



Financial Counselling Australia is the peak body for financial counsellors in Australia. Its members are each State and Territory financial counselling agency or network.

Financial counsellors provide free, independent and confidential information, support and advocacy to Australians in financial difficulty.

	Building the Profession	Increasing Access to Financial Counselling	Fair Treatment
strategic priorities	<ul style="list-style-type: none"> <li>■ <b>Membership and Accreditation</b> — working toward consistent approaches across Australia that lift standards in the profession.</li> <li>■ <b>Resources Website</b> —for financial counsellors and consumer advocates only. The website will include tools that will help us in our work: checklists, fact sheets, online training, event calendars.</li> </ul>	<ul style="list-style-type: none"> <li>■ <b>GFC Project</b> —funding of \$6 million per annum was provided by the Federal Government in response to the GFC. Retaining this funding would see thousands more Australians retain access to face-to-face financial counselling.</li> <li>■ <b>1800 project</b> —consumers can now dial 1800 007 007, from anywhere in Australia, to reach a phone financial counselling service. We will develop a brand and website to underpin the number. A repayment facility will also be offered, using a model that addresses conflict issues associated with industry funding.</li> </ul>	<ul style="list-style-type: none"> <li>■ <b>Make a Difference</b> —financial counsellors have always worked to prevent problems occurring in the first place. In 2011, our aim is that at least one of our campaigns results in significant change (see list below of current policy work).</li> </ul>
other projects	<ul style="list-style-type: none"> <li>■ Assist NT, ACT, Tasmania in formation of new associations</li> <li>■ Restricting the term “financial counsellor”</li> <li>■ Agency Practice Guidelines</li> <li>■ AFCCRA Conference</li> <li>■ Wages survey, sector snapshot</li> <li>■ Diploma update, RPL kit</li> <li>■ Data reporting requirements</li> </ul>	<ul style="list-style-type: none"> <li>■ Funding snapshot</li> <li>■ Policies and procedures for the 1800 services</li> <li>■ Evaluation synthesis: What difference does financial counselling make?</li> </ul>	<ul style="list-style-type: none"> <li>■ ATM fees particularly in Indigenous communities</li> <li>■ Basic bank accounts</li> <li>■ Centrepay</li> <li>■ Debt enforcement</li> <li>■ “Do Not Knock”</li> <li>■ Interest rate caps</li> <li>■ Insurance</li> <li>■ Mobile phone call costs for 1800/13</li> <li>■ Review of Debt Agreements</li> <li>■ Bank hardship responses</li> </ul>