



# Priorities | 2015 – 2017

## Our long term goals

### Where are we going?

- Funding for the sector is stable and sustainable
- Financial capability workers are supported and integrated into the financial counselling sector
- Financial counselling is seen as an integral part of the service delivery system and embedded in a range of services, such as courts, hospitals, aged care, family violence responses and so on.
- FCA itself is a bigger and broader organisation, with the organisational capacity to undertake more policy work and with a dedicated communications role. We will be working cooperatively with financial counselling agencies and financial counselling association peak bodies. The tools and resources we provide for the sector will underpin good practice. We will have DGR status and a fit-for-purpose governance structure.

### What do we do?

- We are the national voice for the financial counselling profession
- We provide resources and support to the financial counselling sector
- We advocate for people who are financially vulnerable

- 1 Build and support the profession**
- 2 Increase access to financial counselling**
- 3 Coordinate National Debt Helpline**
- 4 Raise the profile of financial counselling**
- 5 Advocate for fair treatment**

<b>1 Build and support the profession</b>	<b>2 Increase access to financial counselling</b>	<b>3 Coordinate National Debt Helpline (1800 007 007)</b>	<b>4 Raise the profile of financial counselling</b>	<b>5 Advocate for fair treatment</b>
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### Priorities in 2015-16 (including DSS requirements)

<ul style="list-style-type: none"> <li>■ Coordinate training and professional development for the financial counselling profession</li> <li>■ Develop a community of practice for financial capability workers, providing support, information and resources (including access to the toolkit website)</li> </ul>	<ul style="list-style-type: none"> <li>■ Set up a charitable trust to accept voluntary industry donations</li> <li>■ Encourage the Federal government to hold an inquiry into funding for the financial counselling sector to consider options, including an industry levy, Inter Government Agreement and a trust</li> </ul>	<ul style="list-style-type: none"> <li>■ Launch new website and brand</li> <li>■ Develop new materials for the NDH site</li> </ul>	<ul style="list-style-type: none"> <li>■ Harness our friends - develop stronger links with politicians, patrons, Government departments</li> </ul>	<ul style="list-style-type: none"> <li>■ Stronger and more effective policy capacity: responding to issues as they arise as well as board directed priorities: payday lenders, consumer leases, Centrepay, gambling</li> </ul>
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### Other Major Projects/Business as Usual (including DSS requirements)

<ul style="list-style-type: none"> <li>■ FCA governance review</li> <li>■ Restructure toolkit website (password-protected website for financial counsellors) and add new, relevant resources</li> <li>■ Professional development - develop online modules, webinars</li> <li>■ FCA - access additional sources of funding</li> <li>■ Sector newsletter</li> </ul>	<ul style="list-style-type: none"> <li>■ Advocate for re-funding for the problem gambling financial counsellors</li> <li>■ Explore other options for embedding financial counselling in service delivery, for example, family violence services, hospitals</li> </ul>	<ul style="list-style-type: none"> <li>■ Coordinate face-to-face meetings of the services as required</li> <li>■ Continue to standardise services</li> </ul>	<ul style="list-style-type: none"> <li>■ FCA Conference (in Adelaide in 2016) - including specific sessions for financial capability workers and those working with Indigenous clients</li> <li>■ Auspice the Aboriginal and Torres Strait Islander Forum</li> </ul>	<ul style="list-style-type: none"> <li>■ Continue industry/regulator/government engagement around issues affecting low income/vulnerable consumers</li> <li>■ Manage dedicated grants eg prisons project</li> </ul>
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**we are professional, respectful, working smart, collaborative and resourceful**