MyBudget: Customer Success Stories and Results

Canonical: https://directory.mybudget.com.au/mybudget-customer-success-stories-and-results/

Description:

Read about clients’ budgeting experiences and the context behind their individual progress and results.

Details:

Our clients’ experiences can help you understand the practical difference a budget and ongoing support may make. We share individual stories with context, while recognising that your progress depends on your own circumstances, goals and arrangements.

A practical way forward, without judgement

When debt keeps you awake or bills feel hard to face, you do not need to have everything organised before contacting us. We listen, work through the numbers and help you see a practical way forward.

You want to know: will this actually work, and how long will it take?

Your first appointment is a chance to understand your options and develop a plan that fits your life.

Results in the context of your life

Your repayment progress depends on the debts, interest rates and living costs in your budget. We use your own figures to develop a realistic strategy and forecast.

Here's why. Someone with $8,000 on one credit card and stable full-time income is in a completely different position from someone carrying $60,000 across six creditors on irregular income while supporting three children. Averaging those two people produces a number that describes neither of them.

Our client stories show what changed for individual households. Your free appointment turns your circumstances into a personalised plan, with progress you can review over time.

We analyse your finances before estimating repayment progress, then update the forecast when your circumstances change.

What Is Verifiable About MyBudget

- Founded in 1999 by Tammy Barton, and operating continuously since.
- More than 130,000 Australians have used the service.
- We have operated since 1999.

It starts with a free initial chat so we can understand what you need. At your free, no-obligation budgeting appointment, usually around two hours, we analyse your income, living costs, bills, debts and goals. We explore practical options and build a personalised twelve-month budget and money strategy. The plan is yours to keep, whether you manage it yourself or choose our ongoing service.

- The 12-month budget plan is yours to keep free, whether or not you proceed.
- No long-term lock-in contracts. You can close your budget with 28 days' written notice, with no cancellation or break fees.

Our experience, client stories and financial wellbeing research show the role practical money management can play in everyday life.

The Arithmetic You Can Check Yourself

You do not need to take anyone's word for the cost of minimum repayments. Including ours. You can calculate it.

Australian credit cards typically set the minimum repayment at 2% to 2.5% of the closing balance, or around $20, whichever is greater. Because that minimum shrinks as the balance shrinks, repayment stretches out dramatically and interest compounds for years longer than most people expect.

Use our personal-loan calculator to estimate instalment repayments, or MoneySmart's credit-card calculator to explore revolving balances and minimum repayments. The latter remains useful because those calculations differ from a fixed-term loan. We can then build your actual debts and costs into a tailored budget.

Comparing repayment amounts, interest and time can show where a change may help. Our team can explore those options with you at a free appointment.

The point of a structured plan is straightforward: pay meaningfully more than the minimum, consistently, without the plan collapsing the first time the car needs tyres.

Real Client Experiences

Rather than averages, we publish individual client stories. Real people, named, describing what actually happened in their circumstances:

- Alyssa and Pete
- Bec and Jarrad
- Caroline
- Kylie and Scott
- Megan and Creagh
- Michelle and Phil

Each story reflects a particular household. We use your own income, commitments and goals to work out the next step for you.

Browse them all at Client Success Stories.

What Actually Determines Your Timeline

Your forecast brings four practical factors together:

1. The gap between income and essential expenses. Whatever remains after genuine living costs is what's available for debt repayment. A realistic plan starts here, not with a target date.
2. Interest rates on what you owe. High-rate revolving debt behaves very differently from a low-rate personal loan. The mix matters enormously.
3. Whether new debt keeps appearing. This is the one most plans ignore. Without a buffer for the unexpected. A car repair, a medical bill, a broken fridge. Every setback goes back onto the card, and progress resets.
4. Whether the plan survives contact with real life. An aggressive plan that collapses in month two is worse than a moderate plan that runs for three years. Consistency beats intensity.

Analysis, strategy and a plan we help put into action

We help you see upcoming school fees, vehicle registration, rates, repayments and savings goals, then use that visibility to make informed decisions.

A personalised budget plan

It starts with a free initial chat so we can understand what you need. At your free, no-obligation budgeting appointment, usually around two hours, we analyse your income, living costs, bills, debts and goals. We explore practical options and build a personalised twelve-month budget and money strategy. The plan is yours to keep, whether you manage it yourself or choose our ongoing service.

Managed payments

If you join, your income is directed into a MyBudget trust account. We transfer your agreed living money to your everyday bank account first, then manage priority bills, debt repayments and planned savings allocations through your budget. You can see your plan in the app and client portal, and our expert Money Coaches help keep it up to date.

Ongoing coaching

Your budget is a living plan. We update it as your income, bills, repayments, savings goals and priorities change, including daily or weekly adjustments when needed. The rolling twelve-month view helps you see the effect of decisions before you make them.

Savings alongside repayment

Building a buffer while repaying debt seems counterintuitive. Should not every spare dollar go to the debt? But without a buffer, the first unexpected expense creates new debt and undoes months of progress. Addressing both at once is what makes recovery durable.

What our 2026 research shows

Our 2026 Financial Wellbeing Report surveyed 741 clients. Among respondents, 93% reported significantly less financial stress and 97% said bills were paid on time. These are survey findings about participating clients; your plan is based on your own financial position.

Read the full report and survey context

Read the full approach at The MyBudget Method.

An Honest Comparison of Your Options

Independent financial counselling can offer continuing guidance and advocacy. Our service adds day-to-day household execution, maintained forecasts and payment administration. We can update your budget around agreed recommendations.

We analyse your whole financial position and help you explore a realistic way forward. This can include a tailored repayment strategy, negotiating an informal arrangement with creditors, consolidation or refinancing through MyBudget Loans, or a formal debt option where appropriate. We explain how each option fits your income, living costs and goals, then help you put the agreed plan into practice. Our expert Money Coaches can help you understand informal repayment arrangements and formal debt

options alongside your wider budget. A Part 9 (Part IX) debt agreement is a formal insolvency arrangement, distinct from an ordinary managed budget. Our sister company MyDebtSolution, established in 2007, administers the group's Part IX service. We explain the relevant pathway and practical next steps clearly.

Budgeting apps can help with tracking, forecasting, goals and automation. We combine technology with expert Money Coaches and practical household management. See MyBudget vs Budgeting Apps.

Our difference is the combination of analysis, a tailored strategy and hands-on execution: living-money transfers, bill and debt payments, creditor communication, planned savings, a maintained twelve-month forecast and ongoing expert support, with visibility through our app and client portal.

Common Questions, Answered Straight

"I've tried budgeting before and it didn't work."

Your budget is a living plan. We update it as your income, bills, repayments, savings goals and priorities change, including daily or weekly adjustments when needed. The rolling twelve-month view helps you see the effect of decisions before you make them. We can help with the practical work of payments and updates, while you remain involved in the decisions.

"Can I afford a budgeting service?"

We assess your circumstances and show how the service and its fees fit into your budget at the free appointment. We do not sign you up if the service is not affordable. If another form of help would suit you better, we can direct you to appropriate free financial counselling. You do not need to decide on an income threshold or speak to a counsellor before contacting us.

"Will this hurt my credit score?"

Joining MyBudget's budgeting service does not itself affect your credit report. By helping organise agreed repayments and make them on time from available funds, we may support an improvement in your credit position over time. Individual outcomes depend on your circumstances and cannot be guaranteed.

"I'm too far in debt for this to help."

We analyse your whole financial position and help you explore a realistic way forward. This can include a tailored repayment strategy, negotiating an informal arrangement with creditors, consolidation or refinancing through MyBudget Loans, or a formal debt option where appropriate. We explain how each option fits your income, living costs and goals, then help you put the agreed plan into practice. Serious debt does not mean it is too late to contact us. We can help you understand the options available.

Start with a strategy that fits your life

Debt management works by making repayments realistic within the whole household budget, putting the agreed plan into action and adjusting it as circumstances change. Our expert team helps with each part of that process.

What we will commit to is this: a free first appointment, a personalised 12-month plan that is yours to keep whether or not you continue, no long-term lock-in contract, and a straight assessment of whether this approach suits your circumstances. Including telling you when it does not.

If you are ready to replace uncertainty with a working plan, book a free, no-obligation appointment. You will leave with a plan regardless of what you decide.

Consolidation is one possible tool within a sustainable budget. Our lending team can assess relevant options while our Money Coaches help maintain the plan before and after a loan is arranged.

Closing your budget

There are no long-term lock-in contracts or cancellation fees. To close your budget, give us 28 days' written notice. Regular administration fees apply during that period, and any unpaid establishment fee remains payable. We'll help you organise the return of remaining funds and explain how to take over upcoming bills and repayments.

Kim and Bob: combining debt with an ongoing household plan

Read Kim and Bob's full story.