

OUR VISION



• This plan includes major projects only

Increase access to financial counselling



Demand for financial counselling exceeds supply by a large margin. Existing funding from the State and Federal Governments is inadequate, ad hoc and uncertain. We will:

- advocate for a levy on the industries that benefit from financial counselling—banks, utilities, telcos, insurers and debt collectors—to fund financial counselling
- continue to support the organisations delivering the National Debt Helpline service in each State
- provide administrative support for the Financial Counselling Foundation
- take a strategic approach to evaluation and data so that we use it to tell the story about financial counselling
- work with the banking industry to implement the Debt Repayment Service

Advocate for fair treatment



Many of the issues affecting the clients of financial counsellors are a result of unfair or exploitative marketplace practices, an inadequate social security safety net or lack of access to appropriate financial products. We will:

- continue to promote the need for a savings buffer for all Australians
- find a way to set up a gambling law centre and continue our policy work in this area

An Australia with fewer people in financial hardship

Build and support the profession



A major role for FCA is to help financial counsellors to do their jobs. We do this in consultation with the State and Territory financial counselling associations. We will:

- investigate how financial counselling could make better use of technology to improve service delivery
- implement a workforce strategy so that there are enough trained financial counsellors
- provide specific support and resources for financial counsellors and financial capability workers, including those working predominantly with Aboriginal and Torres Strait Islander clients
- develop eLearning modules and organise relevant webinars
- run the annual FCA conference to keep the sector up to date, share information and look at new ways of doing things

Raise the profile



Financial counselling is a vital community service, but many people in the wider community, including people experiencing financial hardship, do not know of its existence. Key decision-makers in government and industry are also not aware of the role played by financial counsellors and/or sometimes misunderstand it. We will:

- continue to promote financial counselling in the media and through targeted communication, particularly to politicians
- promote the existence of the National Debt Help service website (ndh.org.au) and phone line (1800 007 007)
- put together “taking the pulse” reports and release publicly (short, sharp reports about financial counselling issues and data)
- implement an “immersion program” so that key decision-makers can visit financial counselling agencies to understand what financial counsellors do at first hand and talk to clients