



JAN PENTLAND
FOUNDATION

The Jan Pentland Foundation
2009 – 2019



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Background

The Jan Pentland Foundation was established to honour the memory of Jan Pentland, a former chair of Financial Counselling Australia (FCA). Jan Pentland was a remarkable woman and financial counsellor. Her work had an enormous impact on the lives of those she worked with and on the financial counselling profession.

Jan's death was a huge loss but the Jan Pentland Foundation continues her good work. It has done so through the delivery of the Jan Pentland scholarships, which provide financial assistance to people so they are able to study financial counselling or a related discipline.

Some ten years after the Foundation was set up, it is timely to look back on what it has achieved over this time.



A short history

The Jan Pentland Foundation was launched in November 2009. The aim of the Foundation was to provide financial support to people to study financial counselling or a related discipline. There is a specific focus on providing assistance to people who may otherwise struggle to meet the costs of studying.

The first annual dinner of the Foundation was held in June 2010, when the first scholarship winners were also announced. The scholarships have continued to be awarded annually at the Jan Pentland Foundation Dinner, which is held during the annual FCA conference. The conference dinner, with its fabulous mix of experienced and new financial counsellors, is a great opportunity to celebrate and welcome newcomers to the sector. The 2019 dinner also featured a [gratitude song](#), written by Chris Blain from the numerous thank-you notes provided by clients of financial counsellors.

Support

Financial Counselling Australia has provided administrative support to the Foundation since its inception. The Foundation therefore has minimal running costs. This support includes managing the website and administering the scholarships.

The Jan Pentland Foundation has been supported by contributions from a number of organisations during its 10 years. The initial donations came from each of the four major banks, and the Customer Owned Banking Association. More recently, the Commonwealth Bank has provided an additional \$50,000 per annum. Credit Corp Group has also funded one scholarship (\$5,000) for a number of years.

We remain grateful to King & Wood Mallesons for its pro bono legal advice in setting up the Foundation and to Deloitte for pro bono audit and accountancy services for the past 10 years.

Trustees

The trustees of the Jan Pentland Foundation have remained the same since its inception. They are: Colin Neave (Chair), Carolyn Bond, David Morawetz, Delia Rickard and David Tennant. The company secretary of the Foundation, also since its inception, is Fiona Guthrie.

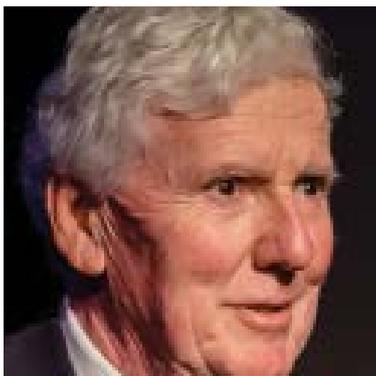
The trustees
of the Jan
Pentland
Foundation



Carolyn Bond
Consumer advocate



David Morawetz
*Counselling psychologist and
Jan's partner*



Colin Neave (Chair)
ANZ customer fairness advisor



Delia Rickard
*Deputy Chair, Australian
Competition and Consumer
Commission*



David Tennant
*Chief executive officer,
Shepparton FamilyCare*



**Fiona Guthrie (company
secretary)**
*CEO, Financial Counselling
Australia*

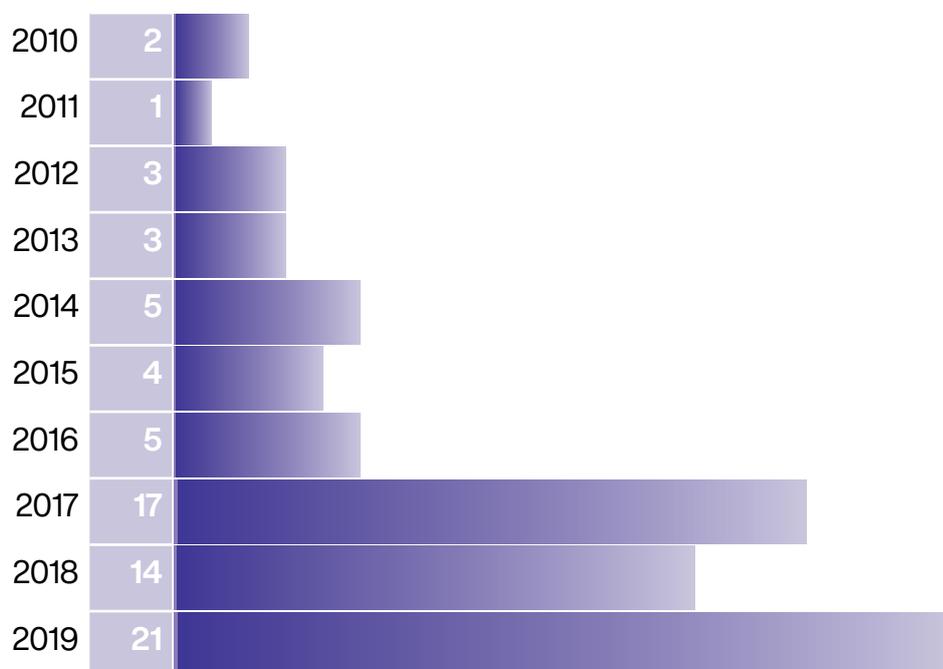
Scholarships numbers

The Jan Pentland Foundation has awarded 75 scholarships since 2010. A complete list of winners is in Appendix I.

As shown by the table (below), the number of scholarships awarded each year has increased substantially in recent years. In the first few years, the Foundation was only able to offer scholarships to a handful of people. With the recent additional funding from the Commonwealth Bank in particular, that number increased to 21 in 2019.

The Foundation has also been receiving a growing number of applications for scholarships, making the job of choosing winners increasingly difficult for the trustees. For example, in 2019, the Foundation received more than 60 applications, more than triple the number received in 2018.

Being able to offer more scholarships, as has happened in the past few years, has been a very fortunate piece of timing, coinciding with growing demand for financial counsellors as the profession become more strongly embedded in the community sector.



Making a difference

How Jan Pentland Scholarships support recipients

Jan Pentland Scholarships provide financial support to persons who wish to undertake, or are studying, the financial counselling diploma (or study in a related field) but may not be able to do so without financial assistance. Scholarships have therefore primarily been granted to people who face significant difficulties in their lives – including people living with a disability, single parents, carers, people on low incomes and people from remote and regional communities.

These scholarships have made a genuine difference to the lives of recipients. This is demonstrated by the following comments from previous winners.

Louise Murphy (2018 recipient)

'The scholarship assisted with the financial burden of fuel costs, as well as having to take leave without pay to complete my placement.'

Venetia Aprile (2018 recipient)

'The scholarship will open new career opportunities for me. Without the scholarship, I would not have been able to undertake the Diploma of Financial Counselling.'

Troy West (2018 recipient)

'It has had a profound impact. It has enabled us to continue to have our children engaged in their chosen sports and lifted the financial strain and pressure of balancing general household (costs) and educational requirements of the position.'

Numerous winners have recounted how receiving the scholarship helped to build their self-confidence, made it financially possible for them to undertake the diploma and enhanced their career opportunities in the community sector.

How Jan Pentland Scholarships help to support our communities

Financial counsellors are an important source of information, advice and advocacy for anyone experiencing difficulties with debt or hardship. They are an essential source of support, with many thousands of people around the country using their services each year.

Jan Pentland scholarships contribute to community wellbeing by helping more people into the profession and, as 2015 scholarship winner **Shyam Banjade** told us, this means there are more people equipped with the skills to support people facing financial difficulty. He said:

'It was great to be acknowledged as a scholarship winner [...] it has given me a feeling of helping others to make a change in their life (as) this scholarship did in my life.'

Scholarship recipients who are now working as financial counsellors have been able to assist people in various ways. **Karyn Hicks**, a 2015 winner, highlights the power of advocacy in her work:

'I believe advocacy in my role has helped clients obtain affordable payments plans, which has stopped repossession of goods or disconnection of services. The advocacy has relieved the financial stress they have been experiencing, which more often than not has been significantly affecting their mental health and relationship. Working together with a client builds a trusting relationship where they may be more willing to engage and further their financial literacy skills that empower them to self-advocate in the future or make more positive choices. It can also be the stepping stone towards positive change in all aspects of their life.'

The financial counselling qualification equips financial counsellors with the expertise needed to navigate the financial system and negotiate fairer outcomes for their clients. By sharing their knowledge with clients, financial counsellors also provide people with the skills to better navigate financial systems themselves.

With this skill set, financial counsellors are uniquely equipped to support people experiencing debt and hardship issues. This includes survivors of domestic violence, where there is usually the added complication of economic abuse and resulting financial hardship. **Tracey Wagner**, who received a scholarship in 2017, demonstrates in her work the power of financial counselling to make a positive difference for survivors of domestic violence. Reflecting on her time as a financial counsellor, she wrote:

'I believe my small contribution is to support vulnerable women who have experienced trauma to consider gaining knowledge from studying to a pathway of employment opportunities. To instill a newfound resilience backed by confidence backed by knowledge. Knowledge is more than power; it is empowering.'

Scholarship winners have also provided support to vulnerable groups, including people who struggle with addictions (including gambling), migrant communities, people living in remote and regional areas and more.

Financial snapshot

The table below shows the Foundation's overall financial position since inception. The initial revenue for the Foundation came from donations from the four major banks and customer-owned banks. Scholarships were paid each year from interest on those funds or specific donations, in order to preserve the corpus. In 2017, the Foundation received a donation from the Commonwealth Bank of \$150,000 being the first three years of a ten year commitment of \$50,000 per annum. This has enabled the Foundation to award a much larger number of scholarships. The original corpus and specific donations from the public remain intact. The interest on this corpus continues to fund scholarships.

	2010 - 11	2011 - 12	2012 - 13	2013 - 14	2014 - 15	2015 - 16	2016 - 17	2017 - 18	2018 - 19
Revenue	112,432	10,670	6,091	13,966	11,413	18,885	166,139	9,972	7,532
Scholarships		8,500	3,964	3,860	20,941	5,307	43,674	47,919	49,291
Expenses	4,677	337	44	44	1,042	46	363	0	0
Net	107,755	1,833	2,083	10,062	(10,570)	13,532	122,102	(37,947)	(41,759)
Total equity	107,755	109,588	111,671	121,733	111,163	124,696	246,798	208,851	167,092

What next and how you can help

The Jan Pentland Foundation will continue to honour the life and work of Jan Pentland through its scholarship program. This is important work because it helps train more financial counsellors—we need more to satisfy demand for the service they provide within our communities.

With the current numbers of financial counsellors, only three out of every five people who seek financial counselling are able to gain assistance.¹ Jan Pentland Foundation Scholarships bring more people into the profession, which helps make sure more Australians can access the support they need.

How to donate

Donations will ensure the Jan Pentland Foundation can continue to offer scholarships to people to study to become financial counsellors.

Your donation will help us grow the corpus in the Foundation. Scholarships are funded from the interest generated on donated funds (apart from funds made available specifically by some donors for scholarships). In this way, donations will make a difference in perpetuity.

You can donate to the Foundation in one of two ways: either by cheque or by direct credit. All donations are tax deductible.

Donations can be made via the [Jan Pentland website](#) or directly to the [GiveNow](#) page.



¹ Financial Counselling Australia (2018), *A Survey: the unmet need for financial counselling*, pp. 2-5

Final comments

Jan Pentland's commitment to financial counselling and to helping people on low incomes or those experiencing vulnerability or disadvantage remains an inspiration to all of us. We are proud to honour her legacy through the Jan Pentland Foundation.

The Jan Pentland Foundation scholarship program has had a profound impact on those who have benefited from directly through scholarships; and indirectly, for people who have benefited from financial counselling by scholarship recipients.

Many thanks to those who have supported the Foundation and to future donors. Your contributions provide people a way into the financial counselling sector. From this platform, they go on to support and advocate for others. Donations through the Foundation help make this possible, thus ensuring Australia has fewer people in financial hardship.

The photos below show some of the winners from the last 10 years.



Appendix I

Complete list of Jan Pentland Foundation Scholarship Recipients

Year	Last Name	First Name
2010	Buttigieg	Cheryl
2010	Hussein	Mwajemi
2011	Blake	Sandra
2012	Falconer	Anna
2012	Acharya	Kedar
2012	Dooland	Anna
2013	Footer	Linda
2013	Trill	Jessica
2013	Barrow	Julie
2014	Baker	Carly
2014	Reid	Aunty Joy
2014	Rowe	Grant
2014	Ruzehaji	Husan
2014	Waters	Alison
2015	Banjade	Shyam
2015	Gilmore	John
2015	Hicks	Karyn
2015	Skinner	Shae
2016	Devine	Carmel
2016	Mason	Eleanor
2016	Harmer	John
2016	Monsour	Joyleen
2016	Pallis	Mary
2017	Bardsley	Sarah
2017	Barclay-Smyth	Jennifer
2017	Garratt	Joanna
2017	Garth	Leanne
2017	Guzman	Ronna
2017	Hawkins	Skye
2017	Leech	Gillian
2017	Malupo	Diane
2017	McEwan	Karen
2017	McRoberts	Olango
2017	Millington	Nicki
2017	Perera	Joe
2017	Wagner	Tracey
2017	Puketapu	Peter
2017	Ibrahim	Nagla

Year	Last Name	First Name
2017	La	Carolyn
2017	Drury	Aurette
2018	Worth	David
2018	Rooth	Robert
2018	West	Troy
2018	Jones	Andrea
2018	Gray	Alan
2018	Marshall	Jaimee
2018	Venetia	Aprile
2018	Bird	Karen
2018	Choo	Diane
2018	Sedunary	Katie
2018	Murphy	Louise
2018	Banafsheh	Abedali
2018	Cooke	Sarah
2018	Gunning	Sue
2019	Howchin	Anne
2019	Nyamidzi	Chitsidzo
2019	Fagen	David
2019	Neville	Emma
2019	Drane	Jason
2019	Bel-Bachir	Kathy
2019	Wilson	Kristy
2019	Bottrell	Lyndall
2019	Molloy	Megan
2019	Bollenhagen	Natasha
2019	Schmidt	Nikita
2019	Martin	Raelene
2019	Westrheim	Renee
2019	Cox	Yazmin
2019	Bel-Bachir	Kathy
2019	Chan	Andre
2019	Clerke	Kim
2019	Hasan	Deena
2019	Heald	Lauren
2019	Lewis	Nicola
2019	Pearl	Tracey
2019	Ryan	John



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