



FINANCIAL COUNSELLORS' ASSOCIATION
OF WESTERN AUSTRALIA

Jeanette Radcliffe
Committee Secretary
Senate Community Affairs Reference Committee
PO Box 6100
Parliament House
Canberra ACT 2600

Dear Jeanette

Questions on Public Notice Hearing – 21 April, Mercure Hotel- Perth

Responses from Financial Counsellors Association of WA

Question 1

Hansard Page reference 21.

Yes- this is correct we are unable to trace back to clients on the National Debt Helpline unless we have opened a case and received identifying information.

Question 2

Hansard Reference 24

In reference to the Ombudsman report - I have since read the report and consider the recommendations to be fair and reasonable. We particularly support recommendations 1 and 2 and 7 (a).

With respect to the recovery fee issue – Yes it appears that removing this is sufficient, however we agree that consideration needs to be given to refunding people who have already paid this.

Yours sincerely

Bev Jowle
Executive Officer
22 May 2017