

How to better support people living in a difficult financial situation?

Reflection for professionals

People living in a difficult financial situation often have had negative experiences with agencies and professionals*

"The stigma surrounding poverty and the social exclusion that people experience already are a barrier for seeking help.[...] And then when you finally ask for help, from a doctor, a family worker or social worker and then they say 'no'. I think these professionals aren't doing their work properly".

"There was absolute no recognition of my knowledge about the developmental delay and poor motor skills of my kid, from as early on as primary school. They kept saying I was an overprotective mother".

"Because if you have to hand in everything and something is missing, it will take another month before they continue. You don't know at all whether you will be accepted and then you go to the debt mediator and then you have to take part in all kinds of conversations that you have no knowledge of at all. You sign all kinds of papers that you have no legal knowledge of".

Consequences:



Decrease in trust



Increase in sense of not belonging



Not being open to help anymore



Increase of dependency position

People living in a difficult financial situation have clear ideas about what they need most from professionals *

- ➔ Being understood
- ➔ Being recognized
- ➔ Being heard and seen
- ➔ Being respected

"Some have a certain attitude towards people who have debts, or they feel better than the rest, you shouldn't do that. And I would always help others the way you want to be helped yourself".

"I think that every caregiver at a municipality for example or in another function, should lead you the way. [...] If that would have happened to me, then things might have turned out differently concerning stress level and received help".

"It would certainly have helped me if a care provider for example came to my house and just listened to me and was genuinely interested".

Think about how you can



Make more time for them?



Listen to them more closely?



Lead them the way?



Stand next to them?

How do you perceive people that live in a difficult financial situation?

And support in accomplishing:



Increased wellbeing

Increased participation

Increased self-management

* Results from ten in depth- interviews conducted during a Dutch qualitative research, amongst people living below or having lived below the poverty line.



For more information and inspiration click [here](#)