



Building a Financially Resilient Community Where People Thrive

Northern Adelaide Financial Inclusion Action Plan

(2022-2023)



The Financial Inclusion Action Plan (FIAP) Program is an innovative, cross sectoral program which enables organisations across diverse sectors to combine forces to enhance financial inclusion, resilience, and wellbeing in Australia.

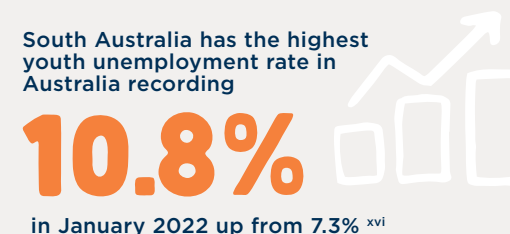
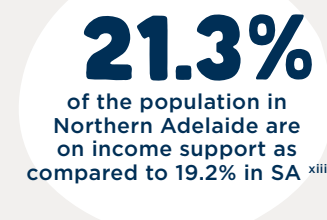
In 2014, the Australian Government made a commitment at the G20 summit to develop a national Financial Inclusion Action Plan (FIAP) to advance the UN Sustainable Development Goals.

In response, the Department of Social Services commissioned Good Shepherd, in collaboration with Ernst & Young (EY) and the Centre for Social Impact (CSI) at UNSW, Sydney to develop the FIAP Program and enable organisations from all sectors to promote financial inclusion and resilience in Australia.

Launched in 2016, the FIAP program has grown into a national and place-based network of over 50 organisations, who have made public commitments to take strategic and practical actions that will improve the financial wellbeing of their customers, employees, business, and community partners.

In February 2020, the first place-based FIAP was introduced in Geelong, Victoria which embodies the collective efforts undertaken by 10 local organisations who were driven by the desire to enhance the financial resilience and wellbeing of their local communities.

Following this, the Department of Human Services (DHS), Government of South Australia extended an opportunity for Good Shepherd to leverage the learnings and experiences of the Geelong FIAP program and develop a similar program to address the local challenges to financial wellbeing in Northern Adelaide specifically the Playford and Salisbury LGAs.



female employees reported severe or moderate levels of financial stress in 2020, almost double the figure recorded for male employees (11 per cent). ⁱⁱⁱ

No one sector can address these complex issues – corporations, not for profits, academic institutions and governments must work together to bring about positive change.



A message from Lois Boswell

Most South Australians enjoy a life of financial prosperity, but for some, financial hardship and financial exclusion is an unfortunate reality. The Northern Adelaide Financial Inclusion Action Plan (FIAP) provides an opportunity to think differently about how we address financial exclusion.

Financial exclusion affects people's ability to recover from adverse financial circumstances, and means financial security isn't always achievable.

The impact of financial exclusion is far reaching - it affects the health and wellbeing of our communities and impacts on our economic growth by reducing spending and limiting investment.

The strain placed on individuals and families when they are financially excluded has many effects - choices and opportunities to access appropriate financial products when they need them become limited and the threat of spiralling debt is always near.

It is a social and economic imperative to support South Australia's growth and wellbeing, through improving financial inclusion.

The Northern Adelaide FIAP is an important approach to ensuring a strong community where individuals and families are connected to services and supports they need when it matters most and where people can feel safe and empowered in their lives.

The Northern Adelaide FIAP has brought together local organisations from various sectors to take action to address regional challenges. These local organisations have a deep understanding of what it is to live in Northern Adelaide, and they are working together to develop responses and actions that will support Northern Adelaide community members to thrive, individually and as a community.

In this report there are a range of practical measures that will help to create a more financially inclusive South Australia, focusing on Northern Adelaide.

I congratulate the participating organisations for their proactive leadership in developing the Northern Adelaide FIAP and acknowledge the support from Good Shepherd to begin the journey toward Northern Adelaide as a financially inclusive and thriving community.

A handwritten signature in black ink that reads "Lois Boswell".

Lois Boswell

Chief Executive
Department of Human Services, Government
of South Australia

Financial Wellbeing in Australia: Where are we at?



Financial wellbeing plays an important role in the overall health and wellbeing of individuals, families, and community members.

Increased cost of living, global volatility and the ongoing economic impact of COVID-19 are having a negative influence on the financial resilience and wellbeing of a large proportion of the Australian population.

Independent research confirms that financial issues are the top cause of stress among Australians, more so than any other trigger, including family dynamics and personal health.ⁱ

Consistent with the impacts of COVID-19, the hospitality industry is experiencing the highest levels of financial stress, with 26 per cent of workers severely or moderately stressed. Retail is the second most affected industry at 23 per cent.

Geographically, regional South Australia has the highest rate of severely or moderately stressed workers at 26 per cent in the country, with the Northern Territory second at 23 per cent.

Financial stress is not exclusive to low-income earners, with one in ten Australians who earn \$100,000 or more experiencing severe or moderate financial anxiety.ⁱⁱⁱ

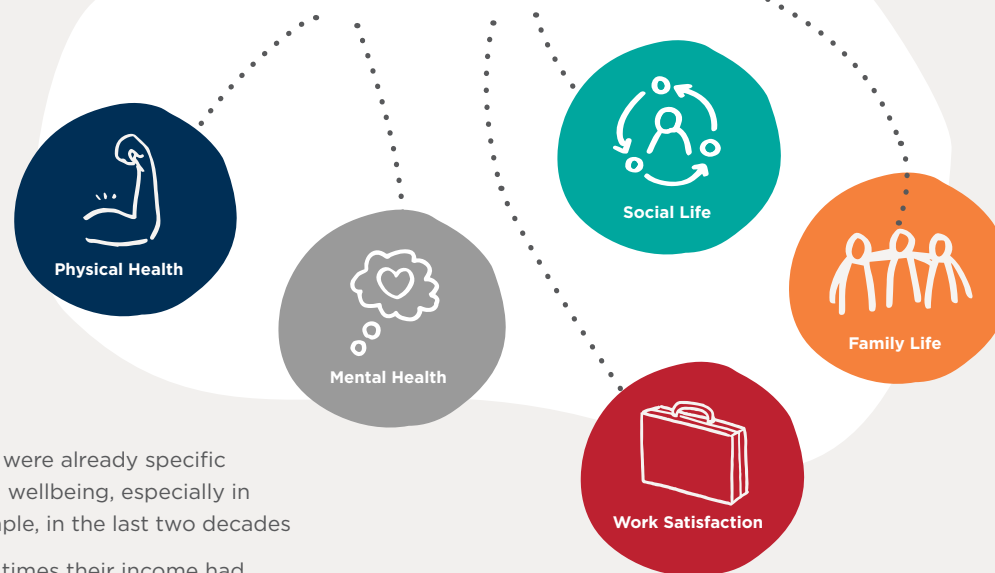
Leading up to the pandemic, there were already specific concerns about Australian financial wellbeing, especially in relation to debt holdings. For example, in the last two decades

- households with debt 3 or more times their income had grown steadily from 19.3% in 2003-04 to 28.4% in 2017-18
- the median debt to income ratio (for households with debt) had grown from 0.71 in 2003-04 to 1.10 in 2017-18.

There were also indicators that some Australian households had low levels of financial resilience and were not well-positioned to deal with an economic shock. Prior to the pandemic:

- 57% of lower-income households renting from a private landlord were spending 30% or more of their gross income in rent in 2017-18
- approximately 30% of Australian households had savings of less than one month's worth of income
- one in eight Australians would not have been able to raise \$2,000 in an emergency^{iv}

Financial stress is detrimental to all aspects of a person's life...



More than **1/3**

of Australians find dealing with money, or even thinking about it, stressful and overwhelming.ⁱⁱ

So, what is Financial Wellbeing?

Financial wellbeing is when a person can meet expenses and has some money left over, is in control of their finances and feels financially secure, now and in the future.

Within this definition there are three interrelated dimensions:



Meeting expenses and some money left over: includes having an adequate income to meet basic needs, pay off debts, cover unexpected expenses and have some money left over.



Being in control: includes feeling and acting in control of your finances.



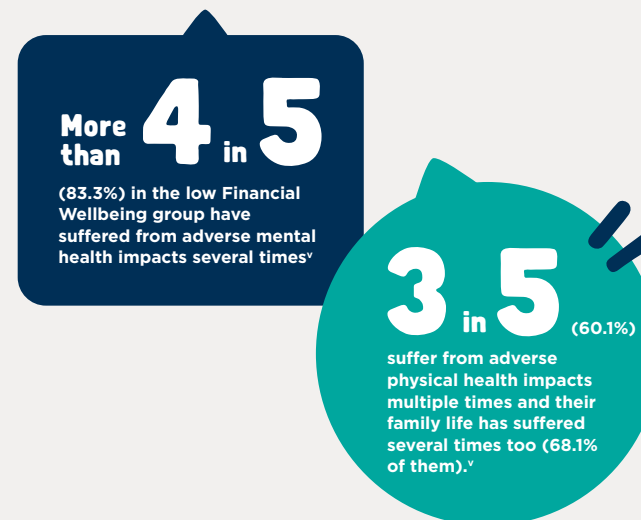
Feeling financially secure: includes not having to worry much about money and having a sense of satisfaction with your financial situation.^{iv}

Influence of financial wellbeing on people's lives

Higher financial wellbeing means less frequent worries about money. The majority of those with very high financial wellbeing either don't have any financial issues at all (21.2% of them) or rarely/never worry about financial issues (51.0% of them). Only about one in twenty (5.3%) worry about money daily or weekly.

Individuals experiencing lower financial wellbeing typically have aspects of their life that are troubling them or giving them stress, for example two-thirds (68.5%) of individuals with low financial wellbeing worry about money daily or weekly. The low financial wellbeing group are also less likely to feel prepared for retirement (only 18.7% relative to 89.5% of very high).

As a result, those with low financial wellbeing are significantly more prone to suffering the negative impacts of finances often.^v



Therefore, it is important to build financially resilient communities....

Living a full life has its ups and downs. Our resilience to overcome shocks, but also realise opportunities, comes from within, as well as from those alongside us in our community.

Resilience is defined by the ability to recover from setbacks, adapt well to change, and keep going in the face of adversity. Building financial resilience is the key to turning challenges into successes.

Financial resilience is an essential element of a full life. It is enabled by building and drawing on economic resources, accessing the right financial services at the right time, applying developed financial capabilities, and interacting effectively with informal networks, our social capital.

Yet despite Australia constantly ranking as one of the world's top ten best places to live, not all Australians enjoy equal opportunities to realise their full potential. **Almost one in five adults (3.3 million people) are financially excluded, unable to access the basic financial products and services they need, when they need them. Over two million people also face high/severe financial stress.^{vi}**

Our financial position shapes everything we can do now and into the future. When we lack control over our financial lives, it can cause stress and anxiety, undermine our sense of self, and can force us to make decisions that are harmful to our health and wellbeing.^{vii} Across the globe, policymakers are also recognising that financial inclusion and wellbeing are powerful engines of progress, and a catalytic tool to advance human development.

Financial inclusion, wellbeing and resilience are not an end in itself, it is a means to an end, offering pathways to economic opportunities which enable people to realise their full potential.

Financial Inclusion Action Plans: Enabling Real Change

What is a Financial Inclusion Action Plan?

A Financial Inclusion Action Plan (FIAP) is a commitment made by an organisation to take practical actions to improve financial wellbeing for its customers, employees, supply chain and community partners.

Actions taken by FIAP member organisations are designed in conjunction with the FIAP Framework and are based on global evidence on strategies that can 'shift the dial' on financial inclusion, resilience, and wellbeing. The framework includes progress verification and public reporting of results.

How does it work?

The Program provides support to organisations to develop a FIAP using a consistent framework of tools and methodologies. Members also have the opportunity to develop partnerships and learn from each other through online tools and regular Community of Practice events. The Financial Inclusion Action Plan program provides member organisations with the opportunity to contribute to building resilient and supportive communities by:

- ▶ enabling participants to work collaboratively across sectors
- ▶ testing innovative approaches to improving financial wellbeing
- ▶ scaling-up what works via individual and collective action.

There are four primary focus areas:

Products and Services

Provide fair, affordable and accessible products and services

Financial Capability

Foster organisational culture to enhance financial capability of staff, customers and the community

Understanding Financial Vulnerability

Investigate, advocate and collaborate for improved responses to financial vulnerability

Economic Security

Remove barriers and provide opportunities for economic security, equality, and growth

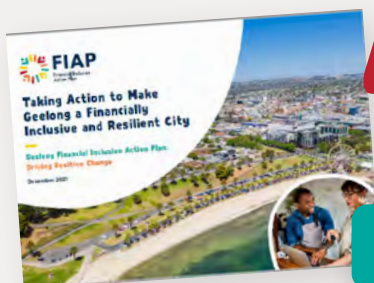
Place-based approach to building financially resilient communities



A place-based FIAP approach acknowledges that local leaders and organisations which are on the ground are best equipped to understand the challenges their people and region are facing, and that they need to collaborate and support each other to develop a holistic response to improve the financial resilience and wellbeing of their community. This enables greater uptake of services within communities and improved use of local assets and infrastructure. Over the longer term it leads to better outcomes for families and increased economic benefits at the regional, state, and national level.

Learnings from the first place-based Financial Inclusion Action Plan in Geelong strongly demonstrates the efficacy of a multi sectoral collaboration in developing holistic responses to better support local communities experiencing financial vulnerability.

Read more about how the Geelong FIAP Pioneers are successfully driving positive change through practical actions



[Read More >](#)

Objectives of a place-based FIAP



Empower local leadership within the community who have the capacity to drive collective action and change



Create a framework for local organizations to take actions to realise financial inclusion, resilience, and wellbeing within their sphere of influence



Embed the identified actions into business-as-usual practice of participating organisations for the long-term



Enhance the financial wellbeing outcomes of current and future generations of residents in the local community.



Why Northern Adelaide?

Northern Adelaide has undergone a significant economic shift in the last ten years. It is difficult to separate the financial pressure of the current pandemic from the culmination of stress from the economic change.

The closure of the General Motors Holden automotive factory impacted workers associated directly with the plant as well as second and third tier suppliers and affiliated businesses. The effects of these direct and indirect job losses from the region saw unemployment rise above the national benchmark, compounding issues for a demographic in which sections of the community have had a problematic engagement with the workforce. Intergenerational unemployment and the lower expectations impact educational attainment levels and participation in the workforce, particularly in the Cities of Playford (Peachy Belt) and Salisbury (Salisbury and Salisbury North). This has led to enduring barriers to educational and labour market success for several cohorts including young people aged 15-24, people from Culturally and Linguistically Diverse (CALD) backgrounds, Indigenous people, people with a disability and families that experience intergenerational unemployment.^{xii}



only **23%**

of people aged over 15 in Playford have completed Year 12 compared with

37% for Adelaide.^{viii}

44%

of Playford's Indigenous youth aged 15 years and over have not completed more than 3 years of secondary schooling compared with 34% for Adelaide.^{viii}

28%

of the population is under the age of 17 years across the Northern Adelaide regions.^{viii}

17% & 29%

of households in Playford and Salisbury are single parent families.^{viii}

Unemployment rates for youth in the Northern region of Adelaide are higher than average State and National levels. Youth unemployment (five years to August 2020) is around 15.7 per cent of young people aged 18-24 in Adelaide North compared with 13.8 per cent for South Australia and 13.2 per cent for Australia (DESE, 2020).

Despite having the fastest growing population rate in South Australia in the last three years across Playford, Salisbury and Tea Tree Gully Local Council Areas the long-term socio-economic issues continue to impact the overall level of disadvantage in the region.

This clearly implies that even in pre-COVID period the local communities were struggling with the issues of high youth unemployment, low levels of educational outcomes, high rental stress combined with a greater concentration of low-income households in comparison to rest of South Australia.

The COVID-19 crisis has exacerbated these entrenched issues and adversely impacted the most vulnerable community members who are less likely to keep up with the increasing cost of living and therefore experience financial hardship.

SACOSS (Dec 2021) finds that the rising cost of living (1.5% in Adelaide compared to CPI increase of 1.3% Nationally) are making it harder to afford necessities and worsening financial stress, particularly for social security recipients. These interlinked challenges can translate into poorer mental health, relationship breakdown and negatively impact education and employment outcomes.^{xiv}

Over the 12-month period from December 2020 - 2021 we have seen a significant increase in the cost of essential non-discretionary items, housing affordability, rental affordability and stock availability, petrol, and basic commodities. With the current global crisis this is likely to continue to increase, placing more strain on individuals and families.

As noted by the Productivity Commission 2019 report, building financial capability and resilience is a critical enabling factor in addressing entrenched disadvantage and long-term welfare dependency.

Key Areas of Disadvantage	City of Playford	City of Salisbury	State Average
Children under 16 part of a low income, welfare-dependent family ^{ix}	45.3%	35.2%	23.3%
Mental Health concerns in Northern Adelaide are significant with people aged 18 and over who experience high or very high psychological distress ^x	20.4 per 100	18.1 per 100	14 per 100
Homelessness rates (including those with temporary or at-risk accommodation).	12.7%^{xi}	14%^{xii}	7.7%
Households without a motor vehicle ^{ix}	12.1% of households (29% above Adelaide average)	8% of households	





Building Financially Resilient communities in Northern Adelaide



Over the past 12 months a committed group of organisations representing multiple sectors in Northern Adelaide have joined forces to better identify the entrenched challenges in the local communities and co-designed more than 50 practical actions to alleviate these challenges.

The Northern Adelaide Financial Inclusion Action Plan embodies the collective efforts of the following organisations



City of Salisbury



The City of Salisbury community consists of 145,000 people who live in our 32 suburbs, whether they have been here all their lives or are new arrivals. The 7,800 businesses and 54,000 workers make Salisbury the state's fourth largest economy. Council's vision is for Salisbury to be a progressive, sustainable, and connected community.

One of our FIAP commitments is to support small businesses and new start ups through mentoring programs with a specific focus on building financial capability.

Office for Women



The Department of Human Services (DHS) brings together a range of services, funding and policy responsibilities which together support fairness, opportunity, and choice for all South Australians. DHS has lead responsibility on behalf of the South Australian government in the areas of early intervention to support children's wellbeing, disability, domestic violence, safety and wellbeing of children, screening services and youth justice.

The Office for Women works toward achieving gender equity and positive change for women in South Australia by collaborating across government and the community.

Our FIAP commitment is to partner with the wider community to support a financial education program for women.

Tindo Solar



Tindo Solar is Australia's only manufacturer of solar panels, producing world-leading panels with the latest technology. Based in Mawson Lakes, South Australia, the Tindo solar panel production line is highly automated and helps to create the next generation of high tech, green, advanced manufacturing jobs in Australia.

As a signatory of the UN Global Compact, Tindo Solar is committed to ethical and sustainable supply chains.

Through our involvement in the FIAP, we are committing to create more internship and placement opportunities for Aboriginal and Torres Strait Islander students.

Possible Consulting



Founded in 2020, Possible Consulting is a family-owned multicultural consulting social enterprise which provides concise consulting services to make a difference in the lives of individuals and communities.

We are committed to connecting individuals from culturally and linguistically diverse (CaLD) and multicultural communities to meaningful employment opportunities and assisting businesses exceed their full potential.

One of our FIAP commitments is to support employers to diversify their workforce and promote inclusion within workplaces.

UniSA STEM Mawson Lakes



UniSA STEM links engineering, mathematics, science, defence, cybersecurity, construction management, environmental science, aviation, information management, information technology and project management, harnessing the connections across disciplines to bring big ideas to fruition.

UniSA STEM is pleased to be involved in the Financial Inclusion Action Plan for Northern Adelaide to raise awareness of available scholarships for student equity groups to ensure better access and increase opportunities for local students to choose UniSA STEM and develop relationships to increase local in-course placements for students.



Northern Area Community & Youth Services Inc.



NACYS is a not for profit, community-based organization, located in the Northern suburbs of Adelaide. Our vision is to empower the community, through excellence in service and engagement.

We provide support across three main areas: community development, therapeutic programs, and early childhood development.

Our commitment through the FIAP is to enhance organisational capacity to improve client referral outcomes by developing partnerships with other service providers.

Anglicare SA



For more than 160 years, AnglicareSA has supported South Australians in need. Our 1,800 employees and 400 volunteers support more than 45,000 people each year through a broad range of programs and services including; housing and homelessness, NDIS services, aged care, foster care, emergency assistance, financial counselling and literacy, Aboriginal services, and support for children, youth and families.

One of our FIAP commitments is to collaborate with other service providers to support clients experiencing or at risk of homelessness.

Good Shepherd Australia New Zealand



Good Shepherd Australia New Zealand was established to address the critical, contemporary issues facing women, girls and families. We work to advance equity and social justice, and to support our communities to thrive.

We aspire for all women, girls, and families to be safe, well, strong and connected.

One of our FIAP commitments is to enable individuals on a low income to access no interest loans for purchasing vehicles.

Relationships Australia SA



Relationships Australia SA has over 70 years' experience in delivering a variety of health and wellbeing services in the community, with a particular focus on those who are financially disadvantaged.

Relationships Australia SA vision is a just and equitable society in which diversity is valued, relationships are respectful, where people have a sense of connection and belonging and an opportunity to learn and develop.

One of our FIAP commitments is to build upon our employee capability to be more responsive to the needs of people living in the community who are experiencing financial disadvantage.

Workskil Australia



Workskil Australia is a national not-for-profit and charity, with over 35 proud years of supporting Australians to achieve sustained economic and social self-reliance. We do this by providing a range of employment, work experience, disability, youth, Indigenous and community services across New South Wales, South Australia, Western Australia, and Victoria.

Workskil Australia's vision is to foster an Australian society that champions social and economic inclusion, equality and diversity.

Through our involvement in the FIAP, we are committing to strengthen our support for clients with complex needs by removing barriers to gain and sustain employment.



Taking Action to Shift the Dial on Financial Resilience and Wellbeing

The Northern Adelaide FIAP members developed a set of overarching principles to guide their current and future actions

Understand

The social and economic determinants of financial exclusion and resilience.

The impact of financial exclusion on overall wellbeing of individuals.



Collaborate

Through partnerships between government, business, academia and community organisations to achieve financial wellbeing for local communities.



Advocacy & Influence

Shift the dial on financial inclusion, wellbeing and resilience



Empower

Individuals and communities to take informed financial decisions by drawing on internal capabilities and appropriate external resources.

Organisations and their employees to provide more holistic support.



Impact

Measure progress through robust evaluation strategies and practices.

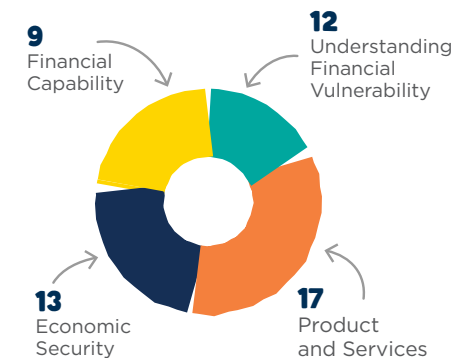
To build on the evidence base.



Guided by these principles and leveraging on their organizational strengths, the members co-designed practical actions which aim to address the deep-rooted challenges within the local communities and respond to the needs of multiple stakeholders.

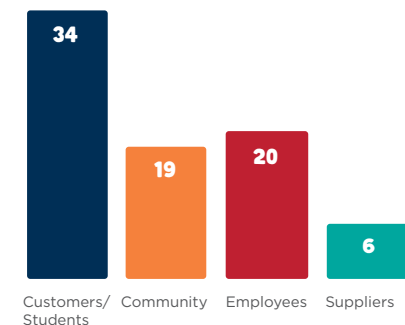
Number of actions within

FIAP Action Areas



Number of actions by

Stakeholder Groups



Note: Number of actions can overlap across stakeholder categories

Products and Services

We will ensure that our Products and Services are safe, affordable and meet the needs of our customers, employees and broader community.

Stakeholder	Action Statement	Output	Outcome	Responsibility	Timeframe
Customers Community	Raise greater awareness among ratepayers of the City of Salisbury hardship policy and procedures, and how to access supports	<ul style="list-style-type: none"> › Revise information available to rate-payers experiencing financial hardship › Communicate and promote through appropriate channels and platforms 	<ul style="list-style-type: none"> › Improved support for financially vulnerable customers, staff, suppliers and wider community › Increased pathways & tools for ongoing support for vulnerable groups › Improved social, community and government support 	City of Salisbury	February 2023
Customers	Raise greater awareness of Council programs and services that can assist those with no/ low income to become financially sustainable	<ul style="list-style-type: none"> › Review information available on Council products and services › Communicate through appropriate channels and resources 	<ul style="list-style-type: none"> › Increase in targeted and scalable resources to build financial capabilities › Increase in awareness and availability of appropriate financial services 	City of Salisbury	Ongoing
Community	Explore opportunities to partner with organisations collecting and maintaining information on local financial support services	<ul style="list-style-type: none"> › Undertake stakeholder analysis to identify appropriate providers › Actively seek partnership(s) › Communicate and promote through appropriate channels and platforms 	<ul style="list-style-type: none"> › Improved support for financially vulnerable customers, staff, suppliers and wider community › More partnerships and collaboration to support vulnerable groups 	City of Salisbury	March 2023
Customers	Review the Hardship Policy and its alignment with the principles of financial inclusion	<ul style="list-style-type: none"> › Undertake a review and update of the City of Salisbury's Hardship Policy › Undertake review of financial implications of any additional supports that may be identified 	<ul style="list-style-type: none"> › Increased understanding of barriers to financial inclusion, resilience and wellbeing (including economic inequality) › Improved support for financially vulnerable customers, staff, suppliers and wider community › Policies, processes & actions implemented to address economic inequality 	City of Salisbury	December 2022
Suppliers Community	Refine and deliver Train the Trainer Program for the My Money Basics Program.	<ul style="list-style-type: none"> › Partner organisations engaged. › Partners identify internal trainers. › Train the Trainer Sessions delivered. 	<ul style="list-style-type: none"> › Increased understanding of barriers to financial inclusion, resilience and wellbeing (including economic inequality) › Increase in targeted and scalable resources to build financial capabilities › Improved support for financially vulnerable customers, staff, suppliers and wider community › More partnerships and collaboration to support vulnerable groups 	Good Shepherd Financial Capability Facilitator	June 2022
Customers Community Students	Support the partner organisation trainers to deliver the My Money Basics Program.	<ul style="list-style-type: none"> › Sessions delivered by partner organisations. › Local community members attend the My Money Basics program sessions. 	<ul style="list-style-type: none"> › Improved support for financially vulnerable customers, staff, suppliers and wider community › Increase in awareness and availability of appropriate financial services › Increased pathways & tools for ongoing support for vulnerable groups › Increased financial capability of individuals 	Good Shepherd Partner organisations	December 2022

Stakeholder	Committed Action Statement	Output	Outcome	Responsibility	Timeframe
Customers Students	Enable individuals on a low income to access a microfinance no interest loan for a primary vehicle.	<ul style="list-style-type: none"> › Process applications via a financial conversation. › Loans successfully approved and disbursed. 	<ul style="list-style-type: none"> › Improved support for financially vulnerable customers, staff, suppliers and wider community › Increase in strategies to address economic inequality (e.g. equitable pay, mentoring, superannuation, education, housing) › Improved access to appropriate financial products and services 	Good Shepherd delivered by Good Money Site	Review end of financial year / September 2022
Customers	Assist First Nations small businesses to launch a new business.	<ul style="list-style-type: none"> › Provide 12 month coaching for new start up businesses. › Coaching for 6 small businesses delivered. 	<ul style="list-style-type: none"> › Increase in targeted and scalable resources to build financial capabilities › Increased ability to meet current financial needs and expenses 	Good Shepherd LaunchMe team	March 2023
Employees Community	Establish a formal agreement with a financial counselling organisation i.e. (Good Shepherd, Anglicare SA, National Debt Helpline) to refer at risk clients for assistance	<ul style="list-style-type: none"> › Established partnership and agreement in place. › Referrals for financial counselling and support offered to vulnerable clients. 	<ul style="list-style-type: none"> › Increase in awareness and availability of appropriate financial services › More partnerships and collaboration to support vulnerable groups 	Northern Area Community & Youth Services (NACYS)	May 2022
Customers	Provide low cost consultation, training and recruitment services to employers who are interested in diversifying their workforce and promoting inclusion in their workplace	<ul style="list-style-type: none"> › Diversity and Inclusion training has been facilitated › NDIS - supporting small business with policy review and development 	<ul style="list-style-type: none"> › Organisational culture enables staff to better identify and support financially vulnerable groups › More partnerships and collaboration to support vulnerable groups 	Possible Consulting	December 2022
Suppliers Community	Establish a Multicultural Business and Entrepreneur Network to connect and promote multicultural businesses in South Australia with a vision to expand nationwide	<ul style="list-style-type: none"> › Establish network in SA › Broaden network in the next 12 months › Regular workshops and information sessions held to create financial capability and awareness 	<ul style="list-style-type: none"> › Increased understanding of barriers to financial inclusion, resilience and wellbeing (including economic inequality) › Increased pathways & tools for ongoing support for vulnerable groups › Improved social, community and government support 	Possible Consulting	December 2022
Students	Engage with local schools and community members across Northern Adelaide to increase enrolments to STEM programs.	<ul style="list-style-type: none"> › Provide outreach to local schools through STEM connect program. › Higher number of students enrolled in STEM programs in Northern Adelaide. 	<ul style="list-style-type: none"> › Improved support for financially vulnerable customers, staff, suppliers and wider community › More partnerships and collaboration to support vulnerable groups 	Uni SA	December 2022
Students	Raise awareness of available scholarships for student equity groups to ensure better access.	<ul style="list-style-type: none"> › Review communication channels and messaging to prospective and current students. › Increased number of scholarships awarded to equity groups. 	<ul style="list-style-type: none"> › Improved support for financially vulnerable customers, staff, suppliers and wider community › Increase in awareness and availability of appropriate financial services 	Uni SA STEM	December 2022
Customers Employees	Develop partnerships with local providers to improve jobseekers access to financial services and supports.	<ul style="list-style-type: none"> › Establish partnerships with local providers › Referrals for financial support offered to financially vulnerable clients 	<ul style="list-style-type: none"> › Increase in awareness and availability of appropriate financial services › More partnerships and collaboration to support vulnerable groups › Improved support for financially vulnerable customers, staff, suppliers and wider community 	Workskil Australia	December 2022

Stakeholder	Committed Action Statement	Output	Outcome	Responsibility	Timeframe
Customers	The Work Ready Release Ready program supports participants on their journey to employment and settling back into the community when released from prison.	<ul style="list-style-type: none"> Pre and post release. Prepare customers for release by providing support with accessing income support, build skills, accessing accommodation services, health and employment 	<ul style="list-style-type: none"> Improved support for financially vulnerable customers, staff, suppliers and wider community Improved access to appropriate financial products and services 	Workskil Australia	Ongoing
Customers	Geared 4 Work program to support young people registered with Workskil Australia living in the northern suburbs of Adelaide to achieve log book hours with a driver mentor / supervisor.	<ul style="list-style-type: none"> Identify customers who need this support and register to the service. Driver mentor to conduct driving sessions. 	<ul style="list-style-type: none"> Improved support for financially vulnerable customers, staff, suppliers and wider community Increased ability to meet current financial needs and expenses 	Workskil Australia	Ongoing
Customers	Provide financial wellbeing services to clients in Northern Adelaide including access to wrap around services to address underlying causes of financial insecurity.	<ul style="list-style-type: none"> Financial counselling, education and support offered to clients. Referrals to other services based on the needs of the client. 	<ul style="list-style-type: none"> Increase in awareness and availability of appropriate financial services. 	AnglicareSA	Ongoing

Digital Inclusion for Multicultural Communities

Through Possible Consulting's Digital Inclusion training, we have been able to assist our participants with safe online shopping, and internet security. All our participants are from multicultural and CaLD backgrounds with minimal knowledge of online communication and safety strategies. Our participants say the weekly training has been extremely helpful in learning new skills on safe ways to use social media, safe online banking, financial wellbeing, document attachments, and other useful digital skills that they had no idea existed.

Our participant, Janna M (on the left), started the training in January with no knowledge on how to make online bill payments. On her first day, Janna said she goes to the post office each time she needs to pay bills. No one has ever showed her how to pay her bills online. She finds it difficult to get to the post office sometimes, especially when she is unwell.

With the Digital Inclusion training delivered by Possible Consulting, Janna now knows how to browse the internet, navigate through different electricity providers, understand what internet banking is. Janna says, "I can now pay my bills online without leaving my house."

Edgar (on the right) is a Chess teacher and due to Covid-19, he has not been able to teach Chess. Edgar advised that with this training, he is able to use zoom and teach his students online. This means more students attend his classes and a job for him.



Image: Left to right (Janna, Possible, Edgar).

Financial Capability

We will build the Financial Capability of our customers and employees, to improve Financial Behaviours.

Stakeholder	Committed Action Statement	Output	Outcome	Responsibility	Timeframe
Customers Community	Deliver employment ready programs to support financially vulnerable residents in accessing jobs	<ul style="list-style-type: none"> ▶ Training sessions are delivered. 	<ul style="list-style-type: none"> ▶ Increase in strategies to address economic inequality (e.g. equitable pay, mentoring, superannuation, education, housing) ▶ Increased ability to meet current financial needs and expenses 	City of Salisbury	Ongoing
Customers Community	Deliver lifelong learning and development programs that equip financially vulnerable people to effectively manage their finances	<ul style="list-style-type: none"> ▶ Training sessions are delivered. 	<ul style="list-style-type: none"> ▶ Increase in awareness and availability of appropriate financial services ▶ Increased financial capability of individuals 	City of Salisbury	Ongoing
Employees	Offer opportunities for staff to access support services and training to enhance their own financial wellbeing	<ul style="list-style-type: none"> ▶ Employee financial wellbeing program developed and implemented. 	<ul style="list-style-type: none"> ▶ Increased financial capability of individuals ▶ Planning for future: Increased protective economic supports (e.g. savings, retirement, planning, superannuation, housing) 	City of Salisbury	Ongoing
Community	The Office for Women in the Department for Human Services will partner with the wider community to support a financial education program for women which covers topics including financial wellbeing and literacy.	<ul style="list-style-type: none"> ▶ Design workshops in partnership with key stakeholders to meet the needs of women living in Northern Adelaide. ▶ Workshop sessions delivered. 	<ul style="list-style-type: none"> ▶ Increased understanding of barriers to financial inclusion, resilience and wellbeing (including economic inequality) ▶ Improved support for financially vulnerable customers, staff, suppliers and wider community ▶ Increase in awareness and availability of appropriate financial services ▶ Increase in strategies to address economic inequality (e.g. equitable pay, mentoring, superannuation, education, housing) ▶ More partnerships and collaboration to support vulnerable groups ▶ Increased financial capability of individuals 	Office for Women with community partners	March 2023
Employees	Provide training to staff to build their financial knowledge and capability and to support financially vulnerable clients – both talent and small business.	<ul style="list-style-type: none"> ▶ Training to be facilitated and attended by Possible Consulting staff ▶ Form a partnership with a training provider 	<ul style="list-style-type: none"> ▶ Increased understanding of barriers to financial inclusion, resilience and wellbeing (including economic inequality) ▶ Organisational culture enables staff to better identify and support financially vulnerable groups ▶ Improved support for financially vulnerable customers, staff, suppliers and wider community 	Possible Consulting	December 2022
Customers Employees Community	Create a 'Financial Inclusion Champion' role in the Northern Region to mentor other team members	<ul style="list-style-type: none"> ▶ Financial Inclusion Champion role is operational in the Northern Region 	<ul style="list-style-type: none"> ▶ Increased understanding of barriers to financial inclusion, resilience and wellbeing (including economic inequality) ▶ Organisational culture enables staff to better identify and support financially vulnerable groups ▶ Increase in awareness and availability of appropriate financial services 	Relationships Australia SA	September 2022

Stakeholder	Committed Action Statement	Output	Outcome	Responsibility	Timeframe
Customers	Review ways to incorporate money management information sessions in our existing services to our jobseekers; Provide targeted support to financially vulnerable jobseekers through financial capability workshops and refer to community partners where additional support is required.	<ul style="list-style-type: none"> › Explore partnerships with local providers to deliver financial capability training to our staff which enables them to deliver targeted financial capability workshops to our jobseekers › Develop training materials and workshop format specific to the needs of the jobseekers › Training session delivered. 	<ul style="list-style-type: none"> › Improved support for financially vulnerable customers, staff, suppliers and wider community › Increase in awareness and availability of appropriate financial services › Increased financial capability of individuals › More partnerships and collaboration to support vulnerable groups 	Workskil Australia	March 2023
Customers Employees	Increase staff capability within key service delivery areas to better identify financially vulnerable individuals including clients within CALD and Aboriginal communities.	<ul style="list-style-type: none"> › Information sessions organised and delivered for staff across key service delivery areas in Northern Adelaide (e.g., support services for newly arrived migrants, children and family services, foster care, aged care). 	<ul style="list-style-type: none"> › Improved access to appropriate financial products and services. 	AnglicareSA	Ongoing
Employees	Provide training to all frontline staff to enable them to have needs based conversations with the customers and offer personalised supports.	<ul style="list-style-type: none"> › Training materials are designed and developed in partnership with internal or external services providers. › Regular training and information sessions are delivered to the employees. 	<ul style="list-style-type: none"> › Organisational culture enables staff to better identify and support financially vulnerable groups 	Tindo Solar	November 2022

Financial Counselling for homeless new arrivals

AnglicareSA's financial counsellors and housing team have been supporting a family who fled their home country in Southwest Asia to seek asylum in Australia. A few years after receiving their protection visa, which allows them to live in Australia permanently, the family obtained a home loan to purchase a house. With several members of the family living with significant disabilities (requiring full-time care), and a sudden reduction in income, the family struggled to keep up with their mortgage repayments. Eventually, their home was repossessed, and the family was left homeless amid a pandemic.

Working through interpreters, AnglicareSA's housing team helped the family find immediate accommodation, while our financial counsellors liaised with the mortgage provider. Unable to understand the mortgage contract (written in English), the family was particularly vulnerable. Our financial counsellors worked with the mortgage provider to ensure a fair process: namely the house was sold at market value and any equity was returned to the family.

AnglicareSA's financial counsellors also helped the family to access government supports, such as carers payments (one family member provides full-time care to the others who live with significant disability). The family have also been referred to the NDIS – supports which they were not aware existed.

After successfully securing long-term rental accommodation, the family is now settling into their new home and making plans for their future.

Our services support people in very stressful situations, such as this family,” said AnglicareSA Head of Social and Economic Wellbeing Sue Christophers. “People can turn their lives around when they have stability, and their financial stress is diminished,” Ms Christophers said.



Understanding Financial Vulnerability

We will make every effort to Understand Financial Vulnerability in our local community and take action to address it.

Stakeholder	Committed Action Statement	Output	Outcome	Responsibility	Timeframe
Employees	Train all frontline staff so that they can better recognise signs of financial stress and develop strategies to assist vulnerable residents	<ul style="list-style-type: none"> ▶ Training sessions delivered to employees 	<ul style="list-style-type: none"> ▶ Organisational culture enables staff to better identify and support financially vulnerable groups ▶ Improved support for financially vulnerable customers, staff, suppliers and wider community 	City of Salisbury	June 2023
Customers Employees	Financial awareness training sessions to better support employees to identify at risk clients	<ul style="list-style-type: none"> ▶ Training sessions conducted 	<ul style="list-style-type: none"> ▶ Increased understanding of barriers to financial inclusion, resilience and wellbeing (including economic inequality) ▶ Improved support for financially vulnerable customers, staff, suppliers and wider community ▶ Increased pathways & tools for ongoing support for vulnerable groups 	Northern Area Community & Youth Services(NACYS)	July 2022
Customers Employees	Update client intake form to incorporate additional information required to assess early stages for financial stress and make appropriate referrals	<ul style="list-style-type: none"> ▶ Intake and assessment form updated. ▶ Referrals made to financial counsellor or other relevant service support. 	<ul style="list-style-type: none"> ▶ Improved support for financially vulnerable customers, staff, suppliers and wider community ▶ Improved access to appropriate financial products and services 	Northern Area Community & Youth Services(NACYS)	June 2022
Customers Suppliers Community	Develop an internal tool to track referrals to other organisations, resources and follow up on referral outcomes.	<ul style="list-style-type: none"> ▶ Tracking tool developed ▶ Tracking tool implemented ▶ Referrals made to the right services 	<ul style="list-style-type: none"> ▶ Increased understanding of barriers to financial inclusion, resilience and wellbeing (including economic inequality) ▶ Organisational culture enables staff to better identify and support financially vulnerable groups ▶ Increase in awareness and availability of appropriate financial services ▶ Increased pathways & tools for ongoing support for vulnerable groups 	Possible Consulting	December 2022
Customers Employees	DOORS Universal Screening Tool used with all Relationships Australia SA clients to identify financial stress and other barriers to financial inclusion.	<ul style="list-style-type: none"> ▶ All clients complete DOORS universal screening tool; practitioners review this document before first client session 	<ul style="list-style-type: none"> ▶ Increased understanding of barriers to financial inclusion, resilience and wellbeing (including economic inequality) ▶ Improved support for financially vulnerable customers, staff, suppliers and wider community ▶ Increased pathways & tools for ongoing support for vulnerable groups 	Relationships Australia SA	Ongoing
Customers Employees	Implement the DOORS Practitioner Response Form into the Northern Region to identify and document how practitioners have responded to clients experiencing financial hardship (such as referrals to financial supports) and other barriers to financial inclusion	<ul style="list-style-type: none"> ▶ DOORS Practitioner Response Form piloted across key programs in Northern Region 	<ul style="list-style-type: none"> ▶ Improved support for financially vulnerable customers, staff, suppliers and wider community ▶ Increase in awareness and availability of appropriate financial services ▶ Increased pathways & tools for ongoing support for vulnerable groups 	Relationships Australia SA	September 2022

Stakeholder	Committed Action Statement	Output	Outcome	Responsibility	Timeframe
Customers Employees	Develop an online resource and information hub that can be used by staff to support the provision of information and referrals for clients who are experiencing financial exclusion.	<ul style="list-style-type: none"> Online resource hub developed, launched and available to Relationships Australia SA staff on intranet 	<ul style="list-style-type: none"> Increased understanding of barriers to financial inclusion, resilience and wellbeing (including economic inequality); Organisational culture enables staff to better identify and support financially vulnerable groups Increased pathways & tools for ongoing support for vulnerable groups 	Relationships Australia SA	December 2022
Employees	Provide training to Northern Region staff to enhance awareness of financial inclusion, better recognise signs of financial stress and increase knowledge of financial supports in community	<ul style="list-style-type: none"> Training has been facilitated and attended by Relationships Australia SA staff 	<ul style="list-style-type: none"> Organisational culture enables staff to better identify and support financially vulnerable groups Improved support for financially vulnerable customers, staff, suppliers and wider community Increase in awareness and availability of appropriate financial services 	Relationships Australia SA with support and guidance from GSANZ	September 2022
Employees	Engage with employees to better understand their financial wellbeing needs.	<ul style="list-style-type: none"> Conduct a needs assessment to identify the wellbeing needs of the employees. Analysis of needs assessment findings to inform the provision of appropriate training/resources and referrals to better support the employees. 	<ul style="list-style-type: none"> Increased understanding of barriers to financial inclusion, resilience and wellbeing (including economic inequality) Improved support for financially vulnerable customers, staff, suppliers and wider community 	Tindo Solar	February 2023
Employees	Develop a better understanding of employee wellbeing including financial needs.	<ul style="list-style-type: none"> Conduct a survey to identify the wellbeing needs of the employees. Analysis of survey findings to inform the provision of appropriate training/resources and referrals to better support the employees. 	<ul style="list-style-type: none"> Increased understanding of barriers to financial inclusion, resilience and wellbeing (including economic inequality) Improved support for financially vulnerable customers, staff, suppliers and wider community 	Uni SA STEM	June 2022
Employees	Build financial capability of our employees to improve their ability to identify jobseekers in financial hardship and refer to further support when required.	<ul style="list-style-type: none"> Include questions in our assessment to better identify jobseekers financial vulnerability and the support they require. Provide training on money management and financial hardship to our staff to ensure they can refer to relevant supports. 	<ul style="list-style-type: none"> Increased understanding of barriers to financial inclusion, resilience and wellbeing (including economic inequality) Organisational culture enables staff to better identify and support financially vulnerable groups Improved support for financially vulnerable customers, staff, suppliers and wider community 	Workskil Australia	July 2022 December 2022
Employees Community	Support the financial counselling sector to deliver best practice services, legal reform and advocacy.	<ul style="list-style-type: none"> Staff representation at the South Australia Financial Counselling Association Board and Financial Counselling Australia. 	<ul style="list-style-type: none"> Increased intra- and inter- sector engagement and collaboration. 	AnglicareSA	Ongoing

Relationships Australia SA is building their capacity to identify and respond to financial exclusion in the community

Relationships Australia SA has over 70 years' experience in delivering a variety of health and wellbeing services in the community, with a particular focus on those who are financially disadvantaged.

We understand the impact that financial distress and financial exclusion can have on all aspects of our lives. Our aim, through our participation in the Northern Adelaide Financial Inclusion Action Plan, is to build upon our organisational capacity to be responsive to the needs of people living in the community who are experiencing financial disadvantage.

In partnership with Good Shepherd ANZ, Relationships Australia SA will develop and deliver tailored Financial Inclusion training to our staff. The tailored training program aims to increase staff understanding and awareness of financial disadvantage and seeks to enhance the ability of staff to respond to financial distress through practical steps such as making a referral to a Financial Counsellor.

Central to the success of this approach is the early identification of financial stress by utilising the DOORS Universal Screening Tool. The DOORS Universal Screening Tool was developed to aid with the detection of, and responses to, wellbeing and safety risks for individuals, couples, and families. Where clients indicate financial distress via DOORS, our staff can enquire further into the presenting circumstances and can work collaboratively with the client to provide additional information, resources, and referral pathways.



Economic Security

We will enhance Economic Security for the people of Northern Adelaide, particularly those who are vulnerable.

Stakeholder	Committed Action Statement	Output	Outcome	Responsibility	Timeframe
Suppliers	Review the Procurement Policy to provide increased opportunities for Council to do business with small or underrepresented businesses	<ul style="list-style-type: none"> Updated Procurement Policy Developed practices that support staff purchasing from social benefit suppliers 	<ul style="list-style-type: none"> Policies, processes & actions implemented to address economic inequality 	City of Salisbury	March 2023
Customers Community	Include the financial aspects of running a business in Women in Business Network programming	<ul style="list-style-type: none"> Training sessions are delivered 	<ul style="list-style-type: none"> Increased financial capability of individuals Increased ability to meet current financial needs and expenses Increased control of finances 	City of Salisbury	April 2023
Customers Community	Review Polaris workshops to include stronger budget and finance aspects of running a business	<ul style="list-style-type: none"> Training sessions are delivered 	<ul style="list-style-type: none"> Increase in awareness and availability of appropriate financial services Increased ability to meet current financial needs and expenses Planning for future: Increased protective economic supports (e.g. savings, retirement, planning, superannuation, housing) Increased control of finances 	City of Salisbury	December 2022
Customers Community	Review Polaris mentoring programs to include stronger budget and finance aspects of starting and running a business	<ul style="list-style-type: none"> Training sessions are delivered 	<ul style="list-style-type: none"> Increase in awareness and availability of appropriate financial services Increased ability to meet current financial needs and expenses Planning for future: Increased protective economic supports (e.g. savings, retirement, planning, superannuation, housing) Increased control of finances 	City of Salisbury	January 2023
Customers Community	Prepare, publish and promote articles on financial aspects of starting and running a business	<ul style="list-style-type: none"> Articles on business finance are published 	<ul style="list-style-type: none"> Increase in awareness and availability of appropriate financial services Increased ability to meet current financial needs and expenses Planning for future: Increased protective economic supports (e.g. savings, retirement, planning, superannuation, housing); Increased control of finances 	City of Salisbury	November 2022
Customers Community	Deliver a business start-up program specifically targeted at the local CALD community	<ul style="list-style-type: none"> Training sessions are delivered 	<ul style="list-style-type: none"> Increase in awareness and availability of appropriate financial services Planning for future: Increased protective economic supports (e.g. savings, retirement, planning, superannuation, housing) Increased control of finances 	City of Salisbury	July 2023

Stakeholder	Committed Action Statement	Output	Outcome	Responsibility	Timeframe
Community Students	Develop partnerships with local universities to provide placement and internship opportunities specifically for Aboriginal and Torres Strait Islander students.	<ul style="list-style-type: none"> Identify and establish relevant partnerships. Document a clear process outlining eligibility, reporting etc Host student placements 	<ul style="list-style-type: none"> Increase in strategies to address economic inequality (e.g. equitable pay, mentoring, superannuation, education, housing) Increased pathways & tools for ongoing support for vulnerable groups 	Tindo Solar	February 2023
Students	Encourage school students in Northern Adelaide to consider a career in STEM.	<ul style="list-style-type: none"> Establish partnerships with secondary schools in Northern Adelaide. Develop a STEM Award / Scholarship framework. Launch a STEM Awards / Scholarship for students in Northern Adelaide. 	<ul style="list-style-type: none"> Increase in strategies to address economic inequality (e.g. equitable pay, mentoring, superannuation, education, housing) More partnerships and collaboration to support vulnerable groups 	Tindo Solar	October 2022 January 2023 February 2023
Employees Suppliers	Address the issues of discrimination and other barriers to employment as part of our UN Global Compact commitment	<ul style="list-style-type: none"> Review the recruitment policies and practices to make them more inclusive. Increase the diversity of suppliers by engaging female owned social enterprises, disability enterprises and Aboriginal and Torres Strait Islander owned businesses. 	<ul style="list-style-type: none"> Increase in strategies to address economic inequality (e.g. equitable pay, mentoring, superannuation, education, housing) Policies, processes & actions implemented to address economic inequality 	Tindo Solar	March 2023
Students	Develop partnerships across local industries to create more in-course placements and internship opportunities for students.	<ul style="list-style-type: none"> Relevant partnerships identified and established with local companies. Additional placements secured for students. 	<ul style="list-style-type: none"> Increase in strategies to address economic inequality (e.g. equitable pay, mentoring, superannuation, education, housing) More partnerships and collaboration to support vulnerable groups 	Uni SA STEM	December 2022
Employees	Provide our staff with access to financial wellbeing sessions through our wellbeing program.	<ul style="list-style-type: none"> Ensure accessibility of resources for all employees. Workshops and information sessions delivered. 	<ul style="list-style-type: none"> Increase in targeted and scalable resources to build financial capabilities Increase in awareness and availability of appropriate financial services Increased financial capability of individuals 	Workskil Australia	Ongoing
Customers and Clients (Employers)	Dedicated Indigenous division to support Aboriginal and Torres Strait Islander jobseekers address barriers and find sustainable employment.	<ul style="list-style-type: none"> Dedicated Account Managers and Indigenous mentors to support Aboriginal and Torres Strait Islander customers in one on one case management and connect to culturally safe employers. 	<ul style="list-style-type: none"> Increased understanding of barriers to financial inclusion, resilience and wellbeing (including economic inequality) Increased pathways & tools for ongoing support for vulnerable groups 	Workskil Australia	Ongoing
Customers Suppliers Community	Work collaboratively to service the complex needs of clients experiencing or at risk of homelessness through our participation in the Adelaide North Homelessness Alliance.	<ul style="list-style-type: none"> Clients in the Adelaide North are supported into safe, stable and long-term housing so they don't cycle in-and-out of homelessness. Clients at risk of homelessness receive early intervention support services to prevent them from falling into homelessness. 	<ul style="list-style-type: none"> Increase in strategies to address economic inequality (e.g. equitable pay, mentoring, superannuation, education, housing) More partnerships and collaboration to support vulnerable groups 	AnglicareSA	Ongoing

Workskil Australia accelerating young people into employment

Obtaining a driver's licence can be lengthy and expensive. Our young job seekers are usually low-income earners with limited access to a vehicle or supervised driver support. Workskil Australia identified that these were significant barriers which ultimately impacted young people's ability to secure employment.

Geared 4 Work was created to alleviate this financial pressure and assist young people, under 25, to achieve supervised log book hours in order to get their licence. Supported by the Brotherhood of St. Laurence and the Paul Ramsay Foundation, Geared 4 Work is a free program that currently operates in Northern Adelaide, where the current youth unemployment rate is 13.2%. Since its launch in September 2021, Geared 4 Work has already supported over 70 job seekers with their log book hours, all at different stages of their learning-to-drive journey. Demand for appointments also continues to rise, showing the popularity of the program amongst young people.

One job seeker that is keen to get his licence is Jared (pictured), who is linked with us here at Workskil Australia. Having recently landed a role in hospitality and about to embark on university studies, Jared is hoping that his licence will assist him to be flexible and dependable with his working hours and study commitments.

At 20 years old, Jared has limited access to a vehicle and is not in a financial position to be able to self-fund professional driving lessons in order to complete his required hours.

Jared says, "Geared 4 Work helped me save money, I now don't have to pay for as many driving lessons". He also states that, "having my licence will help greatly if I am needed to cover an emergency shift, I can come right away, or something simple as being the last to close shop, I have a way to get home more safely". With 10 hours already logged through the Geared 4 Work program, Jared is well on his way to achieving his goal of getting his licence and becoming more independent.

In conjunction with Geared 4 Work, Workskil Australia also assists job seekers to achieve their license through a number of other ways including, funding accredited driving lessons, driving tests and associated driver's license fees.

For more information on Workskil Australia's Geared 4 Work program, visit our website [workskil.com.au](https://www.workskil.com.au).



2022 and Beyond



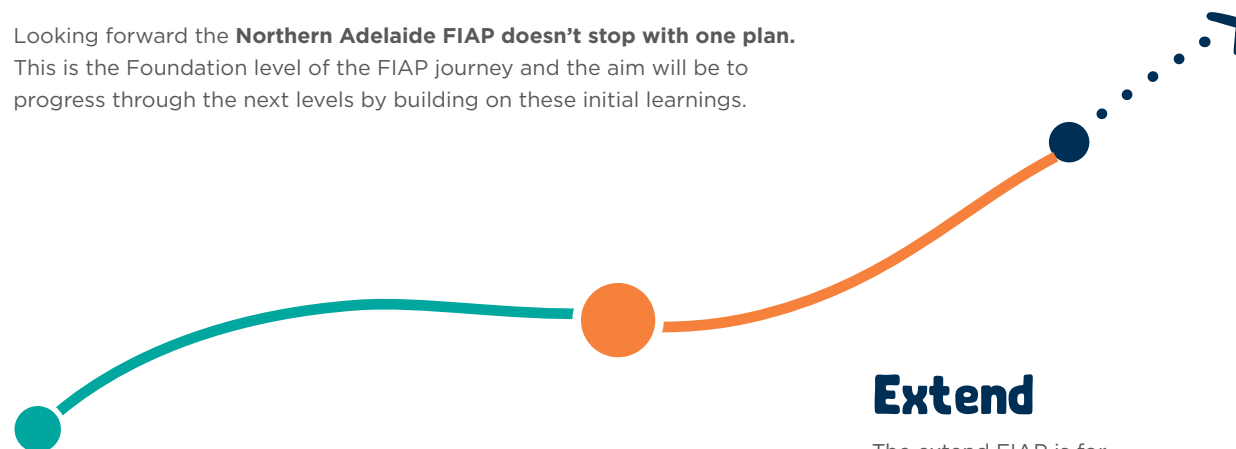
The launch of the Northern Adelaide FIAP is just the beginning of a journey. Over the next 12 months, the foundation organisations who have made a commitment in the Northern Adelaide Financial Inclusion Action Plan will strive towards implementing these actions.

As the year progresses, the aim will be to gain a better understanding of the outcomes of this work. We hope to empower individuals and communities to measure the impact of these actions and leverage the learnings to develop future actions.

The FIAP program encourages robust reporting, including creating a networked learning community.

At the end of 12 month implementation period, the progress verification process will provide an opportunity for the partner organisations to report on the status of actions, to identify what has worked and what hasn't, including commentary which will help to frame future action and program design.

Looking forward the **Northern Adelaide FIAP doesn't stop with one plan.** This is the Foundation level of the FIAP journey and the aim will be to progress through the next levels by building on these initial learnings.



Foundation

The first 12-month commitment to deepening our understanding of issues related to financial hardship and resilience; and to explore what our role is in promoting financial wellbeing amongst the stakeholders. The Foundation FIAP is broad in focus and allows an organisation to identify actions aligned to its business strategy and sphere of influence, act and learn; and critically, begin to build organisational capacity to do this work.

Build

The build phase is a longer term with a 2-3year timeframe. This phase allows organisations to reflect on the actions taken as part of the foundation FIAP, and to explore further the unique vision for promoting financial wellbeing and resilience. There is an increased focus on measurable outcomes and an opportunity to identify

- What will become business as usual for the organisations.
- Where would the organisations like to stand out and take leadership roles in facilitating the promotion of financial wellbeing in Australia?

Extend

The extend FIAP is for organisations that have established a strong internal approach towards promoting financial wellbeing and are ready to take on a leadership role in advocating for and influencing broader systems change to promote financial wellbeing in Australia.



THE NORTHERN ADELAIDE FIAP COMMUNITIES OF PRACTICE...

In 2021 a **Communities of Practice** was established bringing together a coalition of organisations to support the development and implementation of the Northern Adelaide FIAP.

This group of organisations is made up of members from across multiple sectors who are committed to creating opportunities for shared learning, building on the sound history and body of work within Northern Adelaide.

The Communities of Practice is focussed on **Building a Financially Resilient Community Where People Thrive**. The network meets on a quarterly basis and aims to explore tangible actions through design-thinking, and by creating a living document with actions that facilitate collaboration, broader understanding of issues impacting financial wellbeing and resilience, encourage actions that advocate and influence change for the broader community.

Some of the organisations will become partner agencies as this body of work progresses, while others will play an important role as collaborators, provide connection and insights and help support the broader dialogue for change within our community.

The Northern Adelaide FIAP network will continue to collaborate and forge new partnerships with other organisations to achieve greater financial wellbeing or at least start to turn the dial to enhance resilience of the local community.



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We wish to acknowledge the assistance and contribution of all the Northern Adelaide FIAP members in the preparation of this report.



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