

INFORMATION FOR CUSTOMERS

Financial Information Service



Australian Government



Services
Australia

The Financial Information Service (FIS) provides free, independent and confidential education to help you make informed decisions about your financial needs.

You don't need to be receiving government payments or services to access FIS.

It's available to everyone.

You can access FIS through our free webinars or by phone. You can also arrange to have an appointment, either in person or online using video chat.



How FIS can help

Increased financial knowledge will help you set and achieve your financial goals.

FIS Officers can help you build your skills to make informed financial decisions throughout your life. They can explain how:

- financial products work and affect government payments
- changes to your circumstances may affect your payments in the short and long term
- to find resources to help you with your financial matters.

FIS Officers aren't financial planners or financial counsellors. They don't sell or give advice, or deal with other agencies on your behalf. FIS Officers don't make decisions about your government payments.

When FIS can help

FIS can give you useful information when you're:

- starting or returning to work, including students, young people, and women returning from career breaks
- thinking about or preparing for retirement
- receiving a lump sum of money, like an inheritance or compensation
- experiencing redundancy or retrenchment
- managing changes in circumstances such as illness or disability, parenthood, divorce, or becoming a carer
- planning for or entering aged care
- dealing with financial impacts from the death of a close family member
- wanting to save for the future or know more about superannuation.

FIS webinars

We hold webinars regularly. They're online, free, and open to everyone. FIS Officers present on a range of financial topics, including:

- financial fitness
- superannuation basics, plus superannuation for women and young people
- retrenchment and looking for work
- planning for retirement
- aged care basics
- understanding income streams

You can book into a live webinar or watch a recording on our website at a time that suits you. Go to **servicesaustralia.gov.au/fiswebinars**

FIS video chat

You can connect with a FIS Officer online through video chat appointments using your own device. These appointments are great for people who have complex matters that would be difficult to resolve over the phone. They're also good for people who can't come into a service centre.

You can book a video chat appointment by calling us on your regular Centrelink payment line or on **132 300**. When we ask why you're calling, say 'Financial Information Service'.

How to contact us

We've got information and videos on our website.
Go to **servicessaustralia.gov.au/fis**

Call us on your regular Centrelink payment line or on **132 300**. When we ask why you're calling, say 'Financial Information Service'. A FIS Officer will speak with you about the support available. Depending on your circumstances, the FIS Officer may book a face to face interview for you, either online through video chat or in person at a local service centre.

To speak to us in languages other than English **131 202**.

TTY enquiries **1800 810 586**. TTY is for people who are deaf or have a hearing or speech impairment. A TTY phone is required to use this service.

Note: calls from your phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

Disclaimer: The information contained in this publication is intended only as a guide to payments and services. It is your responsibility to decide if you wish to apply for a payment and to make an application, with regard to your particular circumstances.

This information is accurate as at March 2024. If you use this publication after that date, please check with us that the details are current.



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