What Is a Managed Money Service?

Canonical: https://directory.mybudget.com.au/trust/what-is-a-managed-money-service/

Description:

Learn what managed money services do, how agreed payments and budget updates work, and what decisions remain with you.

Details:

A managed money service combines a personalised budget with practical help to put it into action. At MyBudget, we help you organise agreed bills and repayments, plan savings and adjust your budget as life changes. You retain visibility and control of your money.

Book a free, no-obligation appointment. We will analyse your finances, explore your options and build a personalised budget and money strategy that is yours to keep. No pressure and no judgement—just a clear starting point for your next step.

What MyBudget administers

Service feature	Work performed	Practical benefit
Personalised 12-month budget	Analyses your finances and develops a personalised debt and savings strategy, including irregular bills and changing goals	Provides visibility of upcoming commitments, savings goals and projected debt repayment progress
Managed payments	Transfers your agreed living money first, then manages priority bills, repayments and planned savings from the trust account	Can reduce the financial administration and mental load you manage yourself
Living-money allocations	Transfers agreed living money first, then manages priority bills and planned savings allocations	Clarifies what is available for everyday spending alongside planned bills
Savings planning	Allocates affordable amounts towards goals and future expenses	Makes savings part of the budget
Creditor support	With your authority, contacts creditors and seeks manageable payment arrangements	Helps coordinate debt repayments within the wider budget; outcomes depend on each creditor’s approval
Plan adjustments	Money Coaches work with you to update your budget when income, bills, goals or circumstances change	Helps keep your budget realistic and responsive as life changes

Team and app support	Support from our dedicated team of 100+ expert Money Coaches, with 24/7 app and client-portal visibility	Helps you stay informed, request changes and remain in control

How it differs from other kinds of help

Option	Main role	Who administers household money?
DIY budget or budgeting app	Tools and information to plan and track money	You arrange payments and maintain the system
Free financial counselling	Independent guidance, hardship support and advocacy, including ongoing casework where needed	Usually you; everyday income and bill administration is not its normal service
MyBudget	Assessment, a personalised budget, creditor support and ongoing execution	We administer the agreed plan from available funds
Licensed financial adviser	Advice within the adviser's authorisations, such as relevant investment or retirement matters	Depends on the separate service agreed
Formal debt agreement	A binding insolvency arrangement for eligible debts and circumstances	The administrator manages the agreement, not necessarily the wider household budget

Choosing the level of help you need

A managed service may suit you if money feels overwhelming, bills and debts are difficult to coordinate, or you want practical help maintaining your budget when life changes. If you are comfortable managing the plan and financial administration yourself, a budgeting app or free tool may provide enough support.

Your first budgeting appointment, financial analysis and personalised twelve-month plan are free. If you join, we show the tailored establishment fee and weekly administration fee in your budget before you decide. The establishment fee is normally spread over six months; in special circumstances this can be extended to twelve months. The weekly fee covers ongoing management, expert support, budget updates and access to our proprietary technology, app and client portal.

We agree on a realistic plan with you and keep it up to date. Your income, commitments and the terms agreed with creditors shape what the plan can achieve.

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.

Frequently asked questions

Is the first appointment free?

Yes. Your appointment includes financial analysis and a personalised twelve-month budget and money strategy. It is free, yours to keep and comes with no obligation to join our ongoing managed service.

Do I have to speak to a financial counsellor first?

No. Contact us directly for a free appointment. We assess your financial position and help you understand a practical next step, including other support if it would suit you better.

Can MyBudget negotiate with creditors?

With your authority, we can contact creditors and help seek manageable payment arrangements on your behalf. Any new terms or concessions depend on each creditor's approval and cannot be guaranteed.

Will I always speak to the same person?

You have a primary contact during onboarding. Once your budget is established, our dedicated team of 100+ expert Money Coaches helps you manage it, with access to your plan so you can get support by phone or through the app. Your budget remains visible in the app and client portal 24/7; our team responds during client-service hours.

Sources

MyBudget: how it works, debt help, FAQs, and fees explained. Reviewed 5 September 2026.