

Affordable Mobile and Internet Plans - Financial Counselling Session

Resources

Staying connected matters. This resource includes useful information on where to find support, services and assistance to help you stay connected.

Quick Contacts

Service	Contact
Telecommunications Industry Ombudsman (TIO) Free and independent service for unresolved complaints about phone and internet services.	1800 062 058 www.tio.com.au
ACCAN Hardship Help Information about your rights and support options from phone and internet providers.	www.accan.org.au/hardshiphelp
MoneySmart Australian Government information on budgeting, saving money and consumer rights.	www.moneysmart.gov.au
WhistleOut Compare mobile phone plans from multiple providers.	www.whistleout.com.au
Finder Compare broadband plans, providers and features	www.finder.com.au
Canstar Compare phone and internet bundles, ratings and reviews.	www.canstar.com.au
Be Connected Free online learning to improve digital skills and confidence.	www.beconnected.esafety.gov.au
Good Things Foundation Australia Affordable connectivity and digital inclusion resources.	www.goodthingsfoundation.org.au
Scamwatch Learn how to recognise and avoid scams	www.scamwatch.gov.au
WACONnect Directory of community services across Western Australia.	www.waconnect.org.au

Financial Hardship Support

Free financial counselling is available to help you understand your options and stay connected.

National Debt Helpline

Free, confidential and independent financial counselling.

Phone: 1800 007 007

Website: <https://ndh.org.au>

Financial Counselling WA (FCWA)

Find a free financial counsellor near you.

<https://fcwa.org/find-a-financial-counsellor>

Programs to Help Reduce Costs

WA No Interest Loan Scheme (NILS)

No-interest loans for essential goods and services.

<https://www.wanils.com.au>

Hardship Utility Grant Scheme (HUGS)

Financial assistance for people struggling to pay utility bills.

<https://www.wa.gov.au/service/community-services/community-support/hardship-utility-grant-scheme>

Foodbank WA

Affordable food and community support.

<https://www.foodbank.org.au/?state=wa>

WA Concessions

Information about rebates, concessions and discounts available in WA.

<https://concessions.communities.wa.gov.au>

eSafety Commissioner

Information and support for staying safe online.

<https://www.esafety.gov.au>

CALD Community Resources:

<https://www.esafety.gov.au/community-groups-and-industry-partners/culturally-and-linguistically-diverse-communities>

Helpful Tips

- Compare your options before signing up for a phone or internet plan.
- Read the Critical Information Summary (CIS) to understand costs, inclusions and conditions.
- If you need extra support, ask your provider about hardship assistance.
- Free financial counselling can help you understand your options and stay connected.