

Review & Feedback for **MoneyMinded** Training for the Trainer (T4T) workshop

MoneyMinded

DATE: Wednesday 13th & Thursday 14th April 2016

VENUE: Sports House, 337 Christine Avenue, Varsity Lakes, Qld 4227

TIME: Arrive 9:30am - 4:00pm

PARKING: Free and onsite

CATERING: Morning tea and lunch will be provided

NUMBERS: Target group of 16 participants with a waitlist thereafter



Version 1	Approved by Operational Management Group with addition of metrics to follow	October 2015
Version 2	Updated following trial dates	May 2016

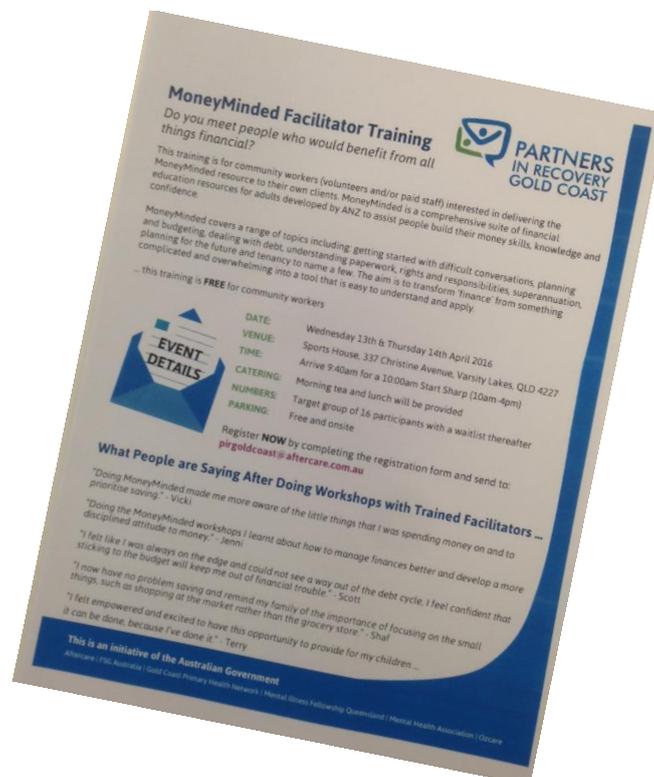
With gratitude

Thank you to the PIR Regional Flexible Funding committee for making the financial investment and being part of creating a more financially literate and healthier Gold Coast. We really enjoyed working with the target group of Gold Coast food aid providers (paid and volunteer staff) as part of this upskilling initiative. Candidates to attend were canvassed from:

Gold Coast Food Aid Services

- ☑ Emergency food parcels team: Ashmore Uniting Church
- ☑ Emergency food parcels team: Church of Christ
- ☑ Emergency food relief team: Nerang Neighbourhood Centre
- ☑ Emergency food parcels team: New Life Uniting Church
- ☑ Emergency food parcels team: Plus One Care, Kings Christian Centre
- ☑ Emergency Voucher team: Salvation Army Elanora
- ☑ Food Aid: Set Free Care, Crosslife Baptism Church
- ☑ Discounted food: Soul Centre Community Pantry
- ☑ Hot lunch drop in team: St John's Drop in Centre
- ☑ Support team @ The Pantry, Lynne Richardson Community Centre
- ☑ Food Aid team @ Vibe Community Pantry
- ☑ Other organisations with links to free/low cost food offerings

It was a very successful program with 20 people registering and we had 18 commit to the full two day workshop. The attendees were very receptive and positive about financial education, and objectives were all more than covered. The 2 DAY WORKSHOP for Gold Coasters working within food aid interact regularly with people experiencing scarcity, lack and some identify with a severe and persistent mental illness.



BACKGROUND

MoneyMinded is an adult financial education program developed by ANZ in 2002 and delivered by community organisations across Australia, New Zealand and the Asia Pacific region. Since 2003, MoneyMinded has reached an estimated 355,181 people.

MoneyMinded contributes to the improvement of individual financial wellbeing and plays an important role in strengthening financial inclusion in the communities where it is delivered.

BIG PICTURE

659 new facilitators were trained to deliver MoneyMinded in Australia. A further 159 new facilitators were trained to deliver MoneyMinded across the Asia Pacific region. 68.4 per cent of MoneyMinded participants in Australia are female. Participants are most likely to be unemployed, culturally and linguistically diverse.

MoneyMinded contributes to the improvement of individual financial wellbeing and plays an important role in strengthening financial inclusion in the communities where it is delivered. The behavioural changes experienced by participants include: increased saving, increased use of a budget, reduced spending leaks, setting financial goals and increased planning.

MoneyMinded plays an important role in improving the effectiveness of delivering organisations in providing their primary services within the community. Facilitators value MoneyMinded for its adaptability to a wide range of contexts, and the materials and content included in the program.



DAY 1

On the first day we spent the morning getting to know all attendees, making clear the plan of the program and our intention of what it takes on the spectrum to becoming Money Minded Facilitators. We built trust in each other. We established group agreements and set protocols for the whole event allowing all attendees to feel safe and harness group experience. In essence, Day 1 was a fast track refresher of the Money Minded participant program covering:



MODULE TOPICS

1. Planning and budgeting: goals, saving and spending, money planning
2. Getting started: introduction to everyday: banking, different ways to pay
3. Understanding: paperwork, types of paperwork, bills, bills, bills
4. Credit providers credit and credit cards: loans
5. Dealing with debt: debt, recovery plan, when paying is difficult
6. Rights and responsibilities: golden rules for consumers, your right to complain
7. Planning for the future Investment basics superannuation
8. A roof overhead tenancy home ownership



DAY 2

Collectively we shared a group check in, reflected on learnings and actions we've made in our own lives around money. We framed up the intention of taking the attendee cap off and placing on the Money Minded Facilitator hat on. We broke the group into two and went through various modules with Facilitators in smaller groups. Once specific competencies were demonstrated we took the key sessions back to the larger group. Debriefs were facilitated after each mini session which attendees found to be useful.



DID WE HIT OUR GOALS?

Facilitators play a critical role in the success of MoneyMinded. The facilitators' competence, attitude and approach are important in engaging participants and supporting the program's credibility. Appreciation for facilitators' clear, non-judgemental delivery, as well as their enthusiasm for and knowledge of the material were frequently reported. The value of being in a workshop environment was also mentioned - participants enjoyed the group discussion and having the opportunity to ask questions.

MEASURES	OUTCOME
<ul style="list-style-type: none"> <input type="checkbox"/> Target numbers up to 16 <input type="checkbox"/> Increased skills around discussing everyday money matters one on one with customers <input type="checkbox"/> Increased confidence integrating Financial Education topics <input type="checkbox"/> Demonstrate a Financial training session in a group process <input type="checkbox"/> Registered as an Accredited MoneyMinded Trainer 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> 18 new persons registered as an Accredited MoneyMinded Trainer with ANZ and partners <input checked="" type="checkbox"/> Competence and confidence to discuss everyday money matters one on one with customers <input checked="" type="checkbox"/> Competence and confidence integrating Financial Education topics <input checked="" type="checkbox"/> Demonstrate a Financial training session in a group process <input checked="" type="checkbox"/> Feeling personally satisfied in my own life that I'm demonstrating better money management myself

Facilitators most commonly (51%) reported having delivered the MoneyMinded program for less than one year. Over time, the reported proportion of delivery reduces significantly. The reasons for this may include staff turnover or a change of service focus in the respondents' roles or organisation.

What *NEW* Money Minded Facilitators said ...

“

*I enjoyed thoroughly this opportunity to reflect on my use with money and sharing”
(MoneyMinded facilitator)*

*“Two productive, interactive and positive days in a good atmosphere” (MoneyMinded
facilitator)*

*“Highly participatory and inclusive... I have gained a lot of knowledge.... excellent
teachers...nice and inspiring group” (MoneyMinded facilitator)*

*“Very positive energy to this course about making money sexy and engaging”
(MoneyMinded facilitator)*

“Highly appreciated the open training” “Excellent training.” (MoneyMinded facilitator)

*“Easy to follow, never boring, exciting experiential workshop” (MoneyMinded facilitator)
“I found the course very useful and will hopefully be able to put some of it into
practice.” (MoneyMinded facilitator)*

*“Very valuable” “Very helpful for further clients as they drop in for food aid”
(MoneyMinded facilitator) “Liked the friendly atmosphere, inter-activeness and
involvement of trainer” (MoneyMinded facilitator)*

*“Very well presented and we laughed a lot, which created a very good atmosphere”
(MoneyMinded facilitator)*

*“The explanations were outstanding; I have not had a course like this before. Thanks!”
(MoneyMinded facilitator)*

“Excellent, well delivered. Good fun and informative.” (MoneyMinded facilitator)

*“Excellent training and trainer, Adam brings a calm positive vibe and positivity to the
workshop” (MoneyMinded facilitator)*

*“This training was so very beneficial to me, my family and my clients. I only wish I had
had it 20 years ago. There needs to be a program with this information implemented into
secondary schools or a basic program starting in primary schools.” (MoneyMinded
facilitator)*

*“I have shared my saving secrets [with] my family so we [are] all having a go at the saving
plan.” (MoneyMinded facilitator)*

”

Recommendation(s) & overview

It is important to acknowledge the Facilitator uptake (ANZ Money Minded Report 2015) most commonly (51%) reported having delivered the MoneyMinded program for less than one year. Facilitator feedback on how the program could be improved varied and was mostly related to the context and clientele of the organisation. There were a substantial number of requests for refresher training and/or future development day to inform when program updates and enhancements occur. This will give us the opportunity to manage any barriers MoneyMinded Facilitators have met in putting their MoneyMinded programs into action. I recommend a 1 day MoneyMinded Facilitator refresher training held bi-annually at a central location.

We also recommend for this target group a follow up coaching program (2hours) one on one every two months over a 6 month period to assist with implementation and mentoring support to sustain MoneyMinded within their organisation. Offering assistance to newly trained facilitators can ensure the first session(s) are a success and sustainable.

