

HOW THE STRATEGY HELPS DIFFERENT PARTS OF THE SECTOR

Financial Counsellors:

- Access to a broader suite of nationally shared training and practice materials.
- Stronger casework support.
- Recognition and support for specialist practice.
- Frontline worker legal advice line pilot.

Financial Capability Workers:

- Professional foundations for financial capability workers: enhanced tools, training and support.
- Supported career pathway for financial capability workers into financial counselling.

- Solo and isolated workers support.
- Sector-wide multicultural capability project.
- Wellbeing resource hub and forums.
- Guidance on the interplay of financial counselling and financial capability roles.
- Innovation to cut administrative burden.

Agency managers:

- Workforce solutions exchange.
- Earning while learning guidance and support.
- Steps 2.0 (support to host part placement).
- Tools to strengthen cultural safety.
- Disaster-ready workforce models.
- Sector-specific wellbeing resources.
- National wellbeing awards.
- Enhanced agency managers' forums and support.

Registered Training Organisations:

- Stronger national Registered Training Organisation (RTO) Network and sector interface.
- Steps 2.0 to increase student placements in agencies.
- Labour market dashboard to inform targeted promotion and pathways.
- Enhanced vocational information for prospective sector entrants.
- Updated RTO learners' guides and resources.

Funders

- Measures of unmet demand and the need to inform evidence-based funding.
- Global funding tracker to support aligned funding and prevent service disruptions.
- Consistent national data collection and reporting.

Policy makers

- Client and community insights data.
- Labour market dashboard to track workforce supply and demand by region.
- Workforce diversity reporting and analysis.

Service users: people, communities, small business

- Services that better reflect client and community needs and experiences.
- Stronger integration of financial counselling services and financial capability supports.
- Advocacy for more frontline services where they are most needed.

First Nations

- Initiatives to grow the First Nations workforce.
- First Nations wellbeing initiative.
- Mob Talk network: tailored learning and development.
- Representation in forums, leadership and governance.
- Support for culturally safe workplaces and building culturally responsive services.