



## How to access the service

If you would like Hand Heart Pocket to refer you to UnitingCare for financial counselling, please speak to a Hand Heart Pocket Member, or contact the team directly at

T: 07 3493 6000

E: [info@handheartpocket.org.au](mailto:info@handheartpocket.org.au)

Visit the Hand Heart Pocket website for more information

**[handheartpocket.org.au](http://handheartpocket.org.au)**



# Financial counselling

Free help for Queenslanders  
experiencing financial hardship



# Hand Heart Pocket's Hardship Assistance program

Money problems or financial hardship can affect anyone at any time, but you may not always know what options are available to help you improve your financial wellbeing.

Hand Heart Pocket's financial hardship program brings the right people together to ensure you get the information and advice you need to get back on track with your finances as quickly as possible.

## Experts in financial counselling

As part of this program Hand Heart Pocket is proud to partner with financial counselling and education experts, UnitingCare, to provide support to individuals in the community.

Through this partnership, people referred by Hand Heart Pocket and its Members will be prioritised for rapid uptake into UnitingCare's financial counselling and education service.

## Benefits of the program

- You will be contacted quickly, usually within 72 hours of referral to UnitingCare, with a mutually convenient appointment scheduled within two weeks
- Access to the service is flexible, with appointments arranged face-to-face, by phone or via virtual platforms
- The support provided is free, independent, confidential and tailored to your personal circumstances, financial situation and aspirations
- On the recommendation of UnitingCare's Financial Counsellors, Hand Heart Pocket may also be able to offer a one-off financial hardship grant

## About UnitingCare

UnitingCare is one of the largest providers of financial counselling in Queensland.

Their highly trained Financial Counsellors will assess your financial situation, without bias or judgment, and help you to understand and navigate your options, empowering you to make informed decisions in response to your unique situation.

They will ensure you are informed of your rights and responsibilities relating to finances and will connect you with appropriate community and government resources according to your particular circumstances. They can also assist you with negotiations with creditors and can advocate on your behalf.

Where appropriate, UnitingCare can also connect you with additional services to support with other areas such as mental health, domestic violence, gambling, family and relationship issues and homelessness.

*"At UnitingCare we are proud to partner with like-minded organisations such as Hand Heart Pocket, enabling us to provide financial counselling services and long-term future pathways out of hardship situations for Queenslanders."*

