

What is a

Financial Capability Worker?



Financial capability workers work with individuals who want to improve their money skills or are recovering from financial difficulty.

What do they do?

- Provide financial literacy information, education and support
- Provide money management skills and coaching to help individuals build financial resilience
- Support individuals with budgeting
- Help individuals access telco or utility hardship programs
- Provide individuals with information about financial rights
- Can make referrals to financial counsellors and other community services

