



## MONEYCARE - About this service

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The Salvation Army, Moneycare accepts no responsibility for any advice or information given and clients act upon any advice, information or statements given entirely at their own risk.

### **What we do**

Moneycare is a free financial counselling service provided by The Salvation Army. We work with people who are in financial difficulty or crisis and with a view to improving their situation.

### **What we don't do**

We do not provide welfare or emergency relief. We do not provide loans. We are not accountants, tax agents, solicitors or financial planners. We do not give advice on ongoing business issues but can look at the personal ramifications of business failure.

### **What we need you to do**

It is important that you are involved in the financial counselling process as much as possible and that you are actively involved in improving your own situation. You need to supply all relevant information and documents about your situation.

### **Rights and Responsibilities**

You will be treated with dignity and respect. You have the responsibility to treat everyone involved in this service with dignity and respect. We will take into account your individual needs, including such things as your cultural and language background. You have the right to be free from physical, sexual, emotional and verbal abuse. You have the responsibility to refrain from physical, sexual, emotional and verbal abuse of everyone involved in this service.

### **Privacy**

We will treat your personal information in a confidential manner. We will assist you in ways that respect your right to privacy. You may have a copy of the privacy policy of The Salvation Army upon request. We may have to disclose information about your circumstances for legal, contractual and professional purposes eg under subpoena, statistics for funding organisations and for professional supervision.

### **Complaints**

We will deal with all complaints fairly and quickly in accordance with our grievance policy.

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Please advise us if you have seen a Financial Counsellor previously.

Please also see our service brochure, it helps to further explain the service we provide and has details of the location of all our services.

If you do not understand any part of the document or have any inquiry at all about it please don't hesitate to ask for assistance.

Name \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_

I acknowledge that I have read and understood this document.

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