

Strategic Plan 2019-2022

At the time of developing this plan, the financial counselling sector is on a journey towards significant expansion and recognition for its importance and value, while at the same time struggling to meet demand and provide practitioners with sustainable work roles. The key strategic challenge for FCVic is to be outward looking and expansionist, while at the same time improving practice standards and protecting practitioners from trauma, stress and burnout.

WHY

Contribute to a fairer society with greater economic inclusion	Empower clients to resolve financial and linked life issues	Reduce indebtedness and hardship, and associated harms to mental health	Improve industry practices and treatment of vulnerable consumers	Achieve systemic reforms to protect and enhance the lives of vulnerable people
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WHAT

Recognition

- Advocate for sector alongside system advocacy from sector
- Develop existing and new collaborations with other sectors
- Reach multiple audiences in community and political sectors through projects, including 'A Day in the Life'
- Develop and deploy advocacy and training resources focused on building an understanding of role of financial counsellors
- Gather evidence of impacts of financial counselling

Professionalism

- Maintain and develop professional standards
- Ensure qualifications, training and CPD are up to date, relevant and of a high standard
- Develop a strong professional culture in the sector
- Support consistency in professional standards
- Maintain a dynamic professional identity fitting a diverse and changing sector
- Play a leadership role in the development of national standards

HOW

Sector sustainability

- Ensure growth in funding levels and capacity of sector
- Develop work roles, management and professional supports to ensure workplace wellbeing of financial counsellors
- Build meaningful career paths for financial counsellors
- Encourage diversity in the sector, developing networks, communities of practice and integrated service models to reach diverse client groups
- Balance sector expansion with maintaining professional standards

Governance/ Organisational

- Ensure effective governance and accountable decision making
- Support members and sector through relevant and engaging organisational structures and advocacy
- Develop strong member ownership of FCVic through access and engagement
- Appoint skilled staff, skilled Board members and provide development paths for emerging membership leaders
- Ensure funding is sustainable/ commensurate with role of peak body