

MoneyMinded facilitators' update

This newsletter has been developed to keep facilitators informed of the latest MoneyMinded news and events.

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MoneyMinded evaluation reveals high participant satisfaction

The RMIT University evaluation of MoneyMinded has confirmed the program is most beneficial for people on lower incomes, those who are receiving government benefits and those working part-time. With 90 per cent of participants indicating they were 'very satisfied' or 'satisfied' with the program, the evaluation also demonstrates the value of financial counsellors and community educators being the primary delivery channel for MoneyMinded workshops. Significantly, another key finding is that participants gain more from the program when they attend multiple workshops.

Thank you to everyone who contributed to the evaluation. Full copies of the report can be downloaded from www.anz.com/moneyminded.

MoneyMinded content review underway

The evaluation by RMIT University also helped to identify those aspects of MoneyMinded that facilitators and participants felt could be enhanced and as such, the evaluation has kick-started the first content review of MoneyMinded.

The review involves an Advisory Committee of financial counsellors from every State and Territory – many of whom also represent the Australian Financial Counselling and Credit Reform Association (AFCCRA), as well as an ANZ representative. Sue Gunningham, the MoneyMinded facilitator trainer, is rewriting the program. See overleaf for more details about the Advisory Committee.

ANZ has made a commitment to review MoneyMinded on an annual basis to ensure its ongoing relevance and accuracy for facilitators and participants. Our goal is to launch the updated program in late-October 2005.

All financial counsellors and community educators who have participated in MoneyMinded facilitator training will receive an updated copy of MoneyMinded once the program is re-launched.

MoneyMinded
financial skills for the future

MoneyMinded satchels for participants now available

Following a recommendation from a number of facilitators, ANZ has now produced MoneyMinded card satchels that can be provided free of charge to participants to keep their MoneyMinded handouts together. Remember, MoneyMinded pocket calculators are also available and can be given to people who participate in MoneyMinded workshops. Satchels & calculators, for participants of MoneyMinded, can be ordered by contacting Craig Murphy.



MoneyMinded satchel and calculator

Calling for case studies

With the MoneyMinded review now underway, help us expand the range of case studies by submitting some of your own.

If you can help, email commaust@anz.com by Friday 26 August, and provide:

- ▶ the subject
- ▶ your contact details

We will make contact to discuss and record your case study/ies.

MoneyMinded is Australia's first comprehensive adult financial education program developed to help community educators and financial counsellors assist people, in particular those on low incomes, to build their financial knowledge and make informed decisions about their money.

Meet the MoneyMinded review Advisory Committee

The MoneyMinded review Advisory Committee consists of financial counsellors from all States and Territories and an ANZ representative. The Advisory Committee will meet at least three times to review changes to MoneyMinded's content and structure and to advise ANZ on further opportunities for enhancement.

Jan Pentland, AFCCRA Chair, VIC

Jan is a financial counsellor with Eastern Access Community Health in Melbourne and has over 20 years experience in the industry. She is the Chair of AFCCRA and a recognised consumer advocate – participating in numerous advisory committees, including the ASIC Consumer Advisory Panel, Bankruptcy Reform Consultative Forum and the ACCC Consumer Consultative Committee.

Gregory Mowle, QLD

Gregory Mowle has been a financial counsellor since 1998 and is the current President of the Financial Counsellors Association of Queensland. He has been the Queensland AFCCRA representative since 2004. He is currently the Project Manager – Financial Literacy for The Smith Family and is based in Brisbane.

Phil Powell, TAS

Phil is a financial counsellor with Anglicare Tasmania Inc, based in Devonport. He has been an AFCCRA councillor since 2000 and the AFCCRA Treasurer since 2002.

Peg Mellier, SA

Peg Mellier has been a financial counsellor since 1994, working at Northern Community Legal Service since 1995. She is the South Australian Financial Counsellors Association (SAFCA) representative for AFCCRA.

Tricia Ross, NT

Tricia is the Coordinator of Anglicare Financial Counselling NT, which provides services in Alice Springs, Katherine and Darwin. Tricia is the NT representative for the AFCCRA Council and AFCCRA's representative on the Telstra Consumer Consultative Committee.

Joanne Lowth, WA

Joanne is the coordinator of the Financial Counsellors Resource Project of WA. She has also had four years experience as a financial counsellor and is currently the secretary of the AFCCRA Council.

Tony Devlin, NSW

Tony is an accredited financial counsellor and first commenced in financial counselling in 1986. He is vice-president of the Financial Counsellors Association of NSW and the NSW representative on the AFCCRA Council. He is the Territorial Consultant for The Salvation Army, Moneycare and has held this position for the past three years.

Joy McKay, ACT

Joy McKay has been in financial counselling since 1996, working with Creditline and the Salvation Army in NSW and with Care Inc in Canberra. Joy is now involved in the 'Household Debt Project' – a research project in co-operation with YWCA, ACT Government and Care Inc.



Pictured clockwise from top left: Sue Gunningham (MoneyMinded review writer) and the Advisory Committee - Tricia Ross, Michael Vasta, Joanne Lowth, Gregory Mowle, Joy McKay, Tony Devlin, Peg Mellier, Jan Pentland and Phillip Powell. Missing: Sue Fraser

"Financial counsellors are a trusted source of information to low income Australians and an important delivery channel for the MoneyMinded program. We welcome both the MoneyMinded program itself, and the opportunity to evolve the program with ANZ and its community partners." – Jan Pentland

Sue Fraser, VIC

Senior Manager of the Social Advocacy Team at Kildonan Child & Family Services, based in Epping, Victoria. She has 30 years' experience working across the welfare sector with 15 years in financial counselling. Sue was awarded the Centenary Medal in 2002 for her services to the community.

Michael Vasta, ANZ

Michael is a Manager Public Policy, ANZ Government and Regulatory Affairs. He has been with ANZ since 2001 and before his current role, was a Corporate Lawyer for the retail banking division of ANZ.

Got any questions or comments?

To provide any feedback, ask any questions, add a colleague to this newsletter mailing list or to unsubscribe to this newsletter, please contact:

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