

## What is a Financial Inclusion Action Plan?

A Financial Inclusion Action Plan provides an opportunity for organisations to take real action to enable financial inclusion and resilience, and thereby realise greater equality, inclusive growth and resilient communities.

Individual organisations develop a Financial Inclusion Action Plan with actions designed to strengthen financial resilience for large numbers of people, including their employees and customers experiencing exclusion and hardship, with a specific focus on:

- › Economic wellbeing, especially of women
- › Increasing engagement
- › Innovative solutions
- › Cross-sector cooperation

## Why is financial inclusion important?

The long term outcome of the FIAP program is to increase financial inclusion, enable people to be in control of their finances and increase financial capability and confidence. By connecting and collaborating across sectors and industries we can create a more financially inclusive environment for the three million Australians who are financially excluded.<sup>1</sup>

According to research by Strategic Project Partners (SPP) in 2014, increasing financial inclusion presents significant benefits to the economy. The research estimates an increase in financial inclusion could increase household wealth by \$50.9 billion, and have an associated increase in Gross Domestic Product of \$19.7 billion and cost savings to government of an estimated \$2.6 billion.<sup>2</sup>

1. Connolly C, Measuring Financial Exclusion in Australia, Centre for Social Impact (CSI) – University of New South Wales, 2014, for National Australia Bank

2. *Microfinance, Inclusion, and Economic Growth*, Strategic Project Partners, 2014, for Good Shepherd Microfinance

## FIAP Governance

The Financial Inclusion Action Plan program represents a collaboration between Good Shepherd Microfinance, the Australian Government, EY and the Centre for Social Impact. The Partnership Group is responsible for the ongoing development, direction and delivery of the FIAP program. This includes good governance and risk management and draws upon the specific expertise within each partner organisation; including, evaluation, reporting and quality assurance.

The FIAP program is also supported by an independent Advisory Group of experienced professionals from across government, corporate, community and regulatory organisations. The Advisory Group provides advice on a range of important issues such as consumer protection and awareness, financial inclusion and unintended consequences of practice. In addition, FIAP program assurance will be provided by an independent auditor, to ensure that all aspects of the program, including partner-level governance and risk management, are being undertaken in an appropriate manner.

## About Good Shepherd Microfinance

Good Shepherd Microfinance is Australia's largest and most effective microfinance organisation. We offer a range of people-centred, affordable financial programs for people on low incomes at different financial stages of their lives.

For more information visit

[fiap.org.au](http://fiap.org.au)

Supported by:



Real action enabling  
financial inclusion

## Why develop a Financial Inclusion Action Plan?

Financial Inclusion Action Plans provide an opportunity for organisations to explore their current business operations to identify how they are promoting financial inclusion and resilience and also their potential next step along the financial inclusion journey.

FIAPs offer a range of benefits to all key stakeholders including:



### Positive Organisational Outcomes

- › Provides an opportunity to engage diverse and often underserved customer segments
- › Enables cross-sector cross-industry relationships built on shared values and shared purpose.



### Positive Client Outcomes

- › Increased economic resources
- › Improved access to appropriate financial products and services
- › Increased financial knowledge and behaviour.



### Positive Industry Outcomes

- › Creates a more favourable policy and regulation environment that encourages participants to take meaningful steps toward financial inclusion
- › Encourages competition that leads to better financial inclusion outcomes.

## Join the Financial Inclusion Community

Contact Good Shepherd Microfinance to join the growing community of organisations committed to promoting financial inclusion across their employees, customers and the communities they serve.

**Contact:** [fiap@gsmicrofinance.org.au](mailto:fiap@gsmicrofinance.org.au)

## How can we develop an Action Plan?

Our team at Good Shepherd Microfinance will support you through the stages of developing, implementing and measuring the impact of your Financial Inclusion Action Plan.

These stages include:

### Contact

Initial contact with Good Shepherd Microfinance

### Understand

Gaining a deeper understanding of financial inclusion

### Identify

Identifying inclusion areas across your business

### Design

Co-designing financial inclusion actions

### Develop

Developing a Financial Inclusion Action Plan

### Launch

Launching, implementing and measuring the Action Plan

**Financial Inclusion Action Plans are supported by a rigorous reporting and evaluation framework that enables your organisation to:**

- › Measure the change in the level of financial inclusion and resilience
- › Identify whether vulnerable population groups are doing better or worse
- › Explore opportunities to further support financial inclusion and resilience



## Financial Inclusion Action Plan focus areas

Financial Inclusion Action Plan commitments are informed by our four focus areas:



### Relationships

Engage and partner with all stakeholders



### Impact

People-centred solutions that are innovative, accessible and scalable



### Learning

Build capacity for all stakeholders, seek feedback for continual improvement



### Reporting

Measure impact, collect consistent data and share across key stakeholders

The four focus areas enable your organisation to explore policies, products and operations to identify specific actions that can be implemented to better promote financial inclusion for your employees, customers and communities.