



Media Release

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Cockburn Financial Counsellor wins award twice

When your heart is as big as Collen Crowley's it's no wonder she is now the two-time winner of the Synergy Financial Counsellor Award for Excellence.

Mrs Crowley, the City of Cockburn's Financial Counselling Coordinator, won the inaugural award in 2013 and was announced winner of the 2017 award in October.

First employed at the City 11 years ago on a six-week casual stint as a welfare officer, Mrs Crowley has since completed her Diploma of Community Service in Financial Counselling with the City's support.

"I love working with people to provide them with good solid solutions and options to deal with their finances," Mrs Crowley said.

"Some of my clients are very distressed when they come to see me but when they walk out with a weight lifted off their shoulders because they've found some workable options, it's a wonderful thing."

Mrs Crowley said the need for financial counselling grew every year.

"People think it's only people on a Centrelink benefit who might need a financial counsellor but it's people from all walks of life," she said.

"I've helped lawyers, doctors, nurses and teachers. At any point, any one of us could lose our job in this sort of economy and that can mean great financial stress for many."

In the first six months of this year, Mrs Crowley has helped 164 families and individuals. Of these, 23 were case managed and four were complex cases needing more than 15 hours' follow-up assistance.

In the same period, 243 families and individuals were not able to access the service due to waiting lists, but were referred to other services in the Perth metropolitan area.

Cockburn Community Development Manager Gail Bowman said the Synergy award



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honoured the work undertaken by financial counsellors and the positive difference they made to their communities.

“The award is given to those financial counsellors who display Synergy’s values of spirit, integrity, enterprising and quality relationships during their interactions with both Synergy and members of the community,” Ms Bowman said.

“The City is committed to providing award winning services and programs for residents and this win highlights the quality of the City’s Financial Counselling Service which provides free, confidential assistance to enable residents to develop the skills, knowledge and confidence to take control of their own financial situation.”

For information on the City’s financial counselling service please call 9411 3444 or email customer@cockburn.wa.gov.au

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