

PARENT TOPIC 5 THE MONEY SYSTEM - KEEPING CONTROL

Where to get help when you need it

Australian Securities and Investments Commission (ASIC)

Provide information about financial products and services, consumers' rights and how to complain. FIDO website: <http://www.fido.gov.au/> Phone: 1300 300 630

Banking and Financial Services Ombudsman

Contact: Phone: 1300 780 808 Website: www.bfso.org.au

Centrelink

For any problems with Centrelink payments.

Contact: Phone: 13 6150 for Family Assistance and Parenting Payments
Website: www.centrelink.gov.au or www.fao.gov.au

Credit/DEBT Helpline

Provide free advice on debt and financial problems
Contact: Phone: 1800 808 488

Consumer Credit Legal Centre (NSW)

Provide free advice about consumer credit and debt problems
Contact: Phone: (02) 9212 4111 in Sydney OR 1800 247 890 in rural areas

Community Legal Centres

Provide legal advice - in some cases they provide a free service.
Contact: www.nswclc.org.au for a list of centres and their contact details

Energy and Water (EWON) Ombudsman

Contact: Phone: 1800 246545 Website: www.ewon.com.au

Fair Trading Centres (NSW)

Contact: Phone: 13 32 20 Website www.fairtrading.nsw.gov.au

Financial Counsellors' Association of NSW

Provide help and advice for people with financial problems
Website: for a list of financial counsellors www.financialcounsellors.asn.au

Welfare Rights Centre

Provide advice about your Centrelink rights and entitlements
Contact: Phone: (02) 9211 5300 in Sydney OR 1800 226 028 outside Sydney
Website: www.welfarerights.org.au

