

Purpose

Providing the voice of financial counselling in Western Australia.

Promoting excellence and compliance in the financial counselling sector.

Advocating for financial wellbeing.



Vision

Financially resilient Western Australians, with reduced financial hardship for all.

Strategic Plan 2024-2027

Priorities

1. Ensuring FCAWA is a well governed, well respected and professional organisation delivering quality services to its members, supporting sustainable funding for the sector and representing Western Australia effectively at a state and national level.

2. Providing quality training, professional development and support to members to ensure they feel valued and supported to achieve and maintain professional and sector standards.



1. An effective peak body



2. A best practice profession



3. An influential advocate

3. Being an informed and respected voice advocating for effective and just policies and practices relating to financial hardship, financial counselling and financial capability. To improve the financial wellbeing of all Western Australians.

Values

Integrity

We are honest and consistent in our work, developing trusting relationships based on strong ethical principles and respecting the dignity and value of each of our members.



Leadership

We strive to lead the sector with courage and humility, advocating for the financial wellbeing of all Western Australians.



Support

We support our members, the sector and each other through direct action and through encouraging collaboration and connection.



Innovation

We work to meet the needs of our members in an ever-changing world, turning creative ideas into effective solutions, and being passionate about learning new things.

