

Information for customers

# Financial Information Service



Australian Government



Services  
Australia

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

FIS is a confidential service that's available to everyone. You don't need to be getting a government payment or service to access it.

Increasing your financial knowledge as early as possible can help you set and achieve your financial goals.



## How FIS can help

FIS can help you build your money skills to make more informed financial decisions throughout your life. Our FIS Officers can explain:

- how financial products work
- the risks of certain financial products
- the roles of financial professionals
- the benefits of reducing debt
- how you can increase your overall retirement income.

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

## When FIS can help

FIS can provide information and financial education throughout your life, like when you're:

- starting work for the first time, like young people or students
- returning to work after having a baby or taking a career break
- managing changes in circumstances such as illness or disability, parenthood, separation, or becoming a carer
- thinking about or preparing for retirement
- getting a lump sum of money, like an inheritance or compensation
- experiencing redundancy or retrenchment
- planning for or entering aged care
- dealing with financial impacts following the death of a close family member
- wanting to save for the future or know more about superannuation.



## FIS webinars

FIS Officers host free webinars to help you understand your financial options. Topics include:

- Building financial knowledge
- Financial information and help
- Understanding income and assets
- Planning for retirement and Age Pension
- Saving and budgeting
- Understanding superannuation.

You can join a live webinar or watch a recording on our website, at a time that suits you. During our live webinars, you can ask questions in the Q&A chat and have them answered by the experts.

For more information, go to  
**[servicessaustralia.gov.au/fiswebinars](https://servicessaustralia.gov.au/fiswebinars)**

# FIS video chat

If your matter is complex and difficult to resolve over the phone or you can't visit us in person, we can offer you a video chat appointment. You talk with a FIS Officer online using your own device.

## How to contact us

If you get a payment from us, call us on your regular Centrelink payment line. If you don't get a payment from us, call us 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 appointment for you, either online through video chat or in person at a local service centre.

To speak to us in languages other than English, call **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.

For more information and videos, go to **[servicessaustralia.gov.au/fis](https://servicessaustralia.gov.au/fis)**

**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 November 2025. If you use this publication after that date, please check with us that the details are current.

**servicesaustralia.gov.au**