

Products and Services

Stakeholder	Committed Action Statement	Output	Outcome	Responsibility	Timeframe
Customers (Individuals)	Develop an accessible, scalable and affordable online solution to expand the reach of our existing face to face financial literacy education.	Online program.	Improve financial wellbeing and resilience for an increased number of Australians.	10TG	Dec-18
Customers (Employers)	Continue to develop and deliver employee financial wellbeing programs, assisting employers to improve the financial wellbeing of their staff.	Engagement materials for corporate partners to support employee financial wellbeing program rollout.	Employees have access to the tools they need to manage and improve their financial lives and organisations improve employee financial wellbeing, productivity and engagement.	10TG	Dec-18
Customers (Women)	Develop tools and resources based on needs identified. Incorporate an element of giving (scholarships).	More women able to participate in financial capability education	Continue to assist people to shift up the economic ladder from financial exclusion to financial contribution.	10TG	Ongoing
Community	Focus on developing partnerships with FIAP members to deliver financial wellbeing programs for employees, customers and community groups.	Aligned working partnerships to expand the program reach.	Improve financial wellbeing and resilience of diverse groups across Australia.	10TG	Dec-18

Capabilities, Attitudes and Behaviours

Stakeholder	Committed Action Statement	Output	Outcome	Responsibility	Timeframe
Individuals	Ensure the program is fun, there's continued engagement with the tool and individuals experience a mindset shift toward thinking about their money in a positive way.	Regular touch points and accountability embedded in program to push behavior change.	Individuals take positive action steps toward improving their life & financial outcomes.	10TG	Ongoing
Individuals	Ensuring that monitoring and reporting captures behavioural change on a long-term basis.	Program outcome metrics.	Individuals experience long-term financial attitude and behavioural change.	10TG	Ongoing
Individuals	Make behavioural change a key input into the program design. Incorporate program evaluation and evidence based research around behaviour change into ongoing program design and development.	Continual program improvement.	Individuals experience increased attitude and behavioural change as the program develops.	10TG	Ongoing

Awareness and Understanding of Culture and Diversity

Stakeholder	Committed Action Statement	Output	Outcome	Responsibility	Timeframe
Customers	Review the material/program to ensure that is it accessible across: <ul style="list-style-type: none"> ➢ Age ➢ Income ➢ Gender ➢ Cultural Background 	Updated program material available across cohorts.	Program benefits wide cross section of the community.	10TG	2018
Customers	Ensure that the online program includes features that make it accessible to support people with a disability.	Program material that is accessible to users with a disability.	Users with a disability benefit from the program.	10TG	Dec-18

Economic Participation and Status

Stakeholder	Committed Action Statement	Output	Outcome	Responsibility	Timeframe
Community	Work with community partners, including FIAP members, to identify women in need that would benefit from completing the program.	Scholarships for women in hardship.	Improve women's financial inclusion.	10TG	Jul-18
Customers	Work with organisations that have large numbers of employees that are financially vulnerable often working part time in low paid roles such as women, carers, health care workers, shift workers etc. i.e the people that would benefit most from their employers paying for them to complete the program.	Marketing campaign encouraging organisations with financially vulnerable employee groups to run effective financial wellbeing training.	Improve the financial resilience of those most at risk of financial hardship.	10TG	Jun-18