



FINANCIAL COUNSELLORS'
ASSOCIATION OF NSW INC

est. 1980

FCAN
Annual Report
2019

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THE FINANCIAL COUNSELLORS' ASSOCIATION OF NSW ACKNOWLEDGES THE TRADITIONAL OWNERS, CUSTODIANS AND ELDERS OF THE LANDS ACROSS AUSTRALIA AND PARTICULARLY THE GADIGAL PEOPLE OF THE EORA NATION, PAST AND PRESENT, ON WHOSE TRADITIONAL LAND THE FINANCIAL COUNSELLORS' ASSOCIATION OF NSW OFFICE IS SITUATED.

FCAN Chair's Message

Dear members,

This year has highlighted the big issues impacting our sector: the need for sustainable funding and the legislation required to protect people from unsuitable financial products.

Justice Hayne's closing remarks in the final report on the banking royal commission spoke of the need for stable funding for our sector. He remarked "I offer no views about the most appropriate sources, level or mix of funding. However, the desirability of predictable and stable funding for the legal assistance sector and financial counselling services is clear, and how this may be delivered is worthy of careful consideration".

The remarks prompted the Government to announce an urgent review of funding conducted in March 2019. We await the report from the review to be released.

Similarly, the findings from the Senate Inquiry into *credit and financial services targeted at vulnerable clients* reiterated the urgent need for the Government to legislate the SACC recommendations and for better funding for financial counselling.

Let's hope that both State and Federal governments deliver stable funding for the sector and that better protections for financially vulnerable people are legislated.

Throughout the year, the FCAN Board of Directors and staff have continued to advocate for the sector and some of our initiatives and achievements over the last twelve months have been:

- *Harnessing the people power of our Directors and members to campaign to raise awareness of the need for long term on going funding for financial counselling.*
- *The FCAN Chair's campaign to raise awareness of the perils of instant Cash N Go machines have again featured in numerous media and articles nationally. Recently there has been a motion in the NSW Parliament to have these machines 'banned'.*
- *Writing submissions to the Senate Inquiry into credit and financial services targeted at vulnerable Australians and the DSS Review of the coordination and funding of financial counselling services across Australia.*
- *Contributing to the NSW Financial Inclusion Network 2019 State Election Platform.*
- *Regular meetings and forums with stakeholders, hardship teams, government and non-government organisations.*
- *Influencing and informing the sector through publishing four online editions of Sharkwatch: the financial counselling journal.*
- *Conducting two surveys, the first ranking Energy Retailers hardship practices and the second on member stress, workloads and burnout. Reports will be released later this year.*
- *Developing and delivering the FCAN Work Ready Program to assist agencies taking on new members.*

Other achievements throughout the year include:

- *The FCAN 2018 "Empowering change" conference in Sydney had a record number of delegates and increased our revenue thanks to the generous support of our sponsors.*
- *The ATSI Training Days and meetings continue to bring together our members who identify as Aboriginal and Torres Strait Islander people to share ideas and learnings from their work.*
- *Planning and coordinating the FCAN 2019 "Working together" conference, community event and ATSI Training Day in Tamworth with the assistance from local financial counsellors, agencies and the Land Council.*
- *Continuing to support members to uphold professional and ethical standards through increasing professional development workshops throughout metro and regional New South Wales.*
- *Funding additional scholarships to assist members and students studying the Diploma of Financial Counselling.*
- *Regular network meetings for members throughout NSW.*
- *Regular weekly e-newsletters for members.*
- *Maintaining a surplus for the year.*

The tireless work of our members did not go unnoticed this year. Of special note was FCAN Director Maria Hatch and FCAN Member Maria Good being announced as the joint recipients of the 2019 Jan Pentland Prize. This prestigious national prize recognises outstanding contribution to financial counselling. Congratulations to both of you.

I would also like to acknowledge the hard work and management skills of our Executive Officer who leads the small dedicated FCAN office team, to provide tremendous support for the Association's 250 members.

On behalf of the Board and members I extend our thanks and appreciation to our outgoing Director Sharon Yeh and I ask you to join me in welcoming our incoming Directors Tracey Iskra and Geoff Cornwall.

As you are probably aware, it is with sadness that this will be my last message as Chair as my term of serving our sector on the FCAN Board for the last six years comes to an end at this AGM. Our association has gone from strength to strength, due to the passion and commitment of the Board members who have worked alongside me to position FCAN as the peak body for financial counselling in NSW. Thank you to everyone for a long and extremely rewarding time as a Director and the Chair of FCAN.

Regards,

Graham R. Smith
FCAN Chair



FCAN scholarship presentation at the 2018 Conference Dinner in Sydney.

Board Of Directors

Graham R. Smith JP CMC (Chair)

Occupation: Financial Counsellor, Samaritans Foundation

Graham has chaired the FCAN Board for the past six years and as Chair of FCAN is a member of the FCA Representative Council. Graham also works as a trainer in the Diploma of Financial Counselling for ICAN Learn. He has extensive experience working within the community/welfare sector that spans back to the late 1970's. Graham has worked with disadvantaged communities in Western Sydney on a broad acre public housing estate and spent six years living on remote NT and WA Aboriginal communities in the Great Sandy and Great Victorian deserts, running community development programs.

Pauline Smith

Occupation: Financial Counsellor, Kempsey Neighbourhood Centre's Mid North Coast Financial Counselling Service.

Pauline joined the Board in 2016 and has been a Financial Counsellor for 20 years working in the Taree area of the Mid-North coast. She is the team leader and supervisor of an experienced team of 8 Financial Counsellors which services an area from the Great Lakes in the south, to Grafton in the north. Previously Pauline worked for 13 years in Public Relations for not for profit organisations and moved into the community welfare sector, before becoming a financial counsellor after a stint on her local neighbourhood centre's Board of Management. Pauline represents NSW members on the FCA Representative Council.

Robert Benton

Occupation: Financial Counsellor, Uniting Dubbo

Rob joined the FCAN Board in 2015 and has been a Financial Counsellor since 2009, working for Lifeline Central West, Salvation Army Moneycare and more recently on the National Debt Helpline in Dubbo for Uniting. Rob has worked in the Finance industry for over 40 years, has owned a business and been an active board member in service clubs, a chamber of commerce & NGO's, such as Royal Far West, NALAG & a neighbourhood centre. Additionally, as a Gambling Counsellor he was an active representative on various industry reference and working groups.

Jennifer Daley

Occupation: Aboriginal Financial Literacy Worker and Financial Counsellor, CatholicCare Willcannia-Forbes

Jennifer is a proud Aboriginal and Torres Strait Islander woman from Western NSW and has worked for CatholicCare (previously known as Centacare) since 2009. Jennifer is based in Broken Hill and travels to Menindee and Dareton on outreach. Over the past two years Jennifer has chaired the FCAN ATSI Connection Network.

Vanessa Emery

Occupation: Financial Counsellor, Wesley Mission Financial Counselling

Vanessa commenced her Financial Counselling career in 2013 with UCMH Counselling Services, Parramatta Mission and more recently with Wesley Mission. Vanessa has assisted people impacted by gambling and vulnerable and homeless people. Vanessa is an accredited Mental Health First Aid Trainer and has held previous roles as a Lifeline Crisis Supporter and in the finance industry.

Maria Hatch

Occupation: Financial Counsellor and Manager of Financial Counselling Hunter Valley Project Inc.

Maria has worked as a Financial Counsellor for 28 years and has managed Financial Counselling Hunter Valley Project Inc. since 1994. Maria has organised the Hunter FCAN member meetings since 1994 and over the last ten or so years has served terms as an FCAN Board member and Director. Maria has also been an active board member of Maitland Neighbourhood Centre and has sat on various other boards over her years as a Financial Counsellor. Prior to this Maria worked with women and children in crisis.

Kylie Holford

Occupation: Financial Counsellor, Lifeline Central West

Kylie has worked as a Financial Counsellor with Lifeline since 2014 and is also employed by ICAN Learn as a trainer for the Diploma of Financial Counselling. Kylie joined the Board in 2017 and is a member of the FCAN Creditor Liaison Committee. Kylie was previously employed in the job services and disability support sectors and is passionate about helping people experiencing hardship.

Matthew Lyster, Independent Co-opted Director

Matt is a Legal Aid NSW solicitor based at the Newcastle Legal Aid office. Matt's role has both a client advocacy and systemic change focus. This unique role allows Matt to directly advocate for vulnerable clients through outreach and case work while working to achieve systemic change through partnerships with regulators, other advocates and community stakeholders. Although commencing his legal career with an elite corporate law firm, Matt's passion for social justice soon prevailed and prior to his role with Legal Aid NSW, Matt was a lawyer at the remote Far West Community Legal Centre in Broken Hill. Matt also sits on the oversight committee of the National Hardship Register as a consumer advocate.

David Ross, Independent Co-opted Director

David's career has encompassed executive and board appointments in sales management and general management in companies operating in sectors including information technology, private education and distribution. He has had experience as a Managing Director and as a board member of a public company listed on the Australian Stock Exchange. David was a Fellow of the Australian Institute of Company Directors (FAICD) and remains a director of several of his own private companies. David has recent experience as a volunteer Financial Counsellor, assisted FCAN as its interim EO in 2014, and prior to that as a volunteer Lifeline telephone counsellor.

Sharon Yeh

Occupation: Manager, Cumberland Multicultural Community Centre

Sharon has been employed in her current role for the past 15 months and has 7 years' experience as a Financial Counsellor with Cumberland Multicultural Community Centre and with Catholic Care in Blacktown. Prior to joining financial counselling Sharon was employed as a Financial Controller for multinational companies in Sydney and Germany.

Incoming Directors

Tracey Iskra

Occupation: Financial Counsellor, Illawarra Legal Centre Inc.

Tracey has been a financial counsellor since 2013. She has worked as a solicitor in a large national law firm, a small firm and within a community legal centre, as a barrister in sole practice and as a sessional teacher in a university law faculty. For many years, Tracey's legal work had an emphasis on banking and finance litigation and insolvency. Among other positions, Tracey has been an elected alderman (later councillor) of a large city council and served as a board member of an area health service.

Geoff Cornwall

Occupation: Financial Counsellor, Uniting Nowra

Geoff has been employed as a Financial Counsellor since 2013 by Lifeline Macarthur and Wesley Mission. He currently works at Uniting and provides supervision to two financial counsellors. He is also a casual employee of the Smith Family providing accredited VET Financial Literacy to year 10 High School students. Prior to this he was employed as a senior manager in the port sector and served on Boards and committees. Geoff holds post graduate qualifications, TAE40116 Certificate IV in Training and Assessment and AICD qualifications.

Directors' Report

The directors present this report on Financial Counsellors' Association of NSW Inc for the financial year ended 30 June 2019.

BOARD OF DIRECTORS

The names of each person who has been a director during the year and to the date of this report, unless otherwise stated, are:

Directors	Position	BOARD MEETINGS	
		No. Eligible to attend	No. Attended
Graham R. Smith	Chair (appointed 17/9/18)	9	9
Pauline Smith	Deputy Chair (appointed 17/9/18)	9	8
Robert Benton		9	9
Jennifer Daley (appointed 17/9/18)		9	8
Vanessa Emery (appointed 17/9/18)		9	9
Maria Hatch	Membership Secretary (appointed 17/9/18)	9	7
Kylie Holford		9	9
Matthew Lyster	Co-opted Director	9	8
David Ross	Co-opted Director	9	8
Sharon Yeh	Treasurer (appointed 17/9/18)	9	9

The FCAN Constitution requires that The Board must meet, either in person or by telephone, at least four (4) times in each period of twelve (12) months.

The FCAN Constitution requires that at each annual general meeting 50% of the Elected Directors are subject to retirement by rotation. A retiring Director is eligible for re-election if their continuous term of office does not exceed six years.

PUBLIC OFFICER

Jo Parker holds the position of Public Officer.

PRINCIPAL ACTIVITIES

FCAN is registered with the Australian Charities and Not-for-profit Commission (ACNC) as a Public Benevolent Institution.

The objectives of FCAN are to ensure that:

- Financial Counsellors in NSW are supported to comply with best practice;
- the financial counselling sector has secure, stable and sustainable funding;
- financial counselling has a high profile;
- vulnerable consumers have an effective voice;
- the Association is a strong, adaptive organisation that is valued by members, government and other stakeholders.

LIMITATION OF MEMBERS LIABILITY

The liability of a member of the association to contribute towards the payment of the debts and liabilities of the association or the costs, charges and expenses of the winding up of the association is limited to the amount, if any, unpaid by the member in respect of membership of the association.

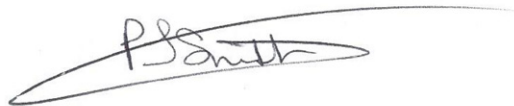
AUDITOR'S INDEPENDENCE DECLARATION

The auditor's independence declaration for the year ended 30 June 2019 has been received and is included in the financial report.

The directors' report is signed in accordance with a resolution of the Board of Directors.



GRAHAM R SMITH
CHAIR



PAULINE SMITH
DEPUTY CHAIR

Signed in Sydney, this 4th day of September 2019.

**FINANCIAL COUNSELLORS' ASSOCIATION OF
NEW SOUTH WALES INC**

**AUDITED FINANCIAL REPORTS
FOR YEAR ENDED 30 JUNE 2019**

Prepared by:

David A. Beddoe
Solicitor and Barrister
Certified Practising Accountant

FINANCIAL COUNSELLORS' ASSOCIATION OF NEW SOUTH WALES INC
STATEMENT BY MEMBERS OF THE COMMITTEE

- A. In the opinion of the Committee the accompanying accounts:
1. Present fairly the financial position of Financial Counsellors' Association of New South Wales Inc at 30 June 19 and the results of the association for the period ended on that date in accordance with applicable Australian Accounting Standards and other mandatory reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.
 2. At the date of this statement, there are reasonable grounds to believe that the Financial Counsellors' Association of New South Wales Inc will be able to pay its debts as and when they fall due.

These statements are made in accordance with a resolution of the Committee and are signed for and on behalf of the Committee by:

Member _____

Member _____

Position _____

Position _____

Date _____

Date _____

DAVID A. BEDDOE
BCom(UoN), LLM/LP(UTS), MPH(Syd)
SOLICITOR AND BARRISTER
CERTIFIED PRACTISING ACCOUNTANT

Cnr Main & Minmi Road
EDGEWORTH NSW 2285
Telephone: 0491066234
Fax: 0249582801

28 August 2019

**TO THE MEMBERS: FINANCIAL COUNSELLORS' ASSOCIATION OF
NEW SOUTH WALES INC**

I, David Beddoe, being an Auditor qualified in the terms of the Conditions of Funding, hereby certify that I have examined the books and financial records of the FINANCIAL COUNSELLORS' ASSOCIATION OF NEW SOUTH WALES INC for the year ended 30 June 19. The Committee is responsible for the preparation and presentation of the financial reports and the information obtained therein.

I have conducted an independent audit of the financial reports in order to express an opinion on them to the members. The Committee has determined that the accounting policies used are appropriate to meet the requirements of the organisation and the Associations Incorporation Act (NSW) and no opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members. The audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial reports are free of material misstatement. The procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial reports, and the evaluation of significant accounting estimates; not including a detailed review of taxation. These procedures have been undertaken to form an opinion as to whether in all material respects, the financial reports are presented fairly in accordance with the requirements of the Association's Constitution so as to present a view of the Association which is consistent with my understanding of its financial position and the results of its operations.

The audit opinion expressed in this report has been formed on the above basis.

In my opinion, the financial reports of FINANCIAL COUNSELLORS' ASSOCIATION OF NEW SOUTH WALES INC present fairly the financial position of the organisation and the result of its operation as at 30 June 19 in accordance with the accounting policies described in Note 1 to the financial reports.



D A BEDDOE
#9200067

FINANCIAL COUNSELLORS' ASSOCIATION OF NSW INC

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019

	<u>2019</u>	<u>2018</u>
ACCUMULATED FUNDS AS AT 01 JULY 18	\$ 772,254.21	\$ 759,574.38
ADD: RESULT FOR THE PERIOD	\$ 29,731.23	\$ 12,679.83
	<u>\$ 801,985.44</u>	<u>\$ 772,254.21</u>

THESE FUNDS ARE REPRESENTED BY:

CURRENT ASSETS

BOND ON PREMISES	\$ 500.00	\$ 7,119.29
OPERATING ACCOUNTS	\$ 291,319.66	\$ 136,414.98
INVESTMENT ACCOUNTS	\$ 704,966.50	\$ 707,843.61
PETTY CASH	\$ 655.75	\$ 1,067.70
PREPAYMENTS	\$ 15,282.69	\$ 37,320.61
TRADE DEBTORS	\$ 26,769.00	\$ 22,602.66

TOTAL CURRENT ASSETS

\$ 1,039,493.60 \$ 912,368.85

CURRENT LIABILITIES

ACCRUED EXPENSES	\$ 6,821.75	\$ -
ANNUAL LEAVE PROVISION	\$ 7,023.91	\$ 12,670.38
AUDIT FEE PAYABLE	\$ 5,000.00	\$ 5,000.00
BAS CLEARING ACCOUNT	\$ (6,015.72)	\$ -
BONDS	\$ -	\$ 7,069.29
CONFERENCE FEES IN ADVANCE	\$ 33,463.81	\$ 34,078.33
CONFERENCE SPONSORSHIP IN ADVANCE	\$ 59,409.09	\$ 38,830.00
CREDIT CARD PAYABLE	\$ 2,712.63	\$ 3,476.23
FUNDS IN ADVANCE	\$ -	\$ 10,000.00
GRANTS IN ADVANCE	\$ 87,149.09	\$ -
GST PAYABLE	\$ 13,248.34	\$ 4,480.83
MEMBERSHIP FEES IN ADVANCE	\$ 16,403.50	\$ 13,228.89
PAYG PAYABLE	\$ 6,650.27	\$ 6,838.00
PAYROLL LIABILITIES	\$ (66.51)	\$ -
SUPERANNUATION PAYABLE	\$ 5,708.00	\$ 4,442.69

TOTAL CURRENT LIABILITIES

\$ 237,508.16 \$ 140,114.64

ACCUMULATED FUNDS AS ABOVE

\$ 801,985.44 \$ 772,254.21

FINANCIAL COUNSELLORS' ASSOCIATION OF NSW INC**STATEMENT OF FINANCIAL PERFORMANCE FOR YEAR ENDED 30 JUNE 2019**

	2019	2018
INCOME		
CONFERENCE FEES & SPONSORSHIP	\$ 234,986.46	\$ 155,129.75
GRANTS (FINANCE, SERVICES & INNOVATION)	\$ 370,223.48	\$ 357,893.34
INTEREST	\$ 12,584.90	\$ 8,879.56
MEMBERSHIP FEES	\$ 29,090.94	\$ 27,180.77
OTHER FUNDING / SPONSORSHIP	\$ 5,000.00	\$ 5,000.00
PROFESSIONAL INCOME	\$ 12,400.00	\$ -
RENT	\$ 19,997.46	\$ 27,206.64
SUNDRY INCOME	\$ 27.24	\$ 54.53
TOTAL INCOME FOR PERIOD	\$ 684,310.48	\$ 581,344.59
OPERATING EXPENDITURE		
ACCOUNTING FEES	\$ 1,000.00	\$ -
ADMINISTRATIVE & LEGAL FEES	\$ 1,400.00	\$ 2,500.00
AMENITIES	\$ 2,613.18	\$ 3,330.08
AUDIT FEES	\$ 5,000.00	\$ 5,000.00
BAD DEBTS	\$ -	\$ 3,300.00
BANK & MERCHANT FEES	\$ 1,407.18	\$ 1,898.51
CLEANING, REPAIRS & MAINTENANCE	\$ 315.00	\$ 1,171.31
COMPUTER, SOFTWARE & IT EXPENSES	\$ 12,996.13	\$ 8,446.49
COURIER & FREIGHT	\$ -	\$ 144.64
DONATIONS	\$ 214.00	\$ 9.00
ELECTRICITY	\$ 3,374.92	\$ 3,068.86
EXECUTIVE COMMITTEE EXPENSES	\$ 18,053.93	\$ 15,620.35
EXECUTIVE OFFICER EXPENSES	\$ 8,116.55	\$ 9,499.20
INSURANCE	\$ 8,643.90	\$ 9,099.42
LAUNCH COSTS	\$ -	\$ 2,495.43
OFFICE EQUIPMENT	\$ -	\$ 1,523.00
OFFICE EXPENSES	\$ 1,116.66	\$ 2,780.90
POSTAGE	\$ 859.68	\$ 4,630.77
PRINTING & STATIONERY	\$ 7,039.54	\$ 6,802.49
REGISTRATION & SEARCH FEES	\$ -	\$ 1,465.32
RELOCATION COSTS	\$ 2,410.00	\$ 18,820.82
RENT	\$ 66,993.59	\$ 61,129.87
SCHOLARSHIPS	\$ 29,730.00	\$ 11,800.00
STAFF ACCOMMODATION & TRAVEL	\$ 1,127.00	\$ 2,912.66
SUBSCRIPTIONS & MEMBERSHIPS	\$ 599.96	\$ 931.77
TELEPHONE & INTERNET	\$ 9,309.03	\$ 8,072.88
TOTAL OPERATING EXPENSES FOR PERIOD	\$ 182,320.25	\$ 186,453.77
PROGRAM EXPENDITURE		
CONFERENCE COSTS	\$ 161,804.40	\$ 102,578.06
CATERING	\$ 9,669.01	\$ 4,089.21
PROJECT EXPENSES	\$ -	\$ 400.00

TRAINING COSTS	\$ 63,663.10	\$ 30,740.41
WEBSITE DEVELOPMENT	\$ -	\$ 1,790.50
TOTAL PROGRAM EXPENSES FOR PERIOD	\$ 235,136.51	\$ 139,598.18
WAGES EXPENDITURE		
ANNUAL LEAVE PROVISION	\$ (5,646.47)	\$ 1,944.15
FIRST AID ALLOWANCE	\$ 644.03	\$ 618.24
RECRUITMENT	\$ 280.00	\$ -
STAFF TRAINING & DEVELOPMENT	\$ 675.46	\$ (181.78)
SUPERANNUATION (CONTRACTORS)	\$ 145.80	\$ 396.57
SUPERANNUATION (EMPLOYEES)	\$ 20,744.25	\$ 20,710.11
WAGES & SALARIES	\$ 217,715.95	\$ 217,382.67
WORKERS COMPENSATION	\$ 2,563.47	\$ 1,751.85
TOTAL WAGES EXPENDITURE FOR PERIOD	\$ 237,122.49	\$ 242,621.81
TOTAL EXPENSES FOR PERIOD	\$ 654,579.25	\$ 568,673.76
RESULT TRANSFERRED TO ACCUMULATED FUNDS	\$ 29,731.23	\$ 12,670.83

**Notes to the Financial Reports
For the Year ended 30 June 2019**

Note 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

- a) This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Association's Incorporation Act (NSW). The Committee has determined that the Association is not a reporting entity as it is unlikely that there are users that are unable to command the preparation of reports tailored so as to satisfy all of their information needs.
- b) The Committee has determined that the organisation is a non-profit community service organisation and as such is not liable to pay income tax under current income tax legislation.
- c) The financial report has been prepared in accordance with the requirements of the Associations Incorporation Act (NSW) and the following Australian Accounting Standards: AASB1031 Materiality. The Committee has determined that no other Accounting Standards, International Financial Reporting Standards or other authoritative pronouncements are to be applied.
- d) The Committee has provided the following as Payments to Members or Related Parties for 2018-19:

Betty Weule	\$ 2,334
Total Payments	<u>\$ 2,334</u>



**FINANCIAL COUNSELLORS'
ASSOCIATION OF NSW INC**

est. 1980

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**Fair
Trading**

The Financial Counsellors' Association of NSW appreciates the financial support provided by the Financial Counselling Services Program administered by the NSW Department of Finance, Services and Innovation (Fair Trading).