



**FINANCIAL COUNSELLORS' ASSOCIATION
OF WESTERN AUSTRALIA**

CONSULTATION & WORKSHOPS



PARTNERING WITH FCAWA

FCAWA is a respected peak body with well-developed links and networks to other services and organisations in the public, not for profit, and private realm. They are considered an expert in financial hardship, financial literacy, and financial counselling. They focus on identifying emerging issues, recording current trends and responding to social and systemic issues in the social services sector.

FCAWA advocate to government on behalf of their members and consumers. They work with business and industry to improve terms, conditions and outcomes for consumers. They provide their members with vital news, insights and support.

FCAWA draws on more than 30 years' experience as a leading membership peak and trainer. Their highly experienced trainers deliver a variety of workshops to a range of audiences; including financial counsellors, community service workers, industry dealing with debt and hardship, state and local government and legal services.

FCAWA trainers are passionate about sharing knowledge and experience.

FCAWA facilitate the workshops and training packages outlined on the following pages. Ask us about customised packages to suit your needs.

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CONSULTATION

FCAWA can work with your organisation to develop a financial hardship policy or review your existing one. They can also work with you to develop complementing training resources. FCAWA offer the following consultation to organisations in Western Australia:

- Hardship Policy Consultation
- Family and Domestic Violence Policy Consultation
- Customised policies targeted at vulnerable clients

Consultation explores the following:

- Offering policy developers support to develop a hardship policy or review a draft or existing policy in line with obligations, best practise and legislation
- Ensuring the hardship policy meets the requirements of the regulatory body
- Creating a user friendly, comprehensible policy for employees and clients
- Purposeful content tailored to the specific needs of the organisation and relevant client base
- Managing clients in distress

WORKSHOPS

FCAWA can support your organisation with strategies to manage and empower people in financial hardship and provide them with the knowledge and tools to overcome their financial situation.

FCAWA can work internally with your organisation on the following Training Workshops:

Workshop | Financial Hardship

- Understanding Financial Hardship
- Working with clients in financial hardship
- Strategies to manage customers in distress
- Recognising unconscious bias

Workshop | Financial Hardship impacted by Family Violence

- Recognising the indicators and types of domestic and family violence and the underlying causes
- Implementing valuable tools to assist your organisation in responding and communicating with affected customers
- Making purposeful referrals
- Recognising unconscious bias

Customised Workshops and Webinars

- Workshops and webinars tailored to specific requirements

LET'S GET STARTED!

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