

## Agency Managers Forum

1 pm – 5 pm,  
Monday 14 May,  
2018

Grand Chancellor  
Hotel, Hobart

**Attendance:** Financial counselling agency managers from around Australia, FCA staff

**Purpose:** New skills, stay up to date, shape how the financial counselling sector evolves

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1.00 pm	<p><b>Welcome, Introductions and Overview of the Agenda</b></p> <ul style="list-style-type: none"> <li>Carmel Franklin, Chair of FCA</li> </ul>
1.15 pm	<p><b>Skills Development: Mastering the Art of Difficult Conversations</b></p> <p><b>Mark Moore</b></p> <p>This session focuses on some of the difficult conversations that managers may need to have in the workplace, including delivering bad news and providing feedback. Conversely, these skills apply equally to influencing others. Mark will also be delivering a similar session for financial counsellors attending the EDR Forum.</p> <p>Mark is the author of “Ignition – Don’t Fire Them, Fire Them Up: Practical Strategies” to help staff excel.</p>
2.45 pm	<p><b>BSWAT Update</b></p> <p>Rita Battaglin, Project Manager, BSWAT Payment Scheme</p>
3.00 pm	<p><b>Afternoon Tea</b></p>
3.15 pm	<p><b>Workforce Development Plan</b></p> <ul style="list-style-type: none"> <li>FCA has been putting together a workforce development plan to guide the sector</li> </ul>
3.45 pm	<p><b>Family Violence</b></p> <ul style="list-style-type: none"> <li>Feedback from the national training workshops</li> <li>Specialist positions</li> </ul>
4.00 pm	<p><b>FCA Strategic Projects</b></p> <p>Three projects @ 5 minute each: Evaluative Thinking, Immersion Program, Financial Counselling Foundation. We are looking for your “buy in” for projects one and two in particular.</p> <ul style="list-style-type: none"> <li><b>Evaluative Thinking</b>—There isn’t much point producing an evaluation report that sits in the bottom drawer of a filing cabinet. We are keen to explore ways we can tell the positive stories about the outcomes of financial counselling in an ongoing way. Our aim is to influence decision-makers and ultimately funding.</li> <li><b>Immersion Program</b>—Linked to this project, we know that too many key decision-makers—politicians, funders—don’t understand what financial counsellors do. How do we change hearts and minds?</li> <li><b>Financial Counselling Foundation</b>—The Foundation was launched in December 2018. Hear about its plans to generate funds and how they may be distributed.</li> </ul>
4.15 pm	<p><b>DSS Update</b></p> <ul style="list-style-type: none"> <li>We will invite a representative from DSS to attend the workshop. At the time of putting this program together, it was not clear how the next funding round would unfold, but perhaps by May we will have a clearer idea.</li> </ul>
4.45 pm	<p><b>Other Updates and What’s in your Inbox</b></p> <ul style="list-style-type: none"> <li>FCA Updates</li> <li>Issues from the floor</li> </ul>
5.00 pm	<p><b>Close</b></p>