



Media Release

15th December 2021

Financial Counselling Australia Announces New Chair and Board Members

Financial Counselling Australia (FCA) is pleased to announce a new Chair and the appointment of two new directors.

First, Anne Crouch has been appointed as Chair. Anne is a current board member and takes over the chair role from Carmel Franklin, whose term on the board had expired. Anne has been involved in financial counselling for 12 years and is a previous chair of the South Australian Financial Counsellors Association.

Second, the board welcomes Rob Benton as an elected financial counselling director. Rob was elected to the board by the FCA Representative Council. Rob has been a financial counsellor for 13 years.

Third, the board welcomes John Williams. John was formerly a Senator for New South Wales and is well-regarded across the political spectrum. John fills the role of an appointed director. He takes over from Tony Robinson who is stepping down from the board but will continue to be involved with FCA in a very direct way as the chair of the external advisory committee for our gambling project.

The FCA board is skills-based and made up of seven directors. There are four directors with financial counselling experience who are elected by the FCA Representative Council. There are three directors appointed by the board itself.

After these appointments, the board will be comprised of: Anne Crouch (chair), Kylie Holford (financial counselling director), Lyndall Millburn (financial counselling director), Rob Benton (financial counselling director), Jocelyn Furlan (appointed director), Greg Tanzer (appointed director) and John Williams (appointed director).

The board particularly thanks Carmel Franklin for her outstanding service. Carmel was chair of FCA for 12 years and oversaw a significant period of growth and change in both the financial counselling sector and FCA.

The board also thanks Tony Robinson for his contribution over the past four years and is pleased that we will continue to be able to tap into his considerable expertise in relation to consumer protection and gambling.

FCA's annual report has also been released and is available [here](#).