

## OUR SECTOR-WIDE COMMITMENTS

**Financial Counselling Australia**, together with the eight State and Territory financial counselling associations has made five **'commitments to the sector'**.

We will work with our colleagues to deliver these commitments in 2013.

1. **We will** develop a national framework for delivering professional development and training for the sector.
2. **We will** build a database of quality resources and tools to provide consistent and professional service delivery.
3. **We will** develop a funding model that addresses conflicts of interest.
4. **We will** raise the profile of financial counselling.
5. **We will** campaign for the fair treatment of consumers.

## STRATEGIC PLAN

# 2013

*a national  
voice for  
financial  
counselling*

financial  
counselling  
australia

## FCA PRIORITIES

### Build and Support the Profession

#### ➤ National Registration System

- In consultation with States/Territories

#### ➤ Assist the States/Territories put in place adequate complaint handling and disciplinary processes

#### ➤ Support unfunded associations

- seek funding for these associations (NT, ACT, SA, Tasmania, Qld)
- provide other support as appropriate

#### ➤ Cost benefit analysis of financial counselling

#### ➤ Conferences

- FCA Annual Conference, ATSI Workers Forum, Jan Pentland Foundation Dinner, EDR Conference

### ➤ Mental Health

- Develop mental health guidelines
- Facilitate training

### Increase Access to Financial Counselling

#### ➤ 1800 007 007

- continue to support and coordinate the national network of phone financial counselling services
- Launch "debt self help" website

### ➤ Debt Repayment Service

- Work corroboratively with industry to set up a free, non-profit service

### Advocate for Fair Treatment

#### ➤ As per the sector plan

- National 'Rank the Banks', financial hardship, Centrepay, Newstart, payday lenders