
JAN PENTLAND



FOUNDATION

Guidelines for the Jan Pentland Scholarship

Applications close Monday 18th April 2011

The trustees of the Jan Pentland Foundation reserve the right to suspend, amend or vary these guidelines, the scholarship application process or any part of thereof.

Table of Contents

1. THE 2011 APPLICATION ROUND	1
1.1. OPENING AND CLOSING DATES, ANNOUNCEMENT	1
1.2. DELIVERING YOUR APPLICATION	1
1.3. HOW TO APPLY FOR A SCHOLARSHIP	1
1.4. ADMINISTRATIVE SUPPORT	1
2. OVERVIEW	2
2.1. THE JAN PENTLAND FOUNDATION	2
2.2. THE JAN PENTLAND SCHOLARSHIP	2
3. DETAILS OF THE SCHOLARSHIP	3
3.1. WHAT DOES THE SCHOLARSHIP COVER?	3
3.2. MAXIMUM AND MINIMUM AMOUNTS	3
3.3. PEOPLE WHO CAN APPLY	3
3.4. SELECTION CRITERIA	4
3.5. PAYMENT ARRANGEMENTS	4
3.6. ACQUITTAL AT THE END OF THE SCHOLARSHIP	4
4. OTHER INFORMATION	5
4.1. INFORMATION ABOUT CENTRELINK PAYMENTS	5
4.2. INFORMATION ABOUT TAXATION IMPLICATIONS	5
APPENDIX 1 – POSSIBLE COURSES	6
FINANCIAL COUNSELLING	6
OTHER QUALIFICATIONS AND TRAINING OPTIONS (FINANCIAL LITERACY TRAINING)	7
APPENDIX 2 – ABOUT FINANCIAL COUNSELLING AND MONEY MANAGEMENT SERVICES	9
APPENDIX 3 - SAMPLE ACQUITTAL / REPORTING FORM	13

1. THE 2011 APPLICATION ROUND

1.1. Opening and Closing Dates, Announcement

Applications open: Monday 7th March 2011

Applications close: Monday 18th April 2011

The announcement of the Jan Pentland Scholarship will be made on Thursday 19th May, 2011 at the Jan Pentland Foundation dinner.

1.2. Delivering your Application

Send applications by email to: prue.woods@afccra.org

(or if email is not possible, post to: Prue Woods, AFCCRA, PO Box 3786, South Brisbane Qld 4101 **or deliveries to:** Prue Woods, AFCCRA Ground Floor, River Tower, 20 Pidgeon Close, West End Qld 4101)

If you have questions or require further information, please contact Fiona Guthrie, Executive Director, AFCCRA on 0402 426 835 or fiona.guthrie@afccra.org

1.3. How to apply for a scholarship

- Complete the application form
- Attach your resume and any other information which you think might help your application, for example, letters of support.

1.4. Administrative support

Administrative support for the Jan Pentland Foundation (and the Jan Pentland Scholarship) is provided by the Australian Financial Counselling and Credit Reform Association (ABN: 67 073 167 361).



2. OVERVIEW

2.1. The Jan Pentland Foundation

The Jan Pentland Scholarship is awarded by the Jan Pentland Foundation. You can read more about Jan and the Foundation at www.janpentlandfoundation.org

The scholarship has been established in recognition of Jan Pentland's enormous contribution to the financial counselling sector over many years and her commitment to social justice.

The trustees of the Foundation are:

Carolyn Bond, Co-CEO, Consumer Action Law Centre

David Morawetz, Clinical and Counselling Psychologist and Jan's partner

Colin Neave, Chief Ombudsman, Financial Ombudsman Service

Delia Rickard, Senior Executive Leader for Financial Literacy and Consumers and Retail Investors, Australian Securities and Investments Commission

David Tennant, CEO, Shepparton Family Care

The ACN of the Foundation is 141 552 847.

The Foundation is a registered charity with deductible gift recipient status.

2.2. The Jan Pentland Scholarship

The scholarship is awarded annually, at the Jan Pentland Foundation dinner. This will usually be held in June of each year in conjunction with the annual financial counselling conference.

The scholarship provides financial assistance to individuals who are undertaking study or are intending to undertake study in financial counselling or a related field.

Scholarships are not bonded and are not awarded on academic success. It is hoped that recipients will make a significant contribution to the field of financial counselling.

Appendix 2 has information about the roles of a financial counsellor and a money management worker.

3. DETAILS OF THE SCHOLARSHIP

3.1. What does the scholarship cover?

The scholarship provides financial assistance to individuals who are undertaking study or are intending to undertake study in financial counselling or a related field.

The relevant study/training must be undertaken through a registered training organisation.

The scholarship will cover costs relating to study relevant to financial counselling or a related discipline. These costs could include the cost of the course and/or related costs such as travel, accommodation, childcare or supervision. Applicants will need to show that related costs are directly connected to their study.

Applicants are encouraged to use their scholarship to enrol in a Diploma of Community Services (Financial Counselling) or similar course (at a registered training organisation) in the year that the scholarship is offered.

The course typically includes 17 units. Course durations vary and are often flexible (see Appendix 1 for more information).

For those applicants who already hold the diploma, an alternative course of study may be nominated as part of your application.

Scholarships can also be used for accredited counselling courses that will develop skills relevant to financial counselling.

3.2. Maximum and minimum amounts

The scholarship is for a maximum of \$5,000.

As a guide, the cost of completing the Diploma of Community Services (Financial Counselling) is about \$3,000.

There is no minimum amount.

3.3. People who can apply

Scholarship recipients may be:

- A person who is already working as a financial counsellor or in a related discipline
- A person who wishes to become a financial counsellor or work in a related discipline
- A person who wishes to incorporate financial counselling functions in their current role

Scholarship recipients may seek assistance for the costs of a current course of study or for a course they have not yet started.

The objects of the Foundation include the provision of assistance to an Indigenous person to undertake study related to financial counselling or money management work.

3.4. Selection Criteria

Scholarships will be awarded on the basis of responses to the questions on the Application Form. Unsuccessful applicants may re-apply the following year.

The selection criteria are:

- demonstrated need by the applicant for assistance;
- strength of the applicant's interest in financial counselling and likelihood that the applicant will take on a broader advocacy role on issues relating to financial counselling;
- indications of the applicant's readiness to study;
- indications that the applicant will make or is making a strong contribution to the field of financial counselling (for example, as demonstrated by community involvement)

3.5. Payment arrangements

Payment of course fees (if included in the application) will be made direct by the Foundation to the course provider, on the provision of a tax invoice.

Payment arrangements for other costs, such as travel, accommodation or supervision, will be negotiated with the successful applicant. For example, these may be paid based on a reimbursement basis or a lump sum may be provided. These payments will be made by Electronic Funds Transfer (EFT) to your nominated bank account.

3.6. Acquittal at the end of the scholarship

As a condition of this scholarship program, successful applicants will need to complete an acquittal report and provide a breakdown of expenditure incurred. The Jan Pentland Foundation reserves the right to audit these expenses so receipts need to be kept. There is a sample acquittal form in Appendix 3.

4. OTHER INFORMATION

4.1. Information about Centrelink payments

If you receive Centrelink payments, it should not be necessary for recipients of the Jan Pentland Scholarship to declare the scholarship as income. This is because from April 2010, up to \$6,762 of equity and merit-based scholarships will be exempt from the income test. Refer to: http://www.centrelink.gov.au/internet/internet.nsf/individuals/exempt_equity.htm

Nevertheless, it is advisable that scholarship holders who receive Centrelink payments seek advice from Centrelink on how the scholarship payment may affect them.

For more information, visit Centrelink at: www.centrelink.gov.au

Alternatively contact Centrelink on the following numbers:

ABSTUDY – Ph 13 2317

Austudy – Ph 13 2490

Family Assistance Office – Ph 13 6150

Indigenous Centrelink Call Centre – Ph 13 6380

Employment Services - 13 2850

All Call Centres are open Monday to Friday from 8 am to 5 pm local time unless otherwise stated.

4.2. Information about taxation implications

Preliminary advice is that the scholarship does not need to be included in the recipient's taxable income. We are however seeking further advice to make sure the matter is completely clear.

APPENDIX 1 – POSSIBLE COURSES

Scholarship winners can only use their scholarship to undertake studies through a registered training organisation (RTO). RTOs are nationally recognised training organisations that deliver accredited training. Some examples of RTOs delivering the Diploma in Community Services (Financial Counselling) are listed on the AFCCRA website – see <http://www.afccra.org/becomeacounsellor.htm>

NOTE – The list of courses below is not exhaustive. There may be other courses a potential applicant believes are relevant.

FINANCIAL COUNSELLING

Diploma of Community Services (Financial Counselling) - CHC52108

This qualification applies to financial counselling, which is a specialist service assisting people faced with debt and other financial issues. This work requires:

- specialist knowledge, paralegal skills and competencies especially in regard to credit and debt issues affecting clients and their rights and obligations
- solid understanding of social and systemic issues that impact on financial counselling clients.

It may be applied in casework, community development and social justice contexts.

Occupational titles may include Financial Counsellor, Rural Financial Counsellor or Senior Financial Counsellor.

NOTE: This qualification is NOT related to the work performed by financial planners or financial advisers whose role is to provide clients with strategies to address their investment options.

Similarly, this qualification does NOT refer to therapeutic counselling. Psychological issues, which affect individuals, families and groups such as gambling, substance abuse, child abuse, and mental or physical health problems require referral to a professionally qualified practitioner. However, a recognition of, and an ability to work within, a counselling framework on the way in which other issues may interact with personal financial issues is highly relevant to financial counselling practice.

Entry requirements for the Diploma

To gain entry into the *Diploma of Community Services (Financial counselling) with a recognised training organisation*, it is recommended that candidates have sufficient relevant work experience to indicate likely success at this level of qualification in a job role involving:

- The self-directed application of knowledge with substantial depth in some areas
- The exercise of independent judgement and decision-making
- The application of relevant technical and other skills.

For more information about the Diploma of Community Services (Financial Counselling) see:

<http://www.afccra.org/becomeacounsellor.htm>

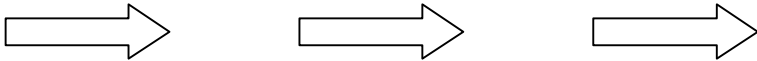
OTHER QUALIFICATIONS AND TRAINING OPTIONS (FINANCIAL LITERACY TRAINING)

Money Management Pathways: Certificate in Work Preparation, Certificates in Community Services Work

Potential scholarship applicants may not be ready for immediate entry into the Diploma of Community Services (Financial Counselling) and may require support to progress through a qualifications pathway towards the Diploma.

AFCCRA is currently working with partners to develop a qualification pathway to a career in financial literacy/money management followed by financial counselling.

The following table and diagram shows the potential pathway to the Diploma of Community Services (Financial Counselling), via various Certificate level qualifications.



<i>Certificate I in Work Preparation</i>	<i>Certificate III in Community Services Work</i>	<i>Certificate IV in Community Services Work</i>	<i>Diploma of Community Services (Financial Counselling)</i>
<i>3 compulsory units for this qualification</i>	13 units for this qualification	<i>14 units for this qualification</i>	17 units for this qualification
	8 compulsory	<i>10 compulsory</i>	13 compulsory
	5 electives (of which 3 are the financial literacy units)	<i>4 elective</i>	4 electives
<i>CHC10108</i>	CHC30108	<i>CHC40708</i>	

Certificate III Skill Set for Financial Literacy Education - CHC08

This Certificate is specifically aimed at financial literacy workers providing financial literacy education in the community services sector. While there is a financial literacy qualification embedded in the Financial Services Training Package, discussion with financial counselling and broader community sector representatives determined that it was appropriate to offer an alternative financial literacy training model in the Community Services Training Package.

An AFCCRA financial literacy working group met in Brisbane in November 2007 and drafted three new units of competency. The final recommendation to the Community Services Training Package reviewers was that the financial literacy units be at Certificate III level. These units include:

- Work with clients needing financial literacy education
- Educate clients in fundamental financial literacy skills
- Educate clients to understand debt and consumer credit

The financial literacy skills set has now been specifically tailored and packaged into a Certificate III in Community Services by FaHCSIA (as outlined in the table above CHC30108) for delivery to workers employed by organisations funded through FaHCSIA's Financial Management Program that are located in regional and remote Australia. This is the first Certificate III in Community Services packaged to include these three financial literacy units of competency.

There is a large range of Certificate III in Community Services training available through RTOs, however these have been packaged and scoped without the financial literacy units of competency.

Depending on their packaging, some or all of their units of competency might also be compatible with the standard Diploma in Community Services (Financial Counselling), thus providing a pathway to the Diploma.

Support for the Scholarship winner

If the Scholarship winner commences at the Certificate III level, a list of preferred RTOs will be provided by AFCCRA. This will enable the Host Scholarship provider (AFCCRA) to advocate on behalf of the Scholarship winner to ensure they receive:

- appropriate training,
- ongoing support; and
- access to a suitable standard of training that will maximise learning outcomes for the participant.

This will minimise the risk of the Scholarship winner completing a Certificate III that may not provide the necessary competencies to progress to the next stage of their chosen pathway to the Diploma of Community Services (Financial Counselling).

APPENDIX 2 – ABOUT FINANCIAL COUNSELLING AND MONEY MANAGEMENT SERVICES

How financial counsellors help their clients

Financial counsellors assist and support people to address a wide range of financial issues. They work with their clients to assist them to take control of their financial situation. A financial counsellor will:

- work with clients get a clear picture of their overall financial situation
- explain all options available to clients in relation to their financial situation and the advantages and disadvantages of each of these options
- work respectfully with the client
- where appropriate, provide advocacy or negotiate with creditors, government agencies and other parties
- provide ongoing support.

A financial counsellor works on behalf of and for the benefit of their client .

Financial counsellors offer a range of services relating to personal and business finances. These include information and options on:

- rights and responsibilities in relation to credit and debt issues
- debts and debt recovery processes
- budgeting and money management
- effectively communicating with creditors and other third parties in relation to financial issues
- insolvency options

Financial counsellors have strong links with other service providers and where appropriate may also provide referrals to other agencies that can assist. These would include community legal services, housing bodies, utility providers, generalist counselling services and emergency relief agencies

The Benefits of Community–Based Financial Counselling

- Is frontline based, meeting individual and relevant needs in a timely manner.
- Is not fee or commissioned based – does not increase the financial burden on the client. Ensuring that lack of finances is not a barrier for the client seeking help.
- Empowers individuals in their financial situation and their lives.
- Is a private and confidential service, giving client’s confidence to seek support.

- Has strong links to the community to encourage vulnerable and disadvantaged clients to access services they would not otherwise.
- Is conflict free – counsellors’ act in the best interest of the client and never solicit fees or client payments.
- Has a “watchdog” role, linking individual client cases to systemic issues.
- Has trained and qualified financial counselling professionals rather than just financial service professionals (accountants) or social workers.
- Encourages counsellors to build positive relationships with creditors.
- Is part of the community services sector, enabling referrals and appropriate service links.
- Supports all clients whatever their income, family background, age, ethnicity, lifestyle.

Why is financial counselling growing as a profession?

- Demand for financial counselling is increasing with many agencies reporting long waiting lists.
- Demand will continue to increase for a number of reasons, including the full flow on effects of the global financial crisis, referrals from the debt hotline, increasing personal debt levels and the ever increasing cost of living.
- State concession frameworks and pensions are not keeping pace with the rising costs of living.

Who employs financial counsellors?

Many of Australia’s leading charities employ financial counsellors. There are also many independent and stand alone services and these are largely funded by either State/Territory Governments or the Commonwealth Government or a combination of both.

Over recent years there has been some industry funding for the financial counselling sector. This is largely through contributions toward the cost of training programs, for example, through the Jan Pentland Foundation or other arrangements such as sponsorship of the national and state conferences

What about Money Management Service careers?

Money management services provide practical and essential support to help people build longer-term capability to manage their money better and increase financial resilience. They are often targeted toward people living in remote locations where there are high Indigenous populations.

Services are voluntary, confidential, free, and open to the broader community.

People with complex financial issues or those in financial stress or crisis will be connected to financial counsellors and/or Emergency Relief services, as well as to other support services.

Participating in Money Management programs is intended to empower people to:

- make better and informed decisions about managing their money including managing money from payday to payday to ensure essential living expenses are covered (e.g. food, rent, clothing, education, regular bills) and share household expenses fairly
- plan and set goals for items such as whitegoods, furniture, cars, boats and leisure goods and to put something aside for their children and the future
- better use financial services to manage their household funds and access technology such as ATMs and phone and internet banking
- be aware of their rights as consumers, know how to avoid exploitation when using their money and how to get better deals when making purchases
- improve capacity to assist other people financially, or resist inappropriate requests for financial assistance
- have an understanding of the requirements attached to home ownership
- better deal with financial hardship and money stresses.

Money management services:

- deliver education and intensive coaching in financial literacy and budgeting
- provide tools to implement individual and family budgeting and savings, and debt management plans including on-going budget monitoring
- organise related family support and referrals
- assist with accessing financial institutions and financial services information
- deliver education and information sessions relating to Money Management services that meet local community need.

Education and information services have developed over time and have been tailored to meet local need. Wherever possible local Indigenous workers are engaged and supported to deliver services.

For more information about financial counselling visit AFCCRA's website or one the following.

AFCCRA	www.afccra.org
NSW	www.fcan.com.au
Victoria	http://fcrc.org.au/
Qld	http://www.fcqn.asn.au/default.aspx
WA	http://www.financialcounsellors.org/
SA	http://www.safca.info/

APPENDIX 3 - SAMPLE ACQUITTAL / REPORTING FORM

You do not need to complete this acquittal / reporting form at this time.

As a condition of this scholarship program, successful applicants will need to complete this report and provide a breakdown of expenditure incurred. The Jan Pentland Foundation reserves the right to audit these expenses so please keep receipts.

Name of scholarship holder: _____

Grant received: \$ _____ **Amount of grant spent: \$** _____

I hereby verify that I have spent the funds as agreed and as intended towards the study as described in my application. I attach a summary of expenses equal to the value of the scholarship.

Signature of applicant: _____

When / where did you undertake the study? _____

Did you complete your training? If not, please provide reasons.

Please provide some feedback about your experience and your career plans (such as where you hope to work)

Date submitted _____

Send this form and your list of expenditure to: prue.woods@afccra.org

or if email not possible, post to: Prue Woods, AFCCRA, PO Box 3786, South Brisbane Qld 4101