

# Message from Indigenous Consumer Assistance Network Chief Executive Officer



The Indigenous Consumer Assistance Network (ICAN) is pleased to join the Financial Inclusion Action Plan program as a Trailblazer organisation.

ICAN is a driver in the movement of Indigenous financial inclusion, having worked to increase Indigenous consumer protection and build the financial capabilities of Indigenous communities for over 10 years.

ICAN achieves its vision of Empowering Indigenous Consumers by providing financial counselling assistance to alleviate consumer detriment, education to make informed consumer choices and research/advocacy to highlight consumer disadvantage.

ICAN believes that to create positive change, financial and consumer capability needs to be built with the Indigenous community, respecting existing knowledge and Indigenous cultures in delivery.

At the heart of our innovation, we work with government, industry and the community sectors to create collective impact for Aboriginal and Torres Strait Islander peoples.

Developing our Financial Inclusion Action Plan (FIAP) provides ICAN the opportunity to:

- Demonstrate our commitment to Indigenous Australia;
- Expand our financial and consumer advocacy reach to communities experiencing disadvantage;
- Support the financial wellbeing sector via professional development and training;
- Collaborate with partners who are equally passionate about Indigenous financial wellbeing.
- Identify and communicate the impact of our work through identified reporting frameworks

We are proud to work with the FIAP Partnership Group through the development, implementation and support of our Financial Inclusion Action Plan and would like to acknowledge its leadership in advancing financial inclusion in Australia.

Aaron Davis  
Chief Executive Officer  
Indigenous Consumer Assistance Network



# Our Commitment

It is with great pleasure that Indigenous Consumer Assistance Network (ICAN) commits to developing and launching a Financial Inclusion Action Plan by December 2017.

FIAP Action Areas	Our Commitment to address FIAP Action Areas
<b>Products &amp; Services</b>	<ul style="list-style-type: none"> <li>• Continue to expand ICAN’s financial counselling, financial capability training and consumer advocacy programs</li> <li>• Identify and support the development of ethical market responses for Aboriginal and Torres Strait Islander peoples, that address structural barriers</li> </ul>
<b>Capabilities, Attitudes &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Develop a qualified workforce by supporting financial counsellors, capability and resilience workers and the community organisations they work within, through sector driven professional development and training across Australia</li> <li>• Continue to enhance client capabilities by leveraging existing and new partnerships</li> </ul>
<b>Awareness &amp; Understanding of Culture &amp; Diversity</b>	<ul style="list-style-type: none"> <li>• Provide culturally competent financial wellbeing services</li> <li>• Enhance and support Indigenous &amp; Culturally and Linguistically Diverse (CALD) communities in their own financial inclusion and community development initiatives</li> </ul>
<b>Economic Participation &amp; Status</b>	<ul style="list-style-type: none"> <li>• Mentor and train people living in communities experiencing disadvantage; to tackle access barriers</li> <li>• Support employment opportunities and career pathways through professional development and accredited training programs</li> </ul>

We look forward to developing our Financial Inclusion Action Plan in 2017, in collaboration with Good Shepherd Microfinance, the Centre for Social Impact, EY and the Australian Government.



Aaron Davis  
Chief Executive Officer  
Indigenous Consumer Assistance Network



Adam Mooney  
Chief Executive Officer  
Good Shepherd Microfinance

