



2022 FinCap NZBA Partnership Report

FinCap's vision is people, whānau and communities in Aotearoa living free of hardship. We're privileged to help develop and support free financial mentoring services across Aotearoa and to advocate for system-level change. Local services with financial mentors working in their communities are the backbone of the sector and it's vital they're supported to do their work well.

Year two of our partnership with the New Zealand Bankers' Association (NZBA) has seen the continued delivery of important projects – existing and new – that support our vision.

Communities of Practice (CoPs) continued with 356 financial mentors actively engaged in 25 CoPs, two of which are self-managing. We also upgraded Te Papa Hou – our online portal and knowledgebase for financial mentors – giving them access to the latest news, information and resources to support the amazing work they do.

The A Day in the Life project got underway, allowing decision-makers to experience the life of a financial mentor to better understand the hardship whānau face in our communities and factor this into their everyday work. As part of our banking collaboration project, \$360,000 was given out to eleven financial mentoring services for new community initiatives.

Client Voices, our cloud-based management system for financial mentors, underwent further development to make it more user-friendly and easier to manage client records, store client budgets and help clients manage their debt.

Collaborations continued with four Iwi and one Pasifika community to link the local network of services to Iwi and Pasifika interests and to support the development of new Māori and Pasifika-led financial capability initiatives.



Our Vision

People, whānau and communities living free of hardship

Our Mission

To reduce financial hardship by developing and supporting Aotearoa's free financial mentoring services and advocating for system-level change.

FinCap leads the sector in:

Service Support

We provide local mentoring services with tools and resources to help them deliver high quality financial mentoring in their communities.

Client Voices is a client management and budgeting application specifically for financial mentors to support clients build financial capability.

Te Papa Hou is FinCap's online portal and knowledgebase for financial mentors.

MoneyTalks

Our MoneyTalks team offer free, confidential advice by phone, text, email and live chat.

We can put people in touch with local services for further help from a financial mentor.

Submissions

We provide advocacy on issues affecting whānau to influence system-level change to reduce the causes of financial hardship.

We strive to pull together the collective voices of the building financial capability sector to ensure everyone is heard.

Training

A cornerstone of our service is training.

We offer a comprehensive introductory course for new financial mentors as well as regular professional development.

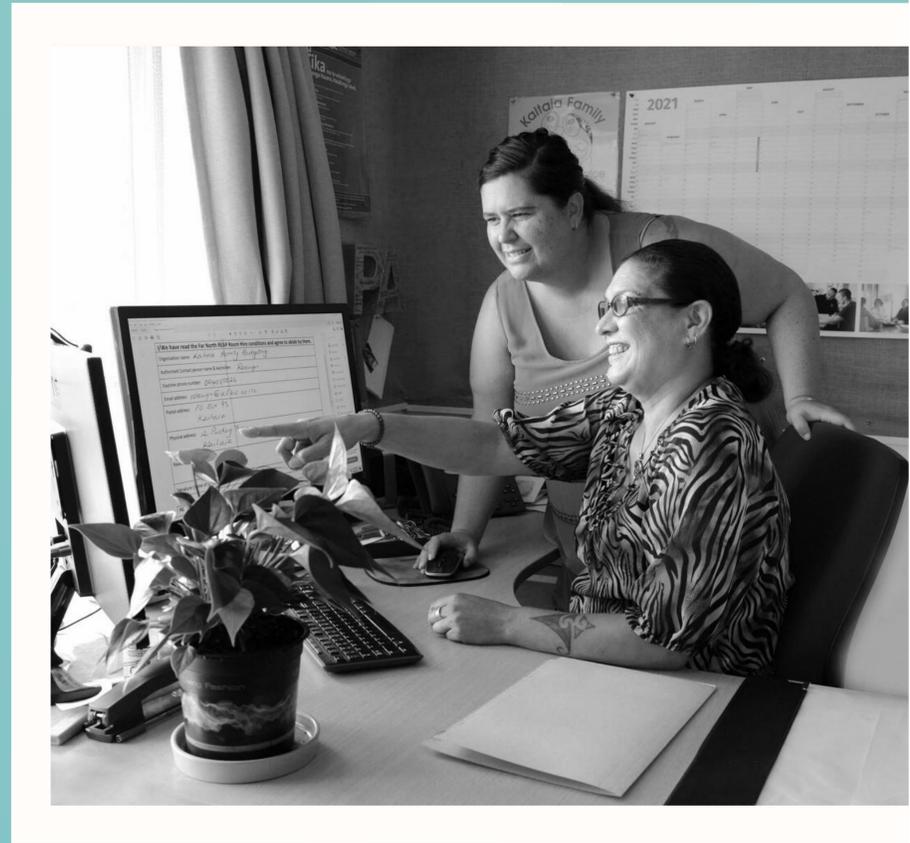


Our Partnership

We support over **600** financial mentors who work with over **70,000** people per year facing financial hardship in Aotearoa.

Financial mentors provide free, one-on-one sessions focusing on empowering people to get control of their money.

They work alongside people and their whānau, building trust and taking into account the complexity of their needs.



Our Thanks

We acknowledge the support of the **New Zealand Bankers' Association** in contributing **\$1,000,000** to support the following projects in year two of our partnership relationship:

- **Workforce Development Project (including Communities of Practice)**
- **A Day in the Life Project**
- **Banking Sector Collaboration**
- **Data and Insights Project**
- **Iwi and Pasifika Development Project**



Workforce Development Project

Thanks to NZBA funding, we have created Communities of Practice for financial mentors.



Communities of Practice session via Zoom

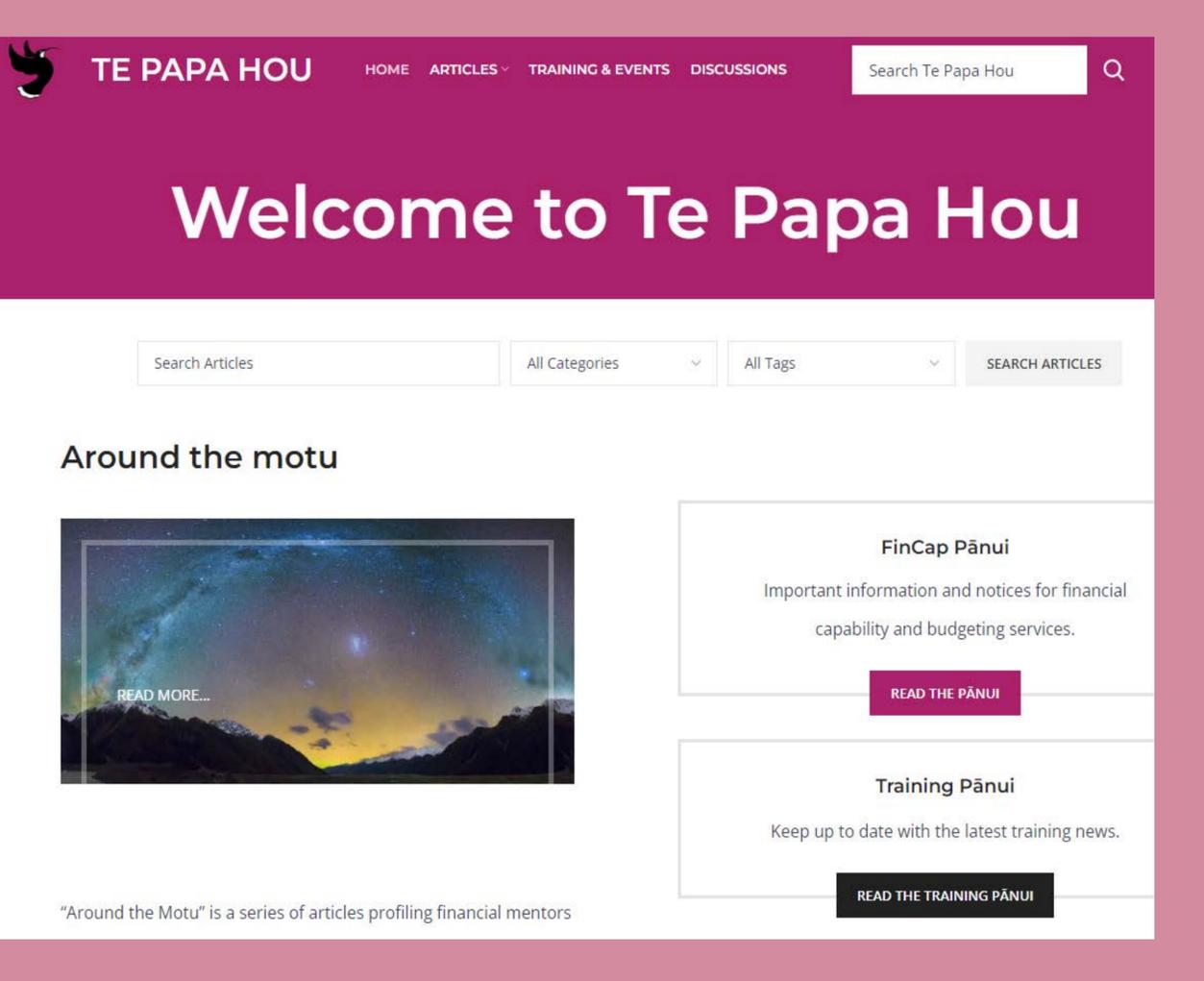
“ A community of practice is a great place to come for answers, share struggles, ideas, ask for help and info. ”

Communities of Practice build the capability and professionalism of financial mentors.

They support the sharing of knowledge and enable the generation of insights to further the professional development of financial mentors so they can better serve their clients and communities.

In year two we updated Te Papa Hou – our online portal and knowledgebase for financial mentors –and undertook an evaluation to measure the impact of our Communities of Practice.

The review showed that financial mentors genuinely appreciate the chance to collaborate as well as to share knowledge and new information relevant to financial mentoring.



“ It’s really valuable to hear what is happening on issues with other services doing similar work to what we are doing. ”



A Day in the Life

“

They (financial mentors) are a great support and there should be more regular referrals to FM's and letting people know that they are there when help is needed.

”



2022 saw the start of our *A Day in the Life* Project which allows decision makers to experience a day in the life of a financial mentor, so that they may better understand the hardship whānau face in our communities and factor this into their everyday work.

This recognises the importance of the work done by financial mentors and their professionalism in dealing with really difficult situations and in meeting the need in their communities.

Spending time with a financial mentor while they go about their work provides the opportunity for them to gain first-hand knowledge of the stories of people suffering hardship and to see the work financial mentors do to alleviate hardship.

Whilst there was a slight delay in commencing visits with the country under COVID red traffic light settings, seven visits were completed between April and June 2022 with decision makers from Westpac, New Zealand Banker's Association, Baycorp, ANZ, the Insurance and Financial Services Ombudsman and a Member of Parliament.

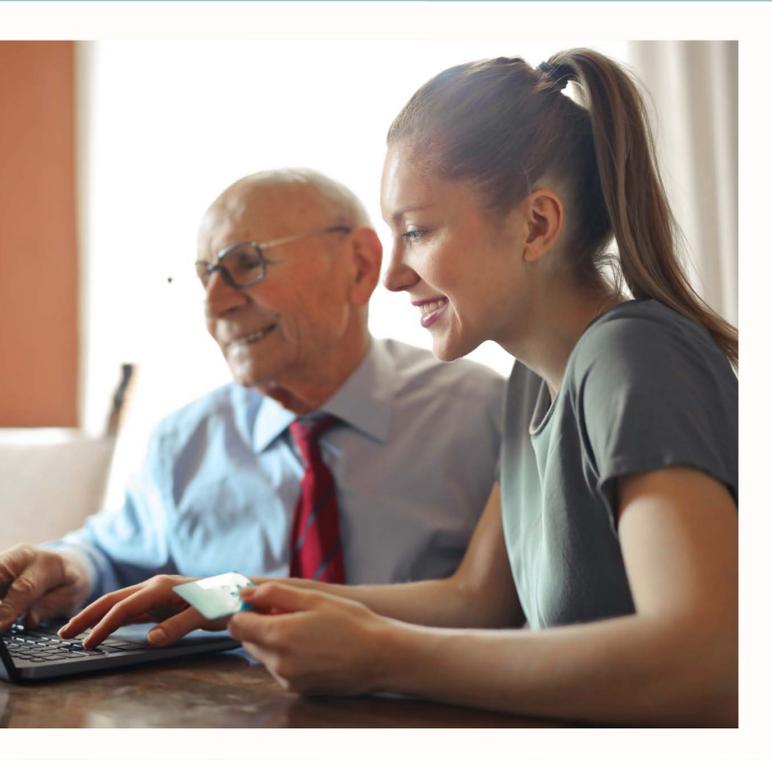
“

It is so important for all financial agencies to understand that (mentoring) is about more than just money.

”

Banking Collaboration Project

FinCap invited applications from financial mentoring services for funding local initiatives to meet the needs in financial services' support of their communities. Working with banks formed part of each initiative.



In year two of the Banking Collaboration project, 11 financial mentoring services received funding to develop local community initiatives that helped fulfil the unmet needs of their communities.

A total of \$360,000 in funding was distributed to the following services:

- Bay of Islands Budgeting Services Trust
- Canterbury Tukumovakili Charitable Trust
- Central Otago Budgeting Service
- Clutha Budget Advisory Service
- Murupara Budget Advisory Service Trust
- Whakatu Te Korowai Manaakitanga Trust
- Vaiola Pacific Island Budgeting Service
- Wairoa Financial Literacy Service
- Waiuku Family Support Network
- Wesley Community Action
- Whangarei Anglican Care Trust

Initiatives ranged from:

- The set up and ongoing support of online banking hubs
- Studylink application support
- Senior tech workshops, and
- Courses to help whanau build financial capability and commence their home-ownership journey.

Iwi Pasifika Peoples Project



Year two of this project saw collaborations continue to develop financial capabilities for our Iwi and Pasifika communities - Ngāpuhi/Ngāti Whātua, Ngāti Tuwharetoa, Ngai Tūhoe and Muaūpoko Iwi and Agape International Ministries.

Key mahi included:

- Agreeing an approach for financial health check frameworks
- Wānanga to grow understanding and leadership response to hardship in their communities
- Supporting Pasifika communities to undertake the financial mentoring programmes as part of their livelihoods and sustainable living priorities
- Accessing data on Iwi and Pasifika hardship so we could begin to design an approach to support



Year two also saw more productive engagement with banks to discuss Iwi and Pasifika priorities and a way forward to contribute towards their village and housing strategy.

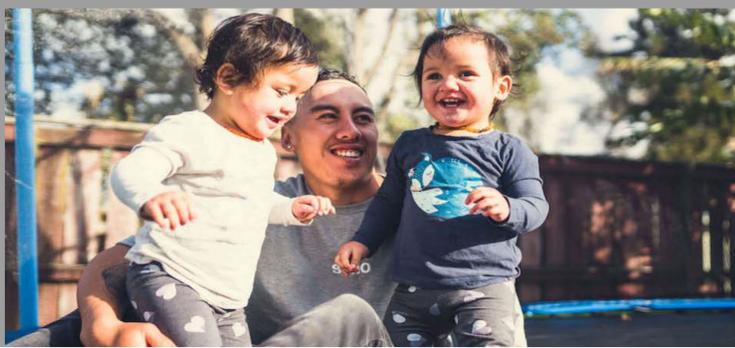
Relationship building with its regional banks and co-designing an approach to bring Iwi and Pasifika community leadership teams to the table have also been extremely productive and will continue into year three.

Data Insights Project

Client Voices is a cloud-based client management system that financial mentors use to manage client records, store client budgets and help clients manage their debt.

The second year of NZBA's support for this project saw an additional two development sprints completed to further enhance our ability to draw insights from Client Voices data.

Year two also involved the development of a data sharing protocol to ensure legal compliance when sharing data from Client Voices.



FinCap
Got it together

Saving Kiwis from financial hardship

Client Voices

FinCap
Got it together