

FIAP Transition Evaluation Report

*For Good Shepherd
Microfinance*

Prepared by the Centre for Social Impact, UNSW Sydney
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Centre for Social Impact

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Disclaimer

The opinions in this report reflect the views of the authors and do not necessarily reflect those of UNSW Sydney, Good Shepherd Microfinance or other stakeholders in the Financial Inclusion Action Plan Program.

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INTRODUCTION

The Centre for Social Impact (CSI) has partnered with Good Shepherd Microfinance to evaluate the impact and emerging outcomes of the Financial Inclusion Action Plan program.

Program description

The Financial Inclusion Action Plan (FIAP) program is an innovative, cross-sectoral program offering opportunities to ‘shift the dial’ on achieving greater financial inclusion and resilience in Australia, by making harnessing the power of organisations. FIAP contains agreed strategy of practical actions that an organisation will undertake to understand, identify, priorities, refine and commit to improve financial inclusion and resilience in Australia.

About the evaluation

This report is the second evaluation report related to the FIAP program. The purpose is to investigate short-term outcomes of the FIAP program at the end of the transition phase, which ran from July 2018 to June 2019.

In this report we provide an update on key indicators at the national population level and at the FIAP organisational level, in order to measure progress against FIAP’s intended outcomes (as documented in the theory of change).

The FIAP evaluation was conducted using a mixed method approach including:

- » Secondary data analysis of population data to measure change at a national level
- » Survey data from FIAP partner organisations to measure outputs and short-term change occurring among FIAP partners.

Companion reports

Alongside this report, you may also find it useful to read some of the other FIAP and evaluation reports:

- » FIAP concepts and baseline (November 2016), available at www.csi.edu.au/fiap
- » FIAP measuring impact (March 2017), available at www.csi.edu.au/fiap
- » FIAP launch report (November 2016), available at fiap.org.au
- » FIAP Phase One Completion report (March 2018), available at fiap.org.au

POPULATION LEVEL DATA

In this section we analyse population level data relevant to the FIAP theory of change, only where there has been new data published since our last evaluation report in March 2018.

KEY STATISTICS



As at March 2019, under-employment was greater for women (10.3%) than men (6.5%).

The gender pay gap has declined slightly from 15.2% in 2017 to 14.1% in 2018. However, this still means that on average women earned \$240 a week less than men.

Home ownership in Australia has dropped from 66.2% in 2001 to 62.0% in 2016.

Household debt to income increased substantially from 162.3% in 2009 to 189.6% in 2018.

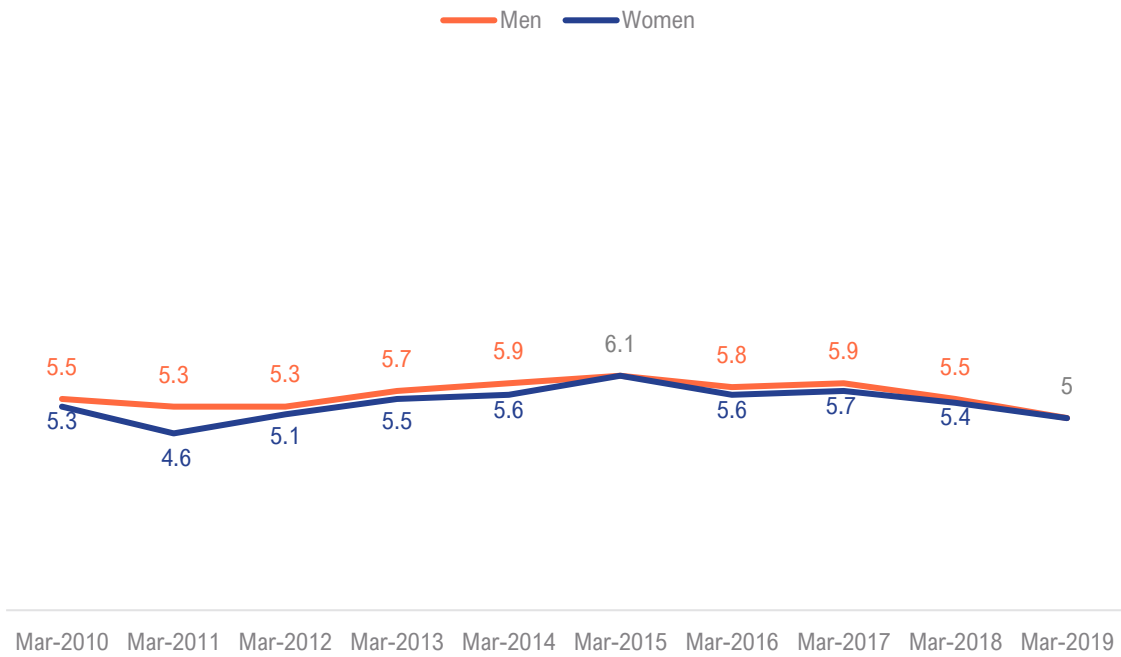
In 2018, 1 in 4 Australians were struggling with money management and only 1 in 3 were on track to meet their longer-term future financial needs.

Inclusive growth and economic inequalities

Employment data

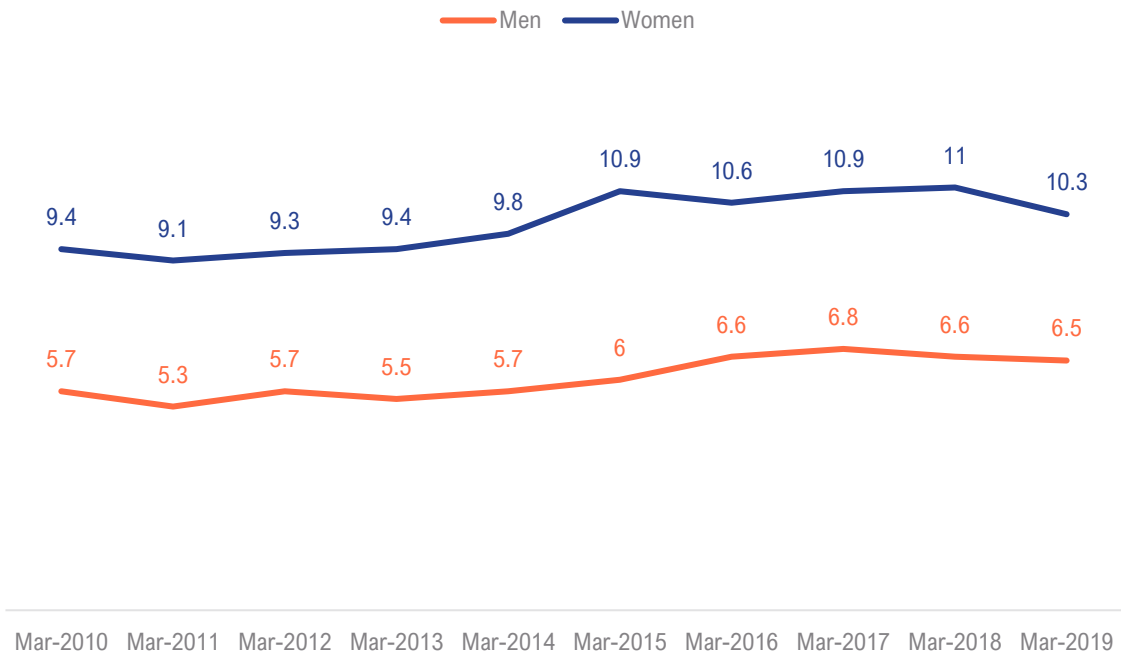
The employment (participation) rate was 65.7% in March 2019, a marginal improvement on March 2018, when it was 65.5%. The unemployment rate in March 2019 was 5.0% for both men and women (Figure 1). However, underemployment (the proportion of people who are employed but would prefer to work more hours and are available to do so) continues to be greater for women than men (10.3% compared to 6.5% as of March 2019) (Figure 2).

Figure 1. Unemployment ratio, seasonally adjusted (%)



Source: ABS (2019) 6202.0 Labour Force, Australia. Table 1 Labour force status by sex

Figure 2. Underemployment ratio, seasonally adjusted (%)



Source: ABS (2019) 6202.0 Labour Force, Australia. Table 22 Underutilised persons by age and sex

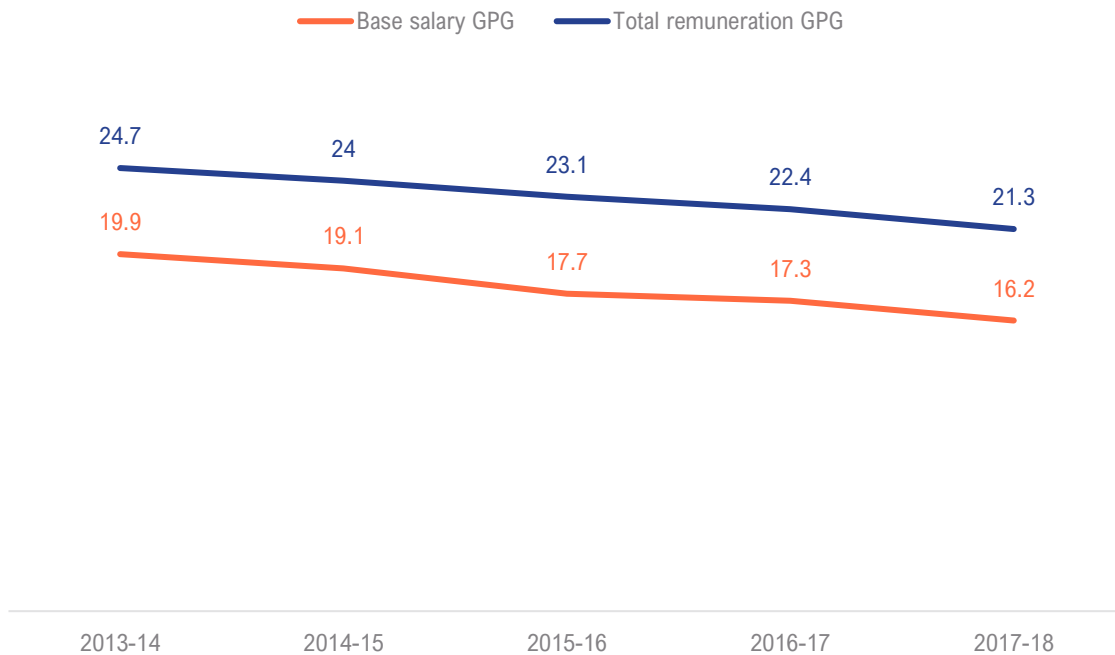
Gender pay gap

Economic gender equality is also impacted by the gender pay gap. In Australia the gender pay gap was 14.1% as at November 2018. This is a slight decline from November 2017 when it was 15.2% (WGEA 2019). This means that on average women earned \$240 a week less than men.

The Workplace Gender Equality Agency (WGEA) collects more detailed remuneration data from all non-public sector organisations with over 100 employees. The dataset covers approximately 40% of employees in Australia. It shows that while the gender pay gap is falling marginally over time to 16.2% in 2017-18 for full-time base salaries (Figure 3), the gap is much higher if total remuneration, which includes direct and indirect additional benefits, is considered (21.3%).

The gender pay gap is exacerbated by the lack of women in male-dominated industries (which are generally better remunerated than female-dominated industries) and a lack of women in leadership and managerial roles. In 2017-18, just over one-third (39.1%) of managerial positions were held by women (WGEA 2018).

Figure 3. Full-time base salary and total remuneration gender pay gap (%)

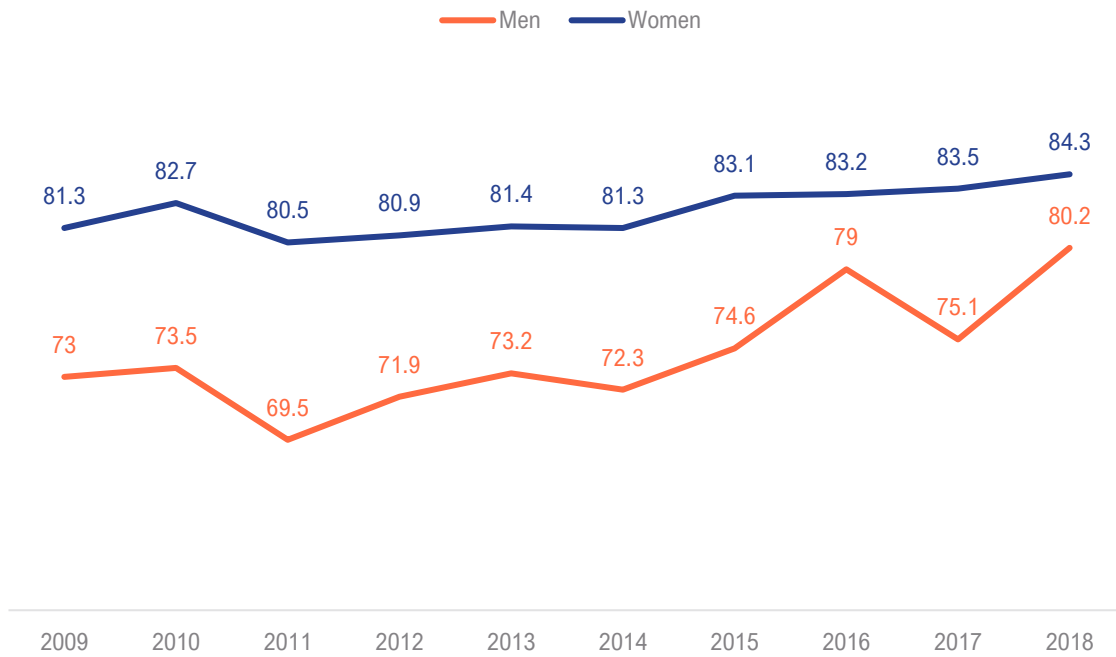


Source: WGEA (2018) Australia's gender equality scorecard. Notes: Based on total remuneration of full-time employees, which includes full-time base salary plus any additional benefits whether payable directly or indirectly, whether in cash or in a form other than cash. Includes: bonus payments (including performance pay), superannuation, discretionary pay, overtime, other allowances and other (for example share allocations).

Education

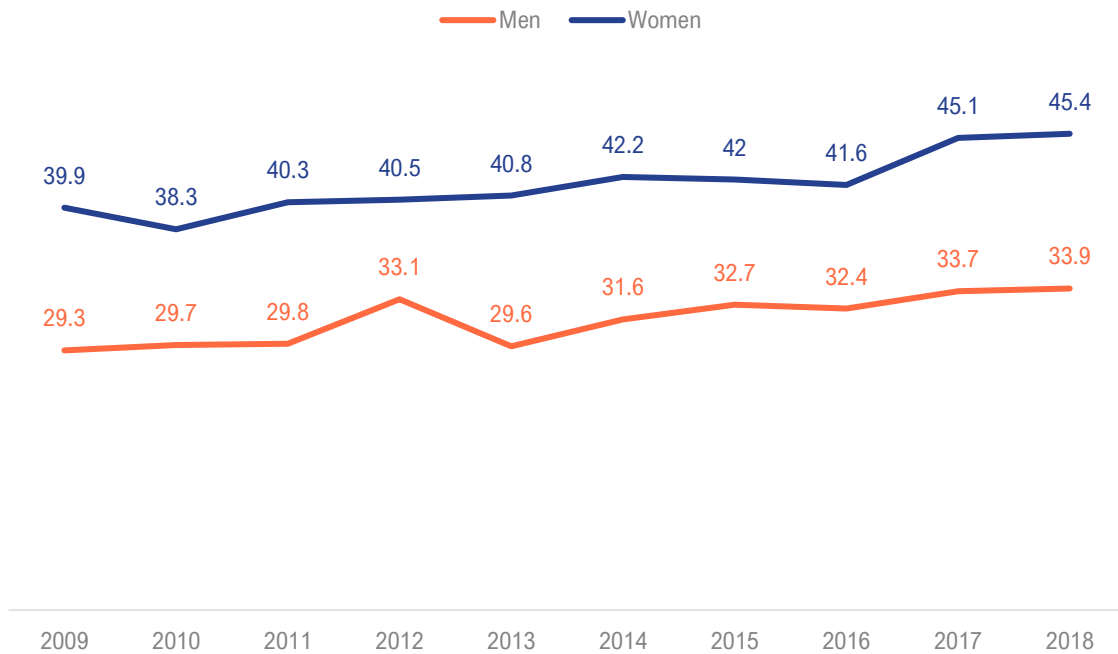
Educational attainment is a key foundation for economic equality. Australia has relatively high rates of Year 12 (or equivalent) attainment (Figure 4), with women attaining Year 12 at slightly higher rates than men (84.3% compared to 80.2% in 2018). At tertiary education levels, women also outperform men, with 45.4% of 25-34-year-old women having a bachelor degree or above, compared to 33.9% of men (Figure 5).

Figure 4. Year 12 (or equivalent) attainment of 20-24-year olds by gender (%)



Source: ABS (2017) 6227.0 Education and Work, Australia. Table 29 Educational attainment: Year 12 (or equivalent).

Figure 5. 25-29-year olds with a bachelor's degree or higher non-school qualification (%)



Source: ABS (2017) 6227.0 Education and Work, Australia. Table 28 Highest non-school qualification: Bachelor degree level or above.

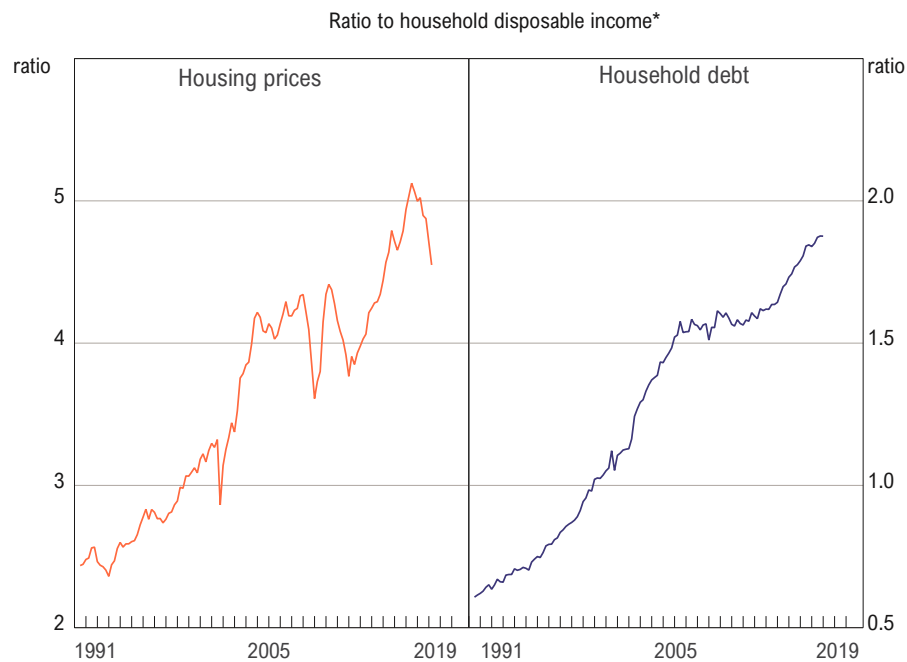
Housing

Safe and secure housing is a key factor influencing positive social outcomes, and a lack of affordable and appropriate housing can impact directly and indirectly on people's economic security (Marjolin et al 2016).

Over the last few years there has been a decrease in housing ownership in Australia from 66.2% in 2001 to 62.0% in 2016 (Muir et al 2018). This reflects increasing housing prices (ABS 2019), often reinforced by increased rental costs (ABS 2017), which can make it difficult to save for a home deposit. A recent study by the IMF (2019) indicated that Australian housing is among the most expensive in the world.

Numerous sources show changes in housing prices relative to income, indicating that house prices are growing faster than incomes. The RBA shows housing prices relative to households' annual disposable income as well as rising household debt (which is mostly housing related) relative to annual income. As Figure 6 shows, both ratios have increased over the past two decades. Together these statistics show that housing stress is increasing, with people spending a larger proportion of their income on housing (AIHW 2017), limiting the amount of income left over for non-housing expenses (ACOSS 2016).

Figure 6. Housing prices and debt, Australia



*Household disposable income is after tax, before the deduction of interest payments, and includes income of unincorporated enterprises

Sources: ABS; CoreLogic; RBA

Source: RBA (2018); Original chart available at: <https://www.rba.gov.au/chart-pack/>

Financial inclusion, resilience and wellbeing

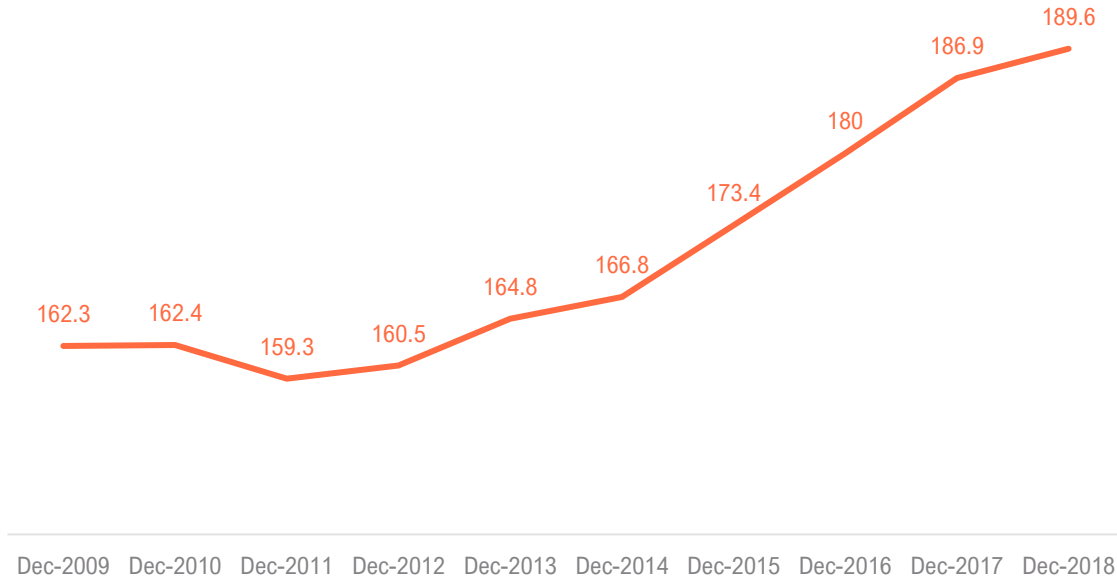
Debt and savings

The level of household debt to income has been increasing substantially over recent years, from 162.3% in 2009 to 189.6% in 2018 (Figure 7). Similarly, the Centre for Social Impact (2018) found that one in five adults in Australia were just managing to pay or are over-indebted.

The same study found that in 2018 more than one in eight people reported having no savings. While this was slightly reduced from 14.2% in 2016 to 13.5% in 2018, it was still worse than in 2015, where less

than one in ten adults reported having no savings at all (Centre for Social Impact 2018).

Figure 7. Ratio of household debt to disposable income (%)



Source: RBA (2017) Statistical Tables. Table E2. Household finances, selected ratios.

Financial resilience

The Centre for Social Impact (2018) examined how financial resilience, and its components, have changed between 2016 and 2018. Defined as “the ability to access and draw on internal capabilities and appropriate, acceptable and accessible external resources and supports in times of financial adversity” the overall level of financial resilience in Australia increased significantly from 3.01 in 2016 to 3.05 in 2018. However, the proportion of respondents who were classified as having high to severe financial stress and vulnerability has not significantly changed. In 2018, 2.1 million adults in Australia were financially vulnerable.

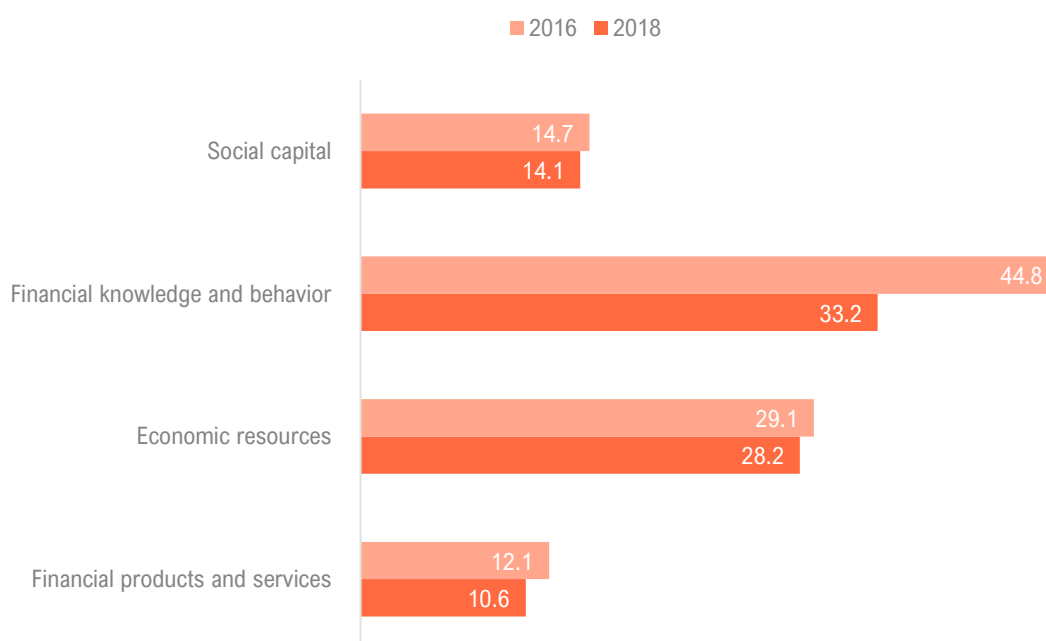
Financial resilience is comprised of four types of resources:

1. **Economic resources:** income; savings; debt management; capacity to raise \$2,000 in an emergency; and ability to meet cost of living expenses.
2. **Financial products and services:** access to, and demand for bank accounts; credit; and insurance.
3. **Financial knowledge and behaviour:** knowledge of, and confidence using financial products and services; use and willingness to use financial advice; and proactive financial behaviours.
4. **Social capital:** level of social connections; likelihood of getting financial support from social connections in times of crisis; and the need for and access to community and government support.

Figure 8 shows the proportion of adults in Australia with low or very low levels of each of these resources, as well as how this has changed between 2016 and 2018. It also shows that the area of resources where the population is doing least well (i.e. more people with low or very low levels of resource) is financial knowledge and behaviour, where 33.2% of the adult population had low or very low levels of financial knowledge and behaviour in 2018, although this had decreased compared to 2016 when it was 44.8%.

Figure 9 shows differences in the overall level of financial resilience and each of the components of financial resilience.

Figure 8. Adults with low or very low levels of financial resilience components (%)



Source: Centre for Social Impact (2018)

Figure 9. Mean financial resilience and components scores, by state or territory (2018)

	PROPORTION OF POPULATION								
	National	ACT	NSW	VIC	QLD	SA	NT	TAS	WA
Financial Resilience	3.05	3.14	3.06	3.05	3.03	3.09	3.09	2.95	3.02
Economic resources	2.92	3.12	2.94	2.96	2.87	2.91	3.01	2.71	2.85
Financial products and services	3.26	3.29	3.24	3.25	3.28	3.30	3.38	3.24	3.24
Financial knowledge and behaviours	2.88	2.93	2.89	2.86	2.89	2.93	2.86	2.74	2.89
Social capital*	3.14	3.22	3.16	3.15	3.06	3.23	3.11	3.12	3.09

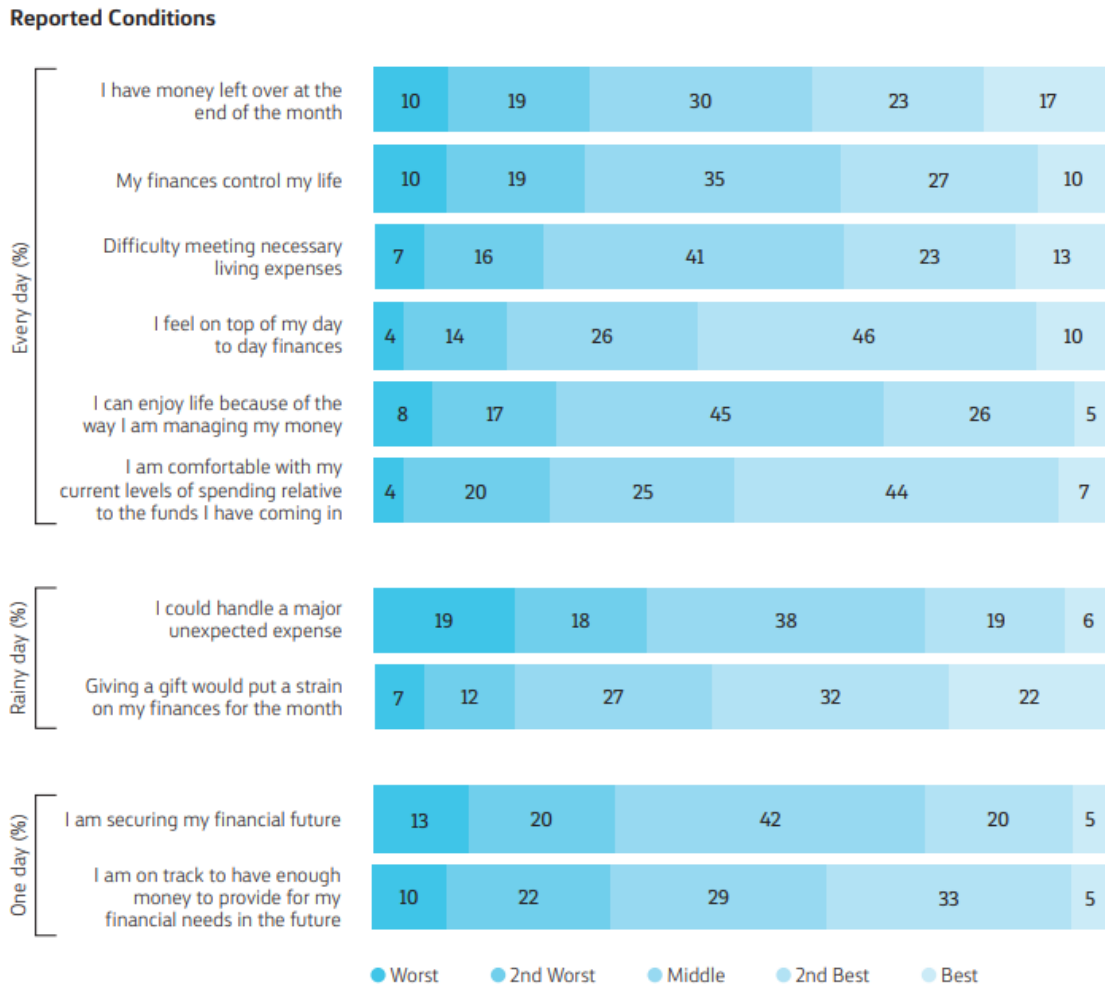
Source: Centre for Social Impact (2018)

Financial wellbeing

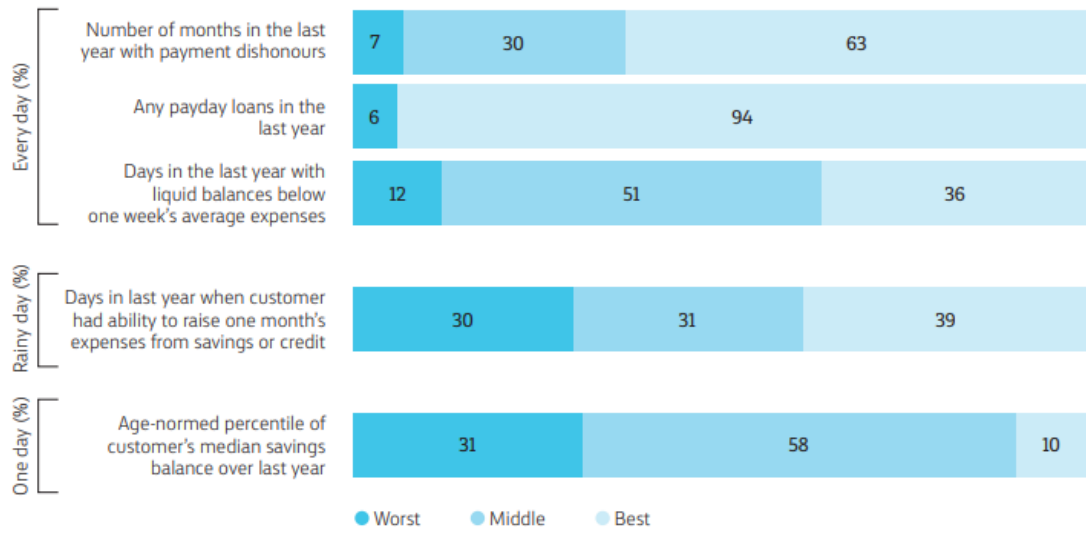
Financial wellbeing (FW) is when a person is able to meet expenses and has some money left over, is in control of their finances and feels financially secure, now and in the future (Muir et al 2017). The Melbourne Institute FW scale, developed using observed (bank transaction) and reported (survey questionnaire) data, found that 1 in 4 Australians are struggling with money management, 1 in 3 have low resilience and only 1 in 3 are on track to meet their longer-term future financial needs. Nevertheless, the findings show a positively skewed distribution for the Australian population for both Reported and Observed financial wellbeing with median scores of 55 and 67 respectively out of 100 (Haisken-DeNew et

al. 2018, p vi). Figure 10 provides more detailed distribution of survey respondents reported and observed FW outcomes.

Figure 10. Distribution of customers' reported and observed financial wellbeing outcomes (2018)



Observed Conditions



Source: CBA (n.d.)

FIAP ORGANISATIONAL DATA

A survey of 30 FIAP organisations was conducted in April/May 2019 to understand the progress of the FIAP program in some key areas. Of the 30 organisations surveyed, 15 responded. These organisations vary in size, with the number of employees in each ranging from under 100 to over 20,000. They have good coverage of FIAP's target groups and cover financial, not-for-profit, education, government, utility and legal sectors. Findings from the survey have only been reported in aggregate and due to the limited number of responses, comparisons within and across the different sectors is also limited. Given that only 50% of FIAP organisations participated in the evaluation, it is likely the numbers cited are a conservative estimate of what has been achieved by the FIAP program to date.

KEY STATISTICS



FIAP programs to promote and incentivise savings targeted 41,000 clients with the total value of these programs estimated to be over \$19 million.

Over 1.4 million individuals had access to affordable financial products and services.

Just over half a million people participated in over 2,000 workshops to increase financial capabilities.

At least 121,000 people were supported in times of financial need, with this support valued at over \$62 million.

Around 10,000 staff were trained to improve their capacity, attitude and behaviors to support financially vulnerable households.

Organisations trained 150 employees on issues related to family and domestic violence.

Over 8,000 customers were referred to other services for additional support, either within another part of the FIAP organisation or to an external organisation.

Examples of collaboration were widespread, with respondents collaborating with an average 14 other organisations to promote financial wellbeing, inclusion and resilience.

Economic participation, employment opportunities and income equality

Eight of the 15 organisations that participated in the survey had clear actions to address economic participation, employment opportunities and reduce income inequality. Despite organisations employing 23% more females than males, men dominate managerial positions. There were 19% more men in managerial positions. There was also a gender disparity in parental leave, with 22% more women taking parental leave than men.

There is limited data on the employment of vulnerable groups such as Indigenous Australians, people with a disability and culturally and linguistically diverse groups. Six organisations were able to report on the number of Aboriginal and Torres Strait Islanders employed which totalled 357 people (ranging from 1 Indigenous employee in one organisation to 250 in another). A total of 141 individuals with a disability and 302 individuals from culturally and linguistically diverse backgrounds were employed.

Survey respondents also highlighted several other innovative initiatives to promote inclusion. For example, among financial services there was a focus on self-employment initiatives, workshops to support female-led start-ups and promote multiculturalism through various partnerships and events such as morning tea and Harmony Day celebrations. Overall, promoting gender equality was a focus across all sectors.

Promoting savings

Out of the 15 organisations that participated in the survey, six had clear action to promote savings and other supports for people in time of need. Overall, these **programs targeted around 41,000 clients** with the value of these ranging greatly between organisations. Across the responding organisations, the **total value of these programs was over \$19,300,000**. These incentives were targeted at increasing financial wellbeing and promoting continued saving.

Different actions and programs were employed across the different sectors, all educating and incentivising saving. Actions used by organisations in the energy sector involved cancelling debt and matching debt repayments, while not-for-profit organisations focused on promoting apps and money saving tools. Organisations in the financial services sector were most involved in promoting savings. Strategies involved placing customers in savings programs and evaluated their progress, with wellbeing measures more than doubling after program commencement. For instance, school banking programs were delivered to 730 schools in low socioeconomic areas with 250,000 rewards given for regular savings to students. Media platforms were also used to raise awareness and promote saving.

Access to financial products and services

Out of the 15 organisations that participated in the survey, six had actions in place to meet demands for and access to financial products and services. Among respondents in the financial services sector, the **number of customers receiving affordable products and services totalled 1,440,000**. Such products and services included low rate credit cards, informative brochures, no transaction fee accounts basic insurance, savings accounts and changes to default super for vulnerable individuals. All organisations made amendments or reviews to procedure and fees to identify opportunities to make products more inclusive and accessible.

Supporting customers in times of need

Out of the 15 organisations that participated in the survey, nine organisations had FIAP actions aimed at **supporting a total of 121,000 customers in times of need**. The number of customers/clients receiving hardship support ranged from 18 to 58,000, with an average of 16,077. Two organisations were able to report the proportion of customers moving out of hardship support programs – this averaged 22% - but most organisations did not track this. Most organisations did not quantify the monetary value of their support, but among the three organisations who did, the **total value of their support was \$62,600,000**.

The types of support included:

- » Hardship support portals to help customers identify eligibility for government grants and energy

rebates, access online payment arrangements, contact financial counsellors, access energy saving tips and insights and set up personalised action plans.

- » Flexible payment arrangements, debt waivers, partial reductions, contract variations, loan and repayment restructuring, repayment pause and reduction, loan extensions, stoppage of interest and debt relief and payment matching.
- » Financial counsellors.
- » Emergency assistance, for example accommodation support and hardship support for customers who experiencing natural disasters, connecting victims and support agencies and financial assistance given to victims of financial crime.

Financial knowledge, skills and capabilities

Fourteen organisations had FIAP actions aimed at building financial knowledge, skills and capabilities of vulnerable groups. **Collectively 550,000 individuals participated in training or workshops to improve their financial capabilities.** The number of workshops delivered varied greatly with most organisations delivering less than 100 workshops, however two organisations delivered over 2,000 workshops in the last year. Training sessions varied from group based to one-to-one coaching with the primary aim to increase financial knowledge and understanding of core concepts including budgeting, spending, planning and goal setting, debt, saving, seeking help and superannuation.

The nature of actions varied according to the types of organisations. Among financial services initiatives to build financial capabilities included financial collaborative education programs, FAQs, factsheets and financial literacy workshops targeting vulnerable groups such as Indigenous communities, students in disadvantaged areas, refugees and individuals soon to retire. These programs focused on basic budgeting, goal setting, insurance products, investments, interest, avoiding dangerous debt and superannuation. Other initiatives include scholarships for Indigenous and diverse students, providing scholarships to other organisations to fund financial counselling scholarships for Indigenous and culturally and linguistically diverse people.

Among not-for-profit organisations actions included workshops to upskill employees within the community services sector, one-on-one support to vulnerable clients, community education programs, training and outreach on budgeting, saving and spending, debt, planning and support services. Among the other respondents, actions to improve financial capabilities included business development programs, seminars and one to one discussions with financial advisors to educate employees, workshops on work rights for domestic and international students, employment, superannuation, wealth management and protection, budgeting, Australian Tax Office (ATO) and accommodation/tenancy workshops.

Staff training

Out of the 15 organisations that participated in the survey, ten organisations had FIAP actions aimed at improving the capacity, attitude and behaviours of staff to support financially vulnerable households. Across organisations **the number of staff members trained totalled 9,929** but varied among organisations from 29 to 6,000 employees. Most organisations delivered staff training in collaboration with or via other services. For instance, one organisation from the financial services sector collaborated with a community service organisation with expertise in financial hardship training. As part of this workshop all staff in customer facing roles were provided training in quality conversations with customers, especially those experience financial hardships and stress.

Domestic and family violence

Out of the 15 organisations that participated in the survey, **six had FIAP actions aimed specifically at supporting people experiencing or at risk of domestic and family violence.** Most organisations trained up to nine employees, with one organisation training 150 employees specifically on issues related to domestic and family violence. Two organisations were able to report on the number of customers/clients who benefited from targeted policies/programs. One of them reporting a benefit to three clients and the other made a positive impact on 6,000 customers. Between 1 and 4 staff members themselves benefited

from the policies/programs targeting domestic and family violence.

Organisations support customers and employees experiencing family violence by offering employees special leave, mandatory training on preventing domestic violence for all employees, access to helpful networks, providing financial counselling outreach, helping customers address the financial implications associated with family violence via hardship support, investigating the role of financial education in empowering women experiencing family violence, participation in local and global activism initiatives and campaigns, providing referrals to assist with re-employment and prioritizing payments when customers are at risk or to facilitate escape and provision of hardship grants.

Most organisation were working to update policies, training and services to improve the assistance provided to both customers and employees experiencing family and domestic violence.

Referral pathways

Out of the 15 organisations that participated in the survey, eight had actions in place to improve and facilitate social, community and government support for financially vulnerable people. The **total number of clients referred to other services was 8,905**, with an average of 2,226 per organisation (ranging from 66 to 7,095 clients). Referrals were both internal and external with most organisations referring clients to counsellors, financial counsellors, drug and alcohol services and implementing services that provide an extensive range of support services through a centralised, co-ordinated point of contact including housing support, social worker counselling, drug and alcohol services, home energy assessments and employment services.

Across not-for-profit organisations, referrals were personalised to meet the specific vulnerabilities experienced by clients. The raft of services that were referred to include Aboriginal services, No Interest Loan Schemes (NILS), National Disability Insurance Scheme (NDIS), Centrelink, mental health services, community services, emergency relief, homelessness support, legal and financial services, home care services and family violence services.

Referrals were not sector specific, but rather cross sectoral, reflecting the intertwined and complex nature of financial exclusion. For instance, organisations in the financial services sector provided home energy assessment services, employment services, referral to other financial services and schemes with no/ lower interest, National Debt Hotline. Similarly, organisation positioned in the legal services sector made primary referrals to other legal aid services such as NSW Civil and Administrative Tribunal (NCAT), State Debt Recovery Office (SDRO), Tenant Advocacy Services, local community legal centres, Victims Services and Welfare Rights Centres. Additionally, they also made referrals to financial support and financial hardship services.

Collaboration

Out of the 15 organisations that participated in the survey, 11 organisations had FIAP actions in place aimed at engaging/collaborating with others to identify pathways of support for vulnerable groups. The number of organisations in collaboration with ranged from 2 to over 30. The **organisations collaborated with an average of 14 other services**. Collaborative partners included government, not-for-profit, community, academic, legal and financial organisations and services to address financial inclusion, resilience and wellbeing. Some examples of collaborations are outlined below:

- » Aboriginal services, such as Aboriginal Family Support Services and Adult Multicultural Education Services (AMES) to improve financial services for Aboriginal and Torres Strait Islander clients.
- » Government housing services, to support people on low and middle incomes to buy their first home and to support those transitioning from social or community housing to house ownership.
- » Local government to support pensioners and low-income households in installing solar panels to help protect customers against increased electricity bills.
- » Financial organisations working with disability organisations to make their products and services

more accessible.

Additional survey data

Out of the 14 organisations that participated in the survey, nine organisations had initiatives exclusive of the FIAP to promote financial wellbeing for both staff and customers/clients. Some initiatives included:

- » Financial counsellor services available for both staff and customers/clients
- » Workshops and programs with a focus on financial inclusion and financial literacy
- » Financial wellbeing initiatives that include campaigns for both staff and customers/clients focusing on budgeting, saving and debt management and publication of resources
- » Marketplace events to support staff in personal financial wellbeing including saving, teaching kids positive money habits, and preparing for retirement
- » Continued collection and analysis of data to evaluate staff and customer financial wellbeing and make improvements to policy accordingly
- » Free financial advice to people with less than \$50,000 in superannuation savings
- » Changes to superannuation to support vulnerable groups, for example increased insurance cover in default superannuation fund for temporary and permanent disability and life insurance, salary continuance insurance cover for all employees experiencing long-term illness
- » Ability for employees experiencing financial hardship to cash-out accrued annual leave
- » Hosting superannuation and financial wellbeing seminars which explore financial resilience more broadly
- » Extensive benefit program and discount hub for employees which includes super health checks, discounts for banking products, estate planning, general and life insurance and free financial planning appointments, transaction accounts and salary packaging
- » Not-for-profit organisations have a focus on providing emergency assistance and access to microfinance products such as No Interest Loan Schemes (NILS)
- » Organisations in the legal service provide additional member service hotlines, education sessions and referral advice to vulnerable individuals.

FIAP COMMUNITY OF PRACTICE

A key element of the FIAP program, is increased engagement and collaboration within and between industries. Collaboration within FIAP is facilitated through the FIAP Community of Practice (CoP) meetings that are held quarterly and five special issue working groups that provide an opportunity for FIAP organisations to get more involved in specific elements of FIAP. Three-quarters (74%) of organisation representatives who attended CoP meetings during the Transition phase found them very useful (34/46).

The opportunity to engage and build networks with other FIAP organisations continues to be one of the most popular features of FIAP. Respondents to CoP evaluation surveys noted that the CoP meetings provide space for each other to share actions in their respective FIAPs, allowing for shared learning and identifying potential collaboration opportunities. The present format of the CoP meeting in multiple cities connected via video conferencing was noted as useful but limited the opportunity to engage as a collective whole. CoP participants provided feedback to enhance the collaborative aspects of the meetings. For instance, having a seat at the table rather than sitting in rows of chairs. Additionally, they noted that when presentations were made via teleconference, it would be useful to view both the presenter and the PowerPoint slides simultaneously. Nevertheless, CoP participants noted the usefulness of collaborations as one member noted “The trailblazers sharing is fantastic as the more we understand what activities and goals everyone has, the more we can identify and form effective partnership”.

ONGOING DATA COLLECTION AND REPORTING

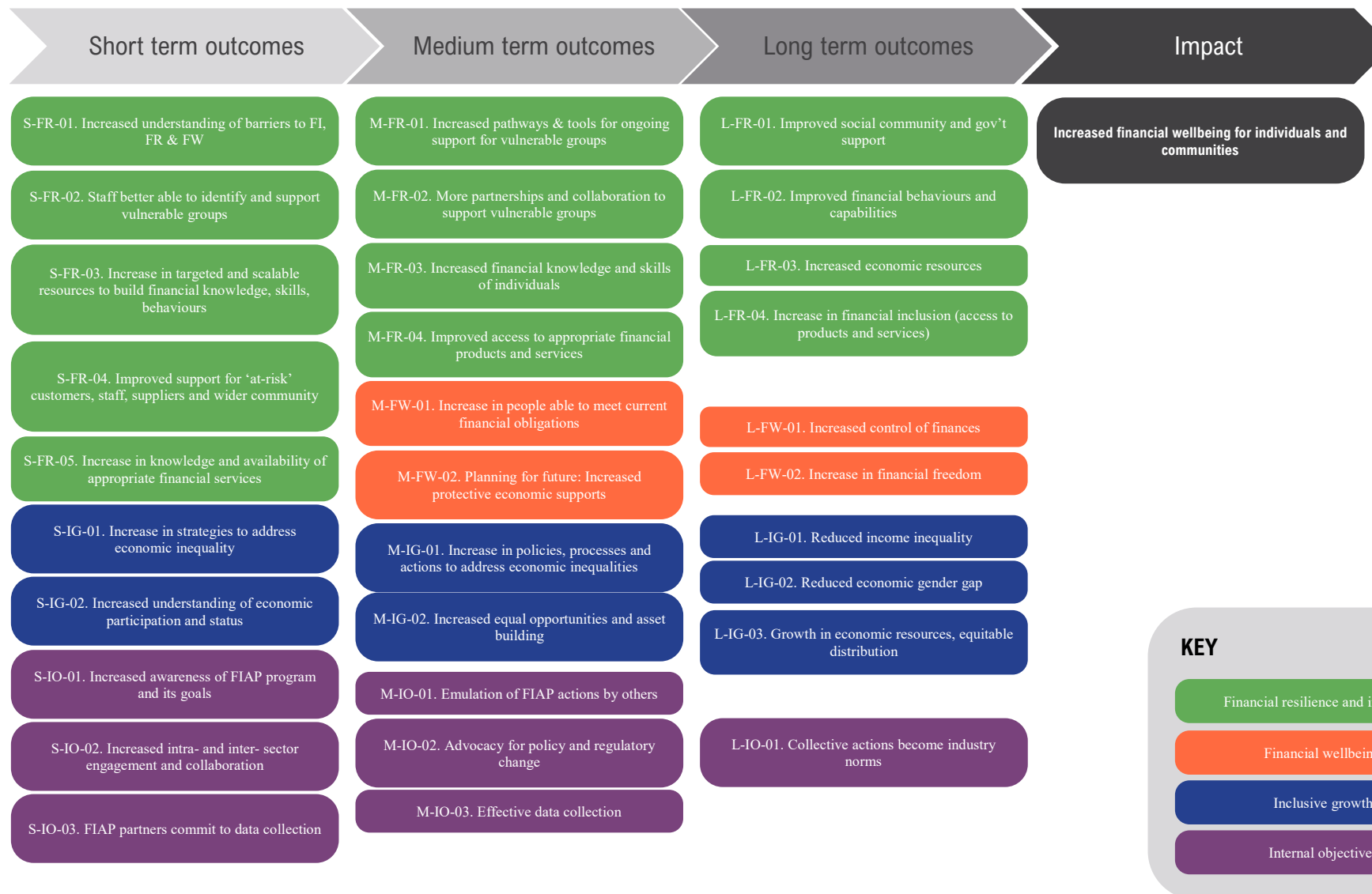
A key challenge for FIAP organisations is the burden of reporting and data collection. As noted above, only 50% of FIAP organisations were able to respond to the evaluation in the timeframe required. While CSI has attempted to align FIAP reporting with existing reporting (for example: annual reports, sustainability reports, reconciliation action plan (RAP) reporting and workplace gender equality agency (WGEA) reporting) FIAP organisations still identified a need for more information and support around data collection and outcome measurement. One FIAP member suggested that it would be helpful if reporting templates were made available for FIAP organisations. Another member noted that it would be useful to implement KPIs for their FIAP reporting. Seeking synergies between what is already implemented in the organisation and the FIAP actions was raised as a key issue by one FIAP organisation. For instance, integrating other programs/ plans such as Reconciliation Action Plan/Disability Action Plan which are also promoting inclusion but operating separately within the organisation meant putting resources into multiple governance that could perhaps be better optimised and included in the data being collected. Future stages of the FIAP evaluation will build on these lessons, ensuring that there is alignment between evaluation reporting and EY's outcomes verification reporting, as well as providing information about the reporting required well in advance of the deadline for submitting data.

The evaluation survey of FIAP organisations also revealed that of the 14 organisations delivering financial capability training to clients/customers, approximately half were evaluating this training internally. Five organisations were also evaluating the training provided to staff as part of the FIAP program. Into the future, internal evaluations such as these, provide an opportunity to align data collection across organisations and to illustrate best practice to organisations who are not currently conducting any internal evaluations.

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APPENDIX 1: FIAP THEORY OF CHANGE



KEY

- Financial resilience and inclusion
- Financial wellbeing
- Inclusive growth
- Internal objectives

APPENDIX 2: EVALUATION SURVEY OF FIAP ORGANISATIONS

About the survey: Please complete the attached information as part of the FIAP evaluation. The survey is to capture key data to understand the progress of FIAP against the shift the dial strategies. Please complete with regards to your last complete reporting period or financial year. This data is confidential. You are only required to answer questions that are relevant to your FIAP.

1. Addressing economic participation and employment opportunities and reducing income inequality

1.1. Do you have FIAP actions aimed at addressing economic participation, employment opportunities and reducing income inequality? Yes (please continue), No (go to question 2)

1.2. How many employees do you have by staff group and by gender?

1.3. Parental leave

- » What is the total number of employees who took parental leave, by gender?
- » What number of employees returned to work after parental leave ended, by gender?
- » What number of employees returned to work after parental leave ended and were still employed 12 months after their return to work, by gender?

1.4. What is the ratio of the basic salary and remuneration of women to men for each employee category?

1.5. Recruitment of staff from financially vulnerable population groups

- » How many new Aboriginal or Torres Strait Islander staff have you recruited?
- » How many new staff with a disability have you recruited?
- » How many new staff from culturally and linguistically diverse backgrounds have you recruited?

1.6. Do you have any initiatives targeting or aimed at improving self-employment? Yes/No

1.7. Is there anything else you'd like to add on addressing economic participation?

2. Promoting savings and other supports that protect people in times of need

2.1. Do you have FIAP actions aimed at promoting savings and other supports that protect people in times of need? Yes (please continue), No (go to question 3)

2.2. What number of customers/clients received savings incentives?

2.3. What was the \$ value of these incentives?

2.4. Is there anything else you'd like to add on this topic?

3. Improving access to financial products and services

3.1. Do you have FIAP actions aimed at improving access to financial products and services? Yes (please continue), No (go to question 4)

3.2. How many customers/clients received affordable (no fee) products (e.g. basic savings accounts, basic credit card, basic insurance)?

3.3. Report the results of customer satisfaction surveys conducted relating to the organisation as a whole

or a major product or service category

3.4. How many customer complaints did you receive? How many complaints were resolved/escalated?

3.5. Is there anything else you'd like to add on this topic?

4. Improve and facilitate social, community and govt. support for financially vulnerable people

4.1. Do you have FIAP actions aimed at improving and facilitating social, community and govt. support for financially vulnerable people? Yes (please continue), No (go to question 5)

4.2. How many programs/services have a clear process for referral of vulnerable customers/clients?

4.3. What number of customers/clients were referred to other services?

4.4. What kind of services did you refer customers/clients to?

4.5. Is there anything else you'd like to add on this topic?

5. Engage/collaborate with others to identify pathways of support for vulnerable groups

5.1. Do you have FIAP actions aimed at engaging/collaborating with others to identify pathways of support for vulnerable groups? Yes (please continue), No (go to question 6)

5.2. How many organisations are you collaborating with to address financial inclusion/ resilience/ wellbeing by sector? (e.g. financial services, NFPs, gov)

5.3. What kind of things are you collaborating on?

5.4. Is there anything else you'd like to add on this topic?

6. Build financial knowledge, skills and capabilities of vulnerable groups

6.1. Do you have FIAP actions aimed at building financial knowledge, skills and capabilities of vulnerable groups? Yes (please continue), No (go to question 7)

6.2. How many workshops/training sessions have you delivered to build the financial knowledge, skills and capabilities of vulnerable groups?

6.3. How many people have participated in these workshops?

6.4. What was the nature of the training delivered?

6.5. Do you currently evaluate these workshops? Yes/No (e.g. do you ask people about the satisfaction with the training at the end of workshops)

6.6. Is there anything else you'd like to add on this topic?

7. Improve the capacity, attitude and behaviours of staff to support financially vulnerable households

7.1. Do you have FIAP actions aimed at improving the capacity, attitude and behaviours of staff to support financially vulnerable households? Yes (please continue), No (go to question 8)

7.2. How many staff received training around understanding, identifying and supporting financially vulnerable customers/clients?

7.3. Do you evaluate this training?

7.4. Please tell us a bit more about the training?

7.5. Is there anything else you'd like to add on this topic?

8. Support customers in times of need

8.1. Do you have FIAP actions aimed at supporting customers in times of need? Yes (please continue), No (go to question 9)

8.2. How many customers/clients have received hardship support?

8.3. What is the \$dollar value of this support?

8.4. How many people moved/graduated out of hardship program?

8.5. What kinds of things does hardship support include in the context of your organisation?

8.6. Is there anything else you'd like to add on this topic?

9. Deep dive: support for people experiencing or at risk of domestic and family violence

9.1. Do you have FIAP actions aimed at supporting people experiencing or at risk of domestic and family violence? Yes (please continue), No (go to question 10)

9.2. How many staff have received training about domestic and family violence?

9.3. How many customers/clients have benefited from your policies/programs on domestic and family violence?

9.4. How many staff have benefited from your policies/programs on domestic and family violence?

9.5. Is there anything else you'd like to add on this topic?

10. Financial wellbeing

10.1. Other than the actions in your FIAP, do you have any initiatives to promote financial wellbeing for staff, customers/clients? Yes (please continue), No (go to question 11)

10.2. Please provide a brief summary of these initiatives.

11. Is there anything else you'd like to add that might be relevant to the evaluation during the transition phase?

Thank you for completing the survey