FINANCIAL COUNSELLORS' Association of Queensland Inc.

THE FINANCIAL COUNSELLORS' ASSOCIATION OF QLD INC.

2023-2026 FCAQ STRATEGIC PLAN

OVERVIEW

Mission Statement:
Financial Counsellors' Association of Queensland Inc. (FCAQ) provides resources and professional development support to financial counsellors, financial capability workers and their agencies who together assist vulnerable Queenslanders experiencing financial difficulty. FCAQ continually strengthens engagement with the government, financial services industry, community services sector and other relevant stakeholders to provide systems advocacy, education and financial counselling access to vulnerable consumers. FCAQ identifies the financial issues of people within communities and develops strategies to provide access for support and assistance.

Vision Statement:
Our vision is to enhance the professionalism of the financial counselling sector – we provide opportunities and inspire members to invest in continuous professional development and we promote the standards of the profession.

Values:
The values of FCAQ anchor our commitment to:

- Equality
- Social Justice
- Integrity
- Empowerment
- Connections
- Diversity

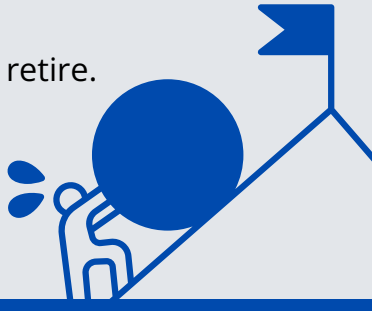
BACKGROUND

FCAQ has a proud history and 2023-2024 are seen as pivotal years.
In 2024 we will be acknowledging how far the profession has come since it commenced 30 years ago and looking to the future.
FCAQ has been gradually increasing its membership and the tasks for the Management Committee and the staff have significantly increased over the last 12 months.
Managing our future growth will require firm standards, leadership and various models of support for members.
Financial Counselling Australia (FCA) is gradually increasing its national role and there is ongoing debate around which aspects of the decision making and resourcing for the profession will remain with state associations. Queensland has some very distinct differences in client needs, regional and remote contexts, state-based legislation and state-based priority issues.
Staff have moved to a working from home model, without a designated FCAQ office, and this has provided greater flexibility to cover activities in north Queensland and south-east Queensland.

Key focuses for the 2023-2026 strategic plan:

Our challenges include:

Financial counsellors who are isolated from supervision and support.
Challenges in providing quality service in remote communities.
Likely to lose many of the financial counselling 'brains trust' soon as key leaders retire.
Integration of financial capability workers into teams in an appropriate way.



ACTION PLAN

GOALS

Promote standards for consistent quality of service delivery that focus on consumer needs.

Provide leadership in the sector.

Provide opportunities for connections among financial counsellors.

Inspire and support the profession to invest in continuous professional development and prepare for the future.

Lift the profile of financial counselling and enhance membership value.

Deliver a well-managed and streamlined organisation.

PROMOTE STANDARDS FOR CONSISTENT QUALITY OF SERVICE DELIVERY THAT FOCUS ON CONSUMER NEEDS

Promote best practice models of financial counselling and financial capability building for the range of clients and contexts in Queensland.
Promote the FCA national best practice standards, best practice guides and resources.
Equip financial counsellors to address community needs and respond to emerging issues, in conjunction with the agencies.
Support members of our Aboriginal and Torres Strait Islander communities to enter the profession.
Promote the outcomes from ongoing professional development and high quality, regular supervision.

PROVIDE LEADERSHIP IN THE SECTOR

Provide leadership for the profession in delivering solutions in the community, focusing on those who are disadvantaged because of financial issues.
Conduct systemic advocacy around emerging issues.
Work in partnership with other organisations around broader social justice issues that impact on financial capacity.

PROVIDE OPPORTUNITIES FOR CONNECTIONS AMONG FINANCIAL COUNSELLORS

Inform all attendees at the annual Conference of all the services that membership can provide.
Support Murri Connections – engage isolated workers, support leadership development.
Provide connections to topic experts across the profession.
Use various models for connecting members.

INSPIRE AND SUPPORT THE PROFESSION TO INVEST IN CONTINUOUS PROFESSIONAL DEVELOPMENT AND PREPARE FOR THE FUTURE

Provide opportunities for members who are at different stages of their professional journey and in different roles.
Implement a clear and supported pathway for Associate Members to progress to accreditation.
Prioritise opportunities to address skills and knowledge gaps.
Support hubs of expertise.
Develop leadership.

LIFT THE PROFILE OF FINANCIAL COUNSELLING AND ENHANCE MEMBERSHIP VALUE

Increase the recognition of financial counsellors and financial capability workers as important contributors to the prosperity, health, safety and sustainability of the community.
Communicate with agencies and government about the scope of the work of financial counsellors and financial capability workers.
Promote FCAQ as a developmental arm for the sector, linking with relevant government initiatives and departments.
Celebrate milestones and achievements of the financial counselling profession.
Gather feedback from the membership.
Engage stakeholders to collaborate, consult and inform us for the enhanced future of our profession and organisation.
Use data analytics and analysis around key issues to enhance the ongoing development of the profession in Queensland.

DELIVER A WELL-MANAGED AND STREAMLINED ORGANISATION

Develop and sustain a member focused culture across the organisation.
Ensure that all workplace policies are up-to-date.
Provide induction and professional development opportunities for staff and Management Committee members.
Develop a strong teamwork culture, with flexibility and plans for managing contingencies.
Review staffing numbers and profile regularly.
Review operations and report on achievements and goals in relation to the Human Services Quality Framework.
Continue to expand the use of digital technologies and update systems.