Workers and Financial Counsellors

Financial counsellors and financial capability workers work closely together. This document explains the core skill set and focus for each profession and where there are overlaps.

## Financial Capability Worker

### Target client group

- People who want to improve financial literacy skills
- People recovering from financial difficulty

### Delivery

- Individual support/mentoring
- Group education sessions

### Role

- Provide information, financial literacy skills and coaching to help clients make better financial decisions and build financial resilience

### Examples

- Delivery of financial literacy education and ongoing support
- Ongoing budgeting support to individuals
- Ongoing support around saving
- Generic information about using basic bank accounts and the banking system
- Give people the skills to access government services, utility or telco hardship programs
- Information about consumer rights
- Referral to financial counselling or other community services

### Boundaries: no go areas

- Legal advice

## Financial Counsellor

### Target client group

- Clients experiencing financial difficulty

### Delivery

- Predominantly to individuals and families
- Community education

### Role

- Provide information, support and advocacy to help clients overcome financial difficulty
- Identify marketplace problems which require a broader response (systemic advocacy)

### Examples

- Assesses client's financial situation, including income and entitlements; whether debts are correct and legally owed
- Explore options and consequences with the client to address financial difficulty eg debt negotiations, waivers, bankruptcy
- Assistance in completing more complex documentation eg statement of affairs, letters to creditors
- Provide on-going support to the client

### overlaps

Identifying spending leaks and remedies

Strategies to increase income

Using tools like a personal money plan

Provide appropriate referrals

### Boundaries: no go areas

- Dealing with debts from banks or similar providers
- Provide advice about bankruptcy or debt recovery
- Provide advice about superannuation or insurance products
- Provide advice about a specific deposit product with a financial institution

