

Financial Counselling Australia Limited

ABN 67 073 167 361

Financial Statements

For the Year Ended 30 June 2025

Financial Counselling Australia Limited

ABN 67 073 167 361

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For the Year Ended 30 June 2025

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Financial Counselling Australia Limited

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Directors' Report

30 June 2025

The directors present their report on Financial Counselling Australia Limited for the financial year ended 30 June 2025.

Directors

The names of the directors in office at any time during, or since the end of, the year are:

Anne Crouch	(Resigned on 22 October 2024)
Kylie Maree Holford	
Jocelyn Joy Furlan	
John Williams	(Resigned on 30 October 2024)
Robert Brian Benton	(Resigned on 22 October 2024)
Carly Newcombe	
Delia Rickard	
Carolyn Louise Piper	(Appointed on 22 October 2024)
Timothy Andrew Barnett	(Appointed on 1 November 2024)
Vittoria Penner	(Appointed on 22 October 2024)

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

All members of the Board are volunteers and receive no payment for their work as board and committee members. Board members are reimbursed expenses that are incurred in the course of their duties as board members in accordance with company policy. Furthermore, reasonable costs may be incurred from time to time to ensure the continued professional development of board members.

Principal activities

The principal activities of Financial Counselling Australia Limited during the financial year were:

- support the financial counselling profession by providing tools and resources to help financial counsellors in their work and we are the national voice for the profession;
- advocate on behalf of the clients of financial counsellors for a fairer marketplace that will prevent poor outcomes for consumers and fix existing issues; and
- support the work of financial capability workers around Australia.

Financial Counselling Australia (FCA) also:

- coordinates the 10 agencies that collectively deliver the National Debt Helpline financial counselling service;
- operates the equivalent service for small business - the Small Business Debt Helpline; manages contracts to expand and enhance access to financial counselling. These projects include the provision of the chat facility on the National Debt Helpline website and developed the technology that allows National Debt Helpline financial counsellors to directly book appointments for clients with a face-to-face financial counsellor (the appointment booking project);
- operates STEPS, which allows student financial counsellors to complete their placement hours in a simulated environment; and
- pilots the use of Open Banking in financial counselling casework to improve accuracy and efficiency.

No significant changes in the nature of the Company's activity occurred during the financial year.

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Directors' Report

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Short term objectives

The Company's short term objectives are to:

1. Continue to work for stable and adequate funding for the financial counselling sector through building our data capacity, fostering strong relationships, and improving service delivery.
2. Work collaboratively with the State and Territory financial counselling associations on policy issues, training and professional development and in lifting professional standards in the financial counselling sector.
3. Continue to support the provision of chat on the National Debt Helpline website, the further rollout of the appointment booking project nationally, the effective management of STEPS, the coordination of the financial counselling response in areas affected by natural disasters.
4. Deliver the small business telephone and chat financial counselling service, the Small Business Debt Helpline.

Long term objectives

The Company's long term objectives are to:

1. Financial counselling services better meet Australia's needs
2. A high-quality, stable, diverse and nationally connected workforce
3. Financial counselling is well known and highly valued
4. Fairer markets and fairer treatment

Review of operations

Increased cost of living continued to be a feature across the year, with increased interest rates, rental, insurance and essential services cost driving an increase in demand for financial counselling services. Firmer action in debt collection by the Australian Taxation Office was also a factor driving demand, particularly for clients who are small business owners.

Calls and chats to the National Debt Helpline returned to pre-pandemic levels and are trending upwards, with the most common reason for seeking assistance remaining as housing stress.

Major Projects

Financial counselling services better meet Australia's needs

- We ran the Small Business Debt Helpline and coordinated the National Debt Helpline phone, chat, website. We also continued the process of rolling out an appointment booking service, enabling client to book face-to-face services via the National Debt Helpline.
- We advocated for better funding for more stable and adequate funding from the Federal Government. We collaborated on a project with the newly established Financial Counselling Industry Fund to work towards a proposed measure for unmet need.
- Open banking

A high-quality, stable, diverse and nationally connected workforce

- We secured funding for and completed research for a National Workforce Strategy (2026 -2030). The research and consultation will provide the evidence-base for the strategy.
- We secured coordinated support for financial counsellors working with disaster-affected people, First Nations people and people affected by gambling harm. Ewe also coordinated support for financial capability workers.
- We maintained information, resources and training on the password protected, FCA Toolkit website for financial counsellors including sector updates and a weekly newsletter.

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Review of operations (continued)

- We supported the workforce pipeline by running a simulated placement program for students of the Diploma of Financial Counselling.
- We finalised a series good practice guides for the sector and begun work on a updated Code of Ethical Practice.

Financial counselling is well known and highly valued

- Financial counselling has featured regularly in the media and other public forums in relation to a variety of issues. We carried out campaign promoting the National Debt Helpline which contributed to an increase in demand and drove a significant increase of traffic to the NDH website.
- We continued to run hardship webinars for creditor and other stakeholders and the Day in the Life program.
- We convened a national conference attracting over 1000 people from the financial counselling sector, Industry and government. Along with a high-calibre plenary, the conference provided a variety of workshops and training sessions.

Fairer markets and fairer treatment

FCA was involved in advocacy in a number of areas, including:

- Australian Taxation Office approaches to debt collection
- Small business non-bank lending harms
- Insurance claims handling
- Strata debt reform
- Improving hardship practices across sectors
- Community ID for First Nations people
- Deceased Estates and Superannuation First Nations People
- Prevention and responses of 'Scambling' in First Nations Communities

and a variety of other issues across financial services, energy, telecommunications, gambling harm and government services (Centrelink and Child Support).

Information on directors

The names of each person who has been a director during the year and to the date of this report are:

Anne Crouch

Qualifications

B. Ag Science, Grad Cert Accounting, Dip. Management, Dip. Community Services (Financial Counselling), GAICD

Experience

Anne is an Executive Manager, Services with Uniting Country SA where she worked as a financial counsellor prior to moving into her leadership role. Anne was the Chair of the South Australian Financial Counselling Association for six years. She was also a member of the Australian Financial Complaints Authority's Consumer Advisory Panel for two years and represented FCA at AFSA's Personal Insolvency Stakeholder Forums.

Special responsibilities

Member of the Finance, Audit and Risk Committee & Member of Nominations Committee

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Directors' Report

30 June 2025

Information on directors (continued)

Kylie Maree Holford	Chair
Qualifications	Diploma in Counselling, Diploma in Community Service (Financial Counselling), Certificate IV in Training and Assessing, Certificate in Gambling Counselling, Certificate in Professional Supervision, GAICD
Experience	<p>Kylie came to financial counselling in 2014 and has worked as a financial counsellor since. Prior employment was within the Disability / Rehabilitation and Employment sector.</p> <p>Kylie is a member of the AER Game Changer reform group and is a consultant for her local community health and wellbeing agency. Kylie was previously on the board of the Financial Counselling Association of NSW (FCAN) and has previously served as the FCAN Representative on the FCA Representative Council.</p>
Special responsibilities	Member of the Nominations Committee
Jocelyn Joy Furlan	
Qualifications	LL.B, B. Com, FAICD
Experience	<p>Jocelyn Furlan is a lawyer and an accountant, with more than 25 years' experience in the superannuation industry. She's a director of a number of organisations including Equity Trustees Superannuation Limited, HTFS Pty Ltd and the Mother's Day Classic Foundation. She is chair of the Board of ANZ Staff Super. Jocelyn was formerly Chair of the Board of Strathcona Girls Grammar School and Independent Chair of the Customer Owned Banking Code Compliance Committee. She is a fellow of the Australian Institute of Company Directors. Other previous roles include non-executive Director of Aware Super, Perpetual Super, chair of the Superannuation Complaints Tribunal and company secretary of VicSuper.</p>
Special responsibilities	Chair of the Finance, Audit and Risk Committee
John Williams	
Experience	<p>John was elected to Federal Parliament in 2007 and served as a Senator for NSW from 2008 to 2019. John was born in Jamestown SA but has lived most of his life in the Inverell district in the New England region of NSW. Prior to entering politics, he had been a truck driver, shearer, farmer and a small business owner.</p> <p>In 2024, John was awarded a "Member of the Order of Australia, AM" for significant service to the Australian Parliament and the Community.</p>

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Information on directors (continued)

Robert Brian Benton

Qualifications

Diploma of Counselling, Diploma of Financial Counselling, Certificate in Gambling Counselling, Diploma in Financial Planning, Graduate Cert in Financial Studies, Advanced Diploma in Financial Markets, Certificate In Financial Markets.

Experience

Rob has worked in the finance industry for over 45 years. During this time, he owned his own business and was a director of a number of organisations including Royal Far West Children, National Association of Loss and Grief and a Neighbourhood Centre.

Rob started working as a financial counsellor in 2009. He is currently serving on the Board of the Financial Counsellors Association of NSW , having previously served from 2015 to 2021, and is currently involved with FCAN's Credit Liaison Working Group, the National Debt Helpline/FCAN Network Group and as a peer supervisor.

Carly Newcombe

Qualifications

Diploma in Community Service (Financial Counselling)

Experience

Carly came to financial counselling in 2011 and is a senior financial counsellor who has covered many different specialities of the work throughout her career.

She is currently working full-time for Good Shepherd ANZ in the Financial Independence Hub (FIH).

Carly was the Chairperson of Financial Counselling Victoria (FCVic) for 3 years and a former Board member before that. Carly has previously served as FCVic Representative on the FCA Representative Council.

Delia Rickard

Qualifications

BA, LLB

Experience

Delia has worked in the area of consumer protection for the last 30 years. She has held senior roles at both ASIC and the ACCC and was most recently the Deputy Chair of the Australian Competition and Consumer Commission from 2012 until early 2023. Throughout that time, she regularly worked with Financial Counselling Australia.

In 2011, Delia was awarded the Public Service medal for her work in consumer protection and financial services. She was also awarded the inaugural Law Council of Australia Consumer Rights award and the SOCAP lifetime achievement award.

Special responsibilities

Chair of the nominations committee.

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Directors' Report

30 June 2025

Information on directors (continued)

Carolyn Louise Piper

Qualifications

Diploma in Community Service (Financial Counselling), Diploma in Community Services Coordination, Certificate IV in Training and Assessment (TAE), Certificate in Financial Markets

Experience

Carolyn Piper is the coordinator for the Financial Wellbeing and Emergency Assistance Program with Anglicare SA. Carolyn has been in the financial counselling sector since 2011, initially working at a statewide homelessness program before transitioning into a coordinator role overseeing all financial counselling programs at Anglicare SA. With the introduction of the Financial Wellbeing Program, she has focused her efforts on Adelaide's northern suburbs.

Before her work in financial counselling, Carolyn spent over 20 years in the corporate banking sector. She also served as the Chairperson of the Australian Financial Counsellors Association (SAFCA) for six years, following a tenure as board member.

Timothy Andrew Barnett

Qualifications

BSc Econ (Government) with Honours, 2.1 London School of Economics 1981

Experience

Tim has pursued a career in politics and NGO management, working in 5 countries. He has been a New Zealand Member of Parliament (1996-2008), a local government councillor in London (1982-88); NZ Labour Party General Secretary (2012-15). He has also been CEO of FinCap, of a national volunteering agency and a local legal advice agency. He has worked for Tuhoe, a Maori iwi/tribe, and was Chief of Staff for Hon Selena Uibo, now Leader of the Opposition in the Northern Territory, 2020-24. Back in 1988 he was inaugural CEO for Stonewall, working for LGBT rights in the UK.

Vittoria Penner

Qualifications

B. Applied Business (Management), Dip. Community Services (Financial Counselling)

Experience

Vicki Penner is an Executive Manager who has been appointed Queensland (QLD) Manager for Relationships Australia's Gambling Help Service. She was also QLD Manager for The Salvation Army Moneycare, with over 20 years' experience in the community services sector and a strong focus on gambling harm. Vicki has held various executive roles in Financial Counselling Queensland (FCQ), including Chair and Financial Counselling Australia (FCA) National Representative.

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Directors' Report

30 June 2025

Meetings of directors

During the financial year, 13 meetings of directors (including committees of directors) were held. Attendances by each director during the year were as follows:

Directors' Meetings	
Number eligible to attend	Number attended
Anne Crouch	2
Kylie Maree Holford	7
Jocelyn Joy Furlan	7
John Williams	2
Robert Brian Benton	2
Carly Newcombe	7
Delia Rickard	7
Carolyn Louise Piper	5
Timothy Andrew Barnett	5
Vittoria Penner	5

Attendances by each director during the year were as follows:

Finance, Audit and Risk Subcommittee Meetings	
Number eligible to attend	Number attended
Anne Crouch	3
Kylie Maree Holford	3
Jocelyn Furlan	6
Robert Brian Benton	3
Victoria Penner	3

Members' guarantee

Financial Counselling Australia Limited is a company limited by guarantee. In the event of, and for the purpose of winding up of the company, the amount capable of being called up from each member and any person or association who ceased to be a member in the year prior to the winding up, is limited to \$ 10 for members that are corporations and \$ 10 for all other members, subject to the provisions of the company's constitution.

At 30 June 2025 the collective liability of members was \$70 (2024: \$70).

Events after the reporting date

On 1 October 2025, FCA entered into a lease agreement for new office premises located at Part Level 15, 469 Latrobe Street, Melbourne. The lease has an initial term of five years with an annual rent of \$60,000. The lease was entered after the reporting date and does not impact the financial position as at year-end.

Except for the above, no other matters or circumstances have arisen since the end of the financial year which significantly affected or could significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

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Directors' Report 30 June 2025

Auditor's independence declaration

The lead auditor's independence declaration in accordance with section 60-40 of the Australian Charities and Not-for-Profits Commission Act 2012, for the year ended 30 June 2025 has been received and can be found on page 9 of the financial report.

Signed in accordance with a resolution of the Board of Directors:

Signed by:
Jocelyn Furlan
Director:
B204FCB01D6547C.....
Jocelyn Joy Furlan

Signed by:
Vicki Penner
Director:
FBCD7A8EA044424.....
Vittoria Penner

13 October 2025 | 12:30 PM AEDT

Dated this day of 2025

**AUDITOR'S INDEPENDENCE DECLARATION
UNDER SECTION 60-40 OF THE AUSTRALIAN CHARITIES AND
NOT-FOR-PROFITS COMMISSION ACT 2012
TO THE MEMBERS OF FINANCIAL COUNSELLING AUSTRALIA LIMITED**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2025 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the Australian Charities and Not-for-Profits Commission Act 2012 in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

MVAB Assurance
MVAB Assurance
Chartered Accountants

W. Tarrant
Wayne Tarrant
Partner

Signed at Melbourne this 13th day of October 2025

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Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2025

		2025	2024
	Note	\$	\$
Revenue	4	7,427,308	7,218,617
Depreciation expense		(72,242)	(69,252)
Computer and IT expenses		(397,030)	(247,316)
Consulting fees		(385,354)	(546,248)
Employee benefits expense	5	(4,226,256)	(3,617,561)
Event expenses		(542,295)	(427,551)
Project funding expenses		(1,045,773)	(1,411,039)
Travel and accomodation expenses		(249,219)	(159,782)
Other expenses		(187,170)	(164,439)
Profit before income tax		321,969	575,429
Income tax expense	2(e)	-	-
Profit for the year		321,969	575,429
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		321,969	575,429

The accompanying notes form part of these financial statements.

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Statement of Financial Position

As At 30 June 2025

	Note	2025 \$	2024 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	2,851,212	4,765,709
Trade and other receivables	7	178,514	94,632
Financial assets	8	630,000	-
Other assets	9	104,968	14,935
TOTAL CURRENT ASSETS		<u>3,764,694</u>	<u>4,875,276</u>
NON-CURRENT ASSETS			
Property, plant and equipment	10	48,245	47,018
Right-of-use assets	11	4,146	54,533
TOTAL NON-CURRENT ASSETS		<u>52,391</u>	<u>101,551</u>
TOTAL ASSETS		<u><u>3,817,085</u></u>	<u><u>4,976,827</u></u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	12	344,686	583,124
Lease liabilities	11	4,804	55,645
Provisions	13	385,678	363,491
Deferred income	14	1,170,577	2,422,595
TOTAL CURRENT LIABILITIES		<u>1,905,745</u>	<u>3,424,855</u>
NON-CURRENT LIABILITIES			
Lease liabilities	11	-	4,805
Provisions	13	52,204	10,000
TOTAL NON-CURRENT LIABILITIES		<u>52,204</u>	<u>14,805</u>
TOTAL LIABILITIES		<u>1,957,949</u>	<u>3,439,660</u>
NET ASSETS		<u><u>1,859,136</u></u>	<u><u>1,537,167</u></u>
EQUITY			
General reserves	2(h)	600,000	400,000
Accumulated funds		<u>1,259,136</u>	<u>1,137,167</u>
TOTAL EQUITY		<u><u>1,859,136</u></u>	<u><u>1,537,167</u></u>

The accompanying notes form part of these financial statements.

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Statement of Changes in Equity For the Year Ended 30 June 2025

2025

	General Reserves	Accumulated Funds	Total
	\$	\$	\$
Balance at 1 July 2024	400,000	1,137,167	1,537,167
Profit for the year	-	321,969	321,969
Transfers to reserves	200,000	(200,000)	-
Balance at 30 June 2025	600,000	1,259,136	1,859,136

2024

	General Reserves	Accumulated Funds	Total
	\$	\$	\$
Balance at 1 July 2023	400,000	561,738	961,738
Profit for the year	-	575,429	575,429
Balance at 30 June 2024	400,000	1,137,167	1,537,167

The accompanying notes form part of these financial statements.

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Statement of Cash Flows For the Year Ended 30 June 2025

	2025	2024
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from grants	5,793,961	5,359,688
Receipts from other sources	1,412,201	2,127,552
Payments to suppliers and employees	(8,549,195)	(6,631,769)
Interest received	137,264	73,741
Net cash provided by/(used in) operating activities	<u>(1,205,769)</u>	<u>929,212</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	(23,082)	(49,260)
Purchase of financial assets	(630,000)	-
Net cash provided by/(used in) investing activities	<u>(653,082)</u>	<u>(49,260)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Repayment of lease liabilities	(55,646)	(55,539)
Net cash provided by/(used in) financing activities	<u>(55,646)</u>	<u>(55,539)</u>
Net increase/(decrease) in cash and cash equivalents held	(1,914,497)	824,413
Cash and cash equivalents at the beginning of the year	4,765,709	3,941,296
Cash and cash equivalents at the end of the financial year	6 <u><u>2,851,212</u></u>	<u><u>4,765,709</u></u>

The accompanying notes form part of these financial statements.

Financial Counselling Australia Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2025

The financial report covers Financial Counselling Australia Limited as an individual entity. Financial Counselling Australia Limited is a not-for-profit Company limited by guarantee, incorporated and domiciled in Australia.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

The financial statements comply with the recognition and measurement requirements of Australian Accounting Standards, the presentation requirements in those Standards as modified by AASB 1060 General Purpose Financial Statements - Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities (AASB 1060) and the disclosure requirements in AASB 1060. Accordingly, the financial statements comply with Australian Accounting Standards - Simplified Disclosures.

Historical cost convention

The financial statements have been prepared under the historical cost convention.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of the financial statements are presented below and have been consistently applied unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

2 Material Accounting Policy Information

(a) Revenue and other income

Revenue is brought to account when received and to the extent that it relates to the subsequent period it is disclosed as a liability.

AASB 15 Revenue from Contracts with Customers and AASB 1058 Income of Not-for-Profit Entities

The Company applies Australian Accounting Standards AASB 15 and AASB 1058.

AASB 15 involves the use of a five-step recognition model for recognising revenue, the steps are:

Step 1 - Identify the contract with the customer.

Step 2 - Identify the sufficiently specific performance obligations to be satisfied.

Step 3 - Measure the expected consideration;

Step 4 - Allocate that consideration to each of the performance obligations in the contract.

Step 5 - Recognise revenue.

AASB 1058 measures income by reference to the fair value of the asset received. The asset received, which could be a financial or non-financial asset, is initially measured at fair value when the consideration paid for the asset is significantly less than fair value, and that difference is principally to enable the entity to further its objectives. Otherwise, assets acquired are recognised at cost.

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Notes to the Financial Statements

For the Year Ended 30 June 2025

2 Material Accounting Policy Information (continued)

(a) Revenue and other income (continued)

AASB 15 Revenue from Contracts with Customers and AASB 1058 Income of Not-for-Profit Entities (continued)

Where the asset has been measured at fair value, AASB 1058 requires that elements of other Accounting Standards are identified before accounting for the residual component. These standards are:

- AASB 15 Revenue from Contracts with Customers
- AASB 16 Leases
- AASB 1004 Contributions
- AASB 137 Provisions, Contingent Liabilities & Contingent Assets
- AASB 9 Financial Instruments

Donations

Donations are recognised as revenue when the organisation gains control, economic benefits are probable and the amount of the donation can be measured reliably.

Interest Received

Interest revenue is recognised on a time proportional basis taking into account the interest rates applicable to the financial assets.

All receipts are stated net of Goods and Services Tax.

(b) Property, plant and equipment

Plant and equipment are brought to account at cost less, where applicable, any accumulated depreciation and impairment losses. The carrying amount of property, plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount of these assets. The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to their present values in determining recoverable amounts.

The cost of fixed assets constructed within the Company includes the cost of materials, labour, borrowing costs and an appropriate proportion of fixed and variable overheads.

Subsequent costs are included in the assets carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the company and the cost of the asset can be measured reliably. All other repairs and maintenance are charged to the income statement during the financial period in which they are incurred.

Increases in the carrying amount arising on the revaluation of land and buildings are credited to a revaluation reserve in equity. Decreases that offset previous increases of the same asset are charged against fair value reserves directly in equity; all other decreases are charged to the income statement.

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Notes to the Financial Statements

For the Year Ended 30 June 2025

2 Material Accounting Policy Information (continued)

(b) Property, plant and equipment (continued)

The depreciable amount of all fixed assets including building and capitalised lease assets, but excluding freehold land, is depreciated on a straight line basis over their useful lives to the Company commencing from the time the asset is held ready for use. Properties held for investment purposes are not subject to depreciation.

The assets residual values and useful lives are reviewed, and adjusted if appropriate, at each balance sheet date. An assets carrying amount is written down immediately to its recoverable amount if the assets carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposal are determined by comparing proceeds with the carrying amount. These gains and losses are included in the income statement.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the Company, commencing when the asset is ready for use.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Office equipment	30%

(c) Impairment of non-financial assets

At each reporting date, the company reviews the carrying values of its assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value-in-use, is compared to the asset's carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the income statement.

Where it is not possible to estimate the recoverable amount of an individual asset, the company estimates the recoverable amount of the cash generating unit to which the asset belongs.

(d) Leases

Leased Assets

For any new contracts entered on or after 1 July 2019, the Company considers whether a contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period in exchange for consideration'. To apply this definition the Company assesses whether the contract meets three key evaluations which are whether:

- the contract contains an identified asset, which is either explicitly identified in the contract or implicitly specified by being identified at the time the asset is made available to the Company;
- the Company has the right to obtain substantially all the economic benefits from use of the identified asset throughout the period of use, considering its rights within the defined scope of the contract; and
- the Company has the right to direct the use of the identified asset throughout the period of use.

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Notes to the Financial Statements

For the Year Ended 30 June 2025

2 Material Accounting Policy Information (continued)

(d) Leases (continued)

The Company assess whether it has the right to direct 'how and for what purpose' the asset is used throughout the period of use.

Measurement and recognition of leases as a lessee

At lease commencement date, the Company recognises a right-of-use asset and a lease liability on the balance sheet. The right-of-use asset is measured at cost, which is made up of the initial measurement of the lease liability, any initial direct costs incurred by the Company, an estimate of any costs to dismantle and remove the asset at the end of the lease, and any lease payments made in advance of the lease commencement date (net of any incentives received).

The Company depreciates the right-of-use assets on a straight-line basis from the lease commencement date to the earlier of the end of the useful life of the right-of-use asset or the end of the lease term.

The Company also assesses the right-of-use asset for impairment when such indicators exist.

At the commencement date, the Company measures the lease liability at the present value of the lease payments unpaid at that date, discounted using the interest rate implicit in the lease if that rate is readily available or the Company's incremental borrowing rate.

Lease payments included in the measurement of the lease liability are made up of fixed payments (including in substance fixed), variable payments based on an index or rate, amounts expected to be payable under a residual value guarantee and payments arising from options reasonably certain to be exercised.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification, or if there are changes in in-substance fixed payments.

When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset, or profit and loss if the right-of-use asset is already reduced to zero.

The Company has elected to account for short-term leases and leases of low-value assets using the practical expedients. Instead of recognising a right-of-use asset and lease liability, the payments in relation to these are recognised as an expense in profit or loss on a straight-line basis over the lease term.

Accounting for Leases under AASB16

The adoption of this new Standard has resulted in the Company recognising a right-of-use asset and related lease liability in connection with all former operating leases except for those identified as low-value or having a remaining lease term of less than 12 months from the date of initial application.

The new Standard has been applied using the modified retrospective approach, with the cumulative effect of adopting AASB 16 being recognised in equity as an adjustment to the opening balance of retained earnings for the current period. Prior periods have not been restated.

Financial Counselling Australia Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2025

2 Material Accounting Policy Information (continued)

(d) Leases (continued)

For contracts in place at the date of initial application, the Company has elected to apply the definition of a lease from AASB 117 and has not applied AASB 16 to arrangements that were previously not identified as lease under AASB 117.

The Company has elected not to include initial direct costs in the measurement of the right-of-use asset for operating leases in existence at the date of initial application of AASB 16, being 1 January 2019. At this date, the Company has also elected to measure the right-of-use assets at an amount equal to the lease liability adjusted for any prepaid or accrued lease payments that existed at the date of transition.

Instead of performing an impairment review on the right-of-use assets at the date of initial application, the Company has relied on its historic assessment as to whether leases were onerous immediately before the date of initial application of AASB 16.

On transition, for leases previously accounted for as operating leases with a remaining lease term of less than 12 months and for leases of low-value assets the Company has applied the optional exemptions to not recognise right-of-use assets but to account for the lease expense on a straightline basis over the remaining lease term.

For those leases previously classified as finance leases, the right-of-use asset and lease liability are measured at the date of initial application at the same amounts as under AASB 117 immediately before the date of initial application.

On transition to AASB 16 the weighted average incremental borrowing rate applied to lease liabilities recognised under AASB 16 was 5%.

The Company has benefited from the use of hindsight for determining the lease term when considering options to extend and terminate leases.

(e) Income tax

By virtue of its aims as set out in the constitution, the Company qualifies as an organisation specifically exempt from income tax under Section 50 of the Income Tax Assessment Act 1997.

(f) Employee benefits

Short-term benefits

The provisions for employee entitlements to wages, salaries, annual and paid maternity leave represent obligations resulting from employees' services provided up to reporting date, calculated at undiscounted amounts based on wage and salary rates, including related on-costs, which the Company expects to pay at the end of each reporting period.

Long-term benefits

The provision for employee entitlements to long service leave represents the present value of the estimated future cash outflows to be made resulting from employees' services provided up to reporting date.

Financial Counselling Australia Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2025

2 Material Accounting Policy Information (continued)

(f) Employee benefits (continued)

Superannuation

Superannuation contributions are made by the Company to approved superannuation funds for all employees. The costs are charged as employee expenses as they are incurred. The Company has no legal obligation to cover any shortfall in the superannuation funds' obligations to provide benefits to employees on retirement.

(g) Financial instrument

Initial Recognition and Measurement

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions to the instrument. For financial assets, this is equivalent to the date that the Company commits itself to either purchase or sale of the asset (i.e. trade date accounting is adopted).

Financial instruments are initially measured at fair value plus transactions costs, except where the instrument is classified 'at fair value through profit or loss', in which case transaction costs are expensed to profit or loss immediately.

Classification and Subsequent Measurement

Finance instruments are subsequently measured at either of fair value, amortised cost using the effective interest rate method, or cost. Fair value represents the amount for which an asset could be exchanged or a liability settled, between knowledgeable, willing parties. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

Amortised cost is calculated as (i) the amount at which the financial asset or financial liability is measured at initial recognition (ii) less principal repayments (iii) plus or minus the cumulative amortisation of the difference, if any, between the amount initially recognised and the maturity amount calculated using the effective interest method; and (iv) less any reduction for impairment.

The effective interest method is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying value with a consequential recognition of an income or expense in profit or loss.

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Notes to the Financial Statements For the Year Ended 30 June 2025

2 Material Accounting Policy Information (continued)

(g) Financial instrument (continued)

Financial assets at fair value through the profit and loss

Financial assets are classified at "fair value through profit or loss" when they are held for trading for the purpose of short-term profit taking, or where they are derivatives not held for hedging purposes, or when they are designated as such to avoid an accounting mismatch or to enable performance evaluation where a Company of financial assets is managed by key management personnel on a fair value basis in accordance with a documented risk management or investment strategy. Such assets are subsequently measured at fair value with changes in carrying value being included in profit or loss.

Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the entity's intention to hold these investments to maturity. They are subsequently measured at amortised cost.

Held-to-maturity investments are included in non-current assets, except for those which are expected to mature within 12 months after the end of reporting period. If during the period the Company sold or reclassified more than an insignificant amount of the held-to-maturity investments before maturity, the entire held-to-maturity investments would be tainted and reclassified as available-for-sale.

Financial liabilities

Non-derivative financial liabilities are recognised at amortised cost, comprising original debt less principal payments and amortisation.

Fair value

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

Impairment

At the end of each reporting period, the entity assesses whether there is objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments, a prolonged decline in the value of the instrument is considered to determine whether an impairment has arisen. Impairment losses are recognised in the statement of comprehensive income.

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expired. The difference between the carrying value of the financial liability, which is extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

Financial Counselling Australia Limited

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Notes to the Financial Statements

For the Year Ended 30 June 2025

2 Material Accounting Policy Information (continued)

(h) Reserves

In line with best practice, the Company holds the equivalent of 3 months recurring expenditure in reserve. This is reviewed annually. Cash equating to the reserves amount is deposited in a dedicated bank account with a one year term.

(i) Adoption of new and revised accounting standards

The Company has adopted all standards which became effective for the first time at 30 June 2025, the adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of the Company.

(j) New accounting standards for application in future periods

The AASB has issued new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods. The directors have decided against early adoption of these Standards, but does not expect the adoption of these standards to have any impact on the reported position or performance of the Company.

3 Critical Accounting Estimates and Judgments

The directors make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

Key estimates - Impairment

The Company assesses impairment at each reporting date by evaluating conditions specific to the Company that may lead to impairment of assets.

Where an impairment trigger exists, the recoverable amount of the asset is determined.

Key judgments - Provision for impairment of receivables

The management believe that all accounts receivable are recoverable, and therefore no provision for impairment has been made.

Financial Counselling Australia Limited

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Notes to the Financial Statements For the Year Ended 30 June 2025

4 Revenue

	2025	2024
	\$	\$
Grants	5,844,046	5,879,102
Conference fees	547,200	411,413
Conference sponsorships	671,291	600,055
Interest income	137,264	73,741
FCF Secretariat fee	144,000	81,000
Other income	83,507	173,306
Total revenue	7,427,308	7,218,617

5 Result for the Year

The result for the year includes the following specific expenses:

	2025	2024
	\$	\$
<i>Employee benefits expense</i>		
Personnel expenses	4,226,256	3,609,350
<i>Depreciation expenses</i>		
Property, plant and equipment	21,855	18,914
Right-of-use assets	50,387	50,338
	72,242	69,252

6 Cash and Cash Equivalents

	2025	2024
	\$	\$
Cash at bank and in hand	723,768	3,326,684
Term deposits	2,127,444	1,439,025
Total cash and cash equivalents	2,851,212	4,765,709

7 Trade and Other Receivables

	2025	2024
	\$	\$
CURRENT		
Trade receivables	97,122	55,878
Sponsorship receivable	50,000	11,981
Interest receivable	31,392	26,773
Total trade and other receivables	178,514	94,632

The Company's trade and other receivables have been reviewed for indicators of impairment. No trade receivables were found to be impaired.

Financial Counselling Australia Limited

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Notes to the Financial Statements For the Year Ended 30 June 2025

8 Financial Assets

	2025	2024
	\$	\$
CURRENT		
Term deposits	630,000	-
Total financial assets	630,000	-

9 Other Assets

	2025	2024
	\$	\$
CURRENT		
Prepayments	99,834	9,801
Rental bonds	4,034	4,034
Other deposits	1,100	1,100
Total other assets	104,968	14,935

10 Property, Plant and Equipment

	2025	2024
	\$	\$
Office equipment		
At cost	116,032	150,919
Accumulated depreciation	(67,787)	(103,901)
Total office equipment	48,245	47,018
Total property, plant and equipment	48,245	47,018

Movements in carrying amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Office Equipment \$
Year ended 30 June 2025	
Balance at the beginning of year	47,018
Additions	23,082
Depreciation expense	(21,855)
Balance at the end of the year	48,245

Financial Counselling Australia Limited

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Notes to the Financial Statements For the Year Ended 30 June 2025

11 Leases

(a) Right-of-use assets

	2025	2024
	\$	\$
Premises		
At cost	155,210	155,210
Accumulated depreciation	<u>(151,064)</u>	<u>(100,677)</u>
Total right-of-use assets	<u>4,146</u>	<u>54,533</u>
		Premises
		\$
Year ended 30 June 2025		
Balance at the beginning of year		54,533
Depreciation charge		<u>(50,387)</u>
Balance at the end of year		<u><u>4,146</u></u>

(b) Lease liabilities

	2025	2024
	\$	\$
Current lease liabilities	4,804	55,645
Non-current lease liabilities	-	4,805
Total lease liabilities	<u>4,804</u>	<u>60,450</u>

The maturity analysis of lease liabilities based on contractual undiscounted cash flows is shown in the table below:

	< 1 year	1 - 5 years	> 5 years	Total undiscounted lease liabilities	Lease liabilities included in this Statement Of Financial Position
	\$	\$	\$	\$	\$
2025					
Lease liabilities	4,829	-	-	4,829	4,804
2024					
Lease liabilities	57,763	4,829	-	62,592	60,450

Financial Counselling Australia Limited

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Notes to the Financial Statements For the Year Ended 30 June 2025

11 Leases (continued)

(c) Statement of Profit or Loss and Other Comprehensive Income

The amounts recognised in the statement of profit or loss and other comprehensive income relating to interest expense on lease liabilities and short-term leases or leases of low value assets are shown below:

	2025	2024
	\$	\$
Interest expense on lease liabilities	-	-
Depreciation expense	50,387	50,338
	<u>50,387</u>	<u>50,338</u>

(d) Statement of Cash Flows

	2025	2024
	\$	\$
Total cash outflow for leases	(55,646)	(55,539)

12 Trade and Other Payables

	2025	2024
	\$	\$
CURRENT		
Trade payables	88,970	222,505
GST payable	116,860	144,274
Employee benefits payable	124,947	208,305
Sundry payables and accruals	13,909	8,040
Total trade and other payables	<u>344,686</u>	<u>583,124</u>

13 Provisions

	2025	2024
	\$	\$
CURRENT		
Annual leave	290,941	257,041
Long service leave	94,737	106,450
Total current provisions	<u>385,678</u>	<u>363,491</u>

	2025	2024
	\$	\$
NON-CURRENT		
Make good on leased premises	10,000	10,000
Long service leave	42,204	-
Total non-current provisions	<u>52,204</u>	<u>10,000</u>

Financial Counselling Australia Limited

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Notes to the Financial Statements For the Year Ended 30 June 2025

13 Provisions (continued)

Provision for employee benefits represents amounts accrued for annual leave and long service leave. The current portion for this provision includes the total amount accrued for annual leave entitlements and the amounts accrued for long service leave entitlements that have vested due to employees having completed the required period of service.

Based on past experience, the Company does not expect the full amount of annual leave or long service leave balances classified as current liabilities to be settled within the next 12 months. However, these amounts must be classified as current liabilities since the Company does not have an unconditional right to defer the settlement of these amounts in the event employees wish to use their leave entitlement.

The non-current portion for this provision includes amounts accrued for long service leave entitlements that have not yet vested in relation to those employees who have not yet completed the required period of service.

14 Deferred income

	2025	2024
	\$	\$
CURRENT		
<i>Government grants received in advance</i>		
Department of Industry - Small Business Debt Helpline	6,109	202,712
Department of Social Services - Appointment Availability	280,965	663,341
Department of Social Services - Chat - National Debt Helpline	16,676	176,209
Department of Social Services - Data Strategy	25,974	105,847
Department of Social Services - Financial Counselling and Financial Capability - Capability Building Funding	442,550	625,477
Department of Social Services - STEPS	66,963	88,860
	839,237	1,862,446
<i>Revenue received in advance</i>		
ANZ Bank (funds held)	226,485	20,000
Ecstra	37,148	88,321
Workforce strategy	67,707	-
Telstra (funds held)	-	451,828
	331,340	560,149
Total deferred income	1,170,577	2,422,595

Financial Counselling Australia Limited

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Notes to the Financial Statements For the Year Ended 30 June 2025

15 Financial Risk Management

The Company's financial instruments consist mainly of deposits with banks, local money market instruments, short-term investments, accounts receivable and payable and bank loans.

The Company does not have any derivative instruments at 30 June 2025.

The totals for each category of financial instruments, measured in accordance with AASB 9 as detailed in the accounting policies to these financial statements, are as follows:

	Note	2025 \$	2024 \$
Financial assets			
Held at amortised cost			
Cash and cash equivalents	6	2,851,212	4,765,709
Trade and other receivables	7	178,514	94,632
Total financial assets		3,029,726	4,860,341
Financial liabilities			
Held at amortised cost			
Trade and other payables	12	344,687	583,123
Lease liabilities	11	4,804	60,450
Provisions	13	437,882	373,491
Total financial liabilities		787,373	1,017,064

i. Credit risk

The maximum exposure to credit risk, excluding the value of any collateral or other security, at balance date to recognised financial assets is the carrying amount, net of any provisions for doubtful debts, as disclosed in the Statement of Financial Position and notes to the financial statements.

ii. Liquidity risk

The Company manages liquidity risk by monitoring forecast cash flows and ensuring that adequate borrowing facilities are maintained.

iii. Interest rate risk

The finance committee meets on a regular basis to analyse the interest rate exposure in the context of the most recent economic conditions and forecasts.

16 Key Management Personnel Disclosures

The remuneration paid to key management personnel of the Company is \$544,576 (2024: \$623,133).

Financial Counselling Australia Limited

ABN 67 073 167 361

Notes to the Financial Statements For the Year Ended 30 June 2025

17 Auditors' Remuneration

	2025	2024
	\$	\$
Remuneration of the auditor MVAB Assurance (2024: Collins & Co Audit Pty Ltd), for:		
- auditing the financial statements	12,500	4,200
- assistance with financial statements	1,500	-
Total	14,000	4,200

18 Capital Commitments

The Directors of the company foresee no immediate future capital commitments.

19 Contingencies

Contingent Liabilities

In the opinion of the Directors, the Company had no contingent liability as at 30 June 2025.

In 2024, as a result of changes to the National Employment Standards, the Company was required to convert certain staff contracts from fixed-term to permanent. This created a potential obligation for redundancy payments in the event of future staff redundancies).

20 Related Parties

(a) Transactions with related parties

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

The following transactions occurred with related parties:

	2025	2024
	\$	\$
<i>Secretariat fee</i>		
FCA	144,000	81,000
<i>Grants paid to FCA</i>		
Grant for Employee Assistance Program Fess for Financial Counsellors	10,750	11,700
Annual fee for an Employee Assistance Program for Financial Counsellors	-	12,875

(b) Loans to/from related parties

There were no loans to or from related parties at the current or previous reporting date.

Financial Counselling Australia Limited


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Directors' Declaration

In the directors' opinion:

1. the financial statements and notes, as set out on pages 10 to 29, are in accordance with the *Australian Charities and Not-for-Profit Commission Act 2012* and:
 - a. comply with Australian Accounting Standards - Simplified Disclosures Standard; and
 - b. give a true and fair view of the financial position as at 30 June 2025 and of the performance for the year ended on that date of the Company.
2. there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.

Signed by:

 Director B204FCB81D6547C.....
 Jocelyn Joy Furlan

Signed by:

 Director FBCD7A8EA044424.....
 Vittoria Penner

13 October 2025 | 11:58 AM AEDT

Dated this day of 2025

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
FINANCIAL COUNSELLING AUSTRALIA LIMITED
ABN 67 073 167 361**

Report on the Financial Report

Opinion

We have audited the financial report, being a general purpose financial report, of Financial Counselling Australia Limited (the Entity), which comprises the statement of financial position as at 30 June 2025, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of material accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report Financial Counselling Australia Limited has been prepared in accordance with *Division 60 of the Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the company's financial position as at 30 June 2025 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards – Simplified Disclosures and the Corporations Regulations 2001 and Division 60 of the *Australian Charities and Not-for-Profit Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the company in accordance with the auditor independence requirements of the *Corporations Act 2001* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Matter

The financial report for the year ended 30 June 2024 was audited by another auditor who expressed an unmodified opinion on that financial report dated 13th September 2024.

Information Other than the Financial Report and Auditor's Report Thereon

The directors are responsible for the other information. The other information comprises the information included in the Company's annual report for the year ended 30 June 2025 but does not include the financial report and our auditor's report thereon. Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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Responsibilities of the Directors for the Financial Report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Simplified Disclosures and the *Australian Charities and Not-for-Profit Commission Act 2012*. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

The directors are responsible for overseeing the Company's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. Further information about our responsibilities can be found at <http://www.auasb.gov.au/Home.aspx>.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



MVAB Assurance
Chartered Accountants



Wayne Tarrant
Partner

Signed at Melbourne this 13th day of October 2025

Certificate Of Completion

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Jocelyn Furlan	 <p>Signed by: Jocelyn Furlan B204FCB81D6547C...</p>	Sent: 10/13/2025 11:53:16 AM
Jocelyn.furlan@gmail.com		Viewed: 10/13/2025 12:30:12 PM
Director Ms		Signed: 10/13/2025 12:30:27 PM
FCA		
Security Level: Email, Account Authentication (None)	Signature Adoption: Pre-selected Style	
	Using IP Address: 60.242.156.176	

Electronic Record and Signature Disclosure:
 Accepted: 10/13/2025 12:30:12 PM
 ID: 5001e2c6-4972-40e0-a361-3588aeda8b88

Vicki Penner	 <p>Signed by: Vicki Penner FB CD7A8EA044424...</p>	Sent: 10/13/2025 11:53:16 AM
vpenner@raq.org.au		Viewed: 10/13/2025 11:57:48 AM
Security Level: Email, Account Authentication (None)		Signed: 10/13/2025 11:58:50 AM
	Signature Adoption: Pre-selected Style	
	Using IP Address: 123.103.195.80	

Electronic Record and Signature Disclosure:
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 ID: deb0ee19-fcdb-4e42-86b4-dcc9bdc0193b

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	10/13/2025 11:53:16 AM

Envelope Summary Events	Status	Timestamps
Certified Delivered	Security Checked	10/13/2025 11:57:48 AM
Signing Complete	Security Checked	10/13/2025 11:58:50 AM
Completed	Security Checked	10/13/2025 12:30:27 PM

Payment Events	Status	Timestamps
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For clients

If you have been sent this document for signing, you authorise the financial counselling agency to act on your behalf with the named third party, such as a creditor, debt collector, external dispute resolution scheme or a telecommunications company.

When acting on your behalf, the financial counselling agency may (among other things):

1. seek and exchange personal information about you and your account/s;

2. negotiate; and

3. enter into arrangements.

You also give your consent to:

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