**Theory of Change**

### SHORT TERM OUTCOMES
12 Months

- Better understanding of barriers to financial inclusion & resilience*
- Staff better able to identify & support vulnerable groups
- Targeted & scaleable resources to build financial knowledge/ skills
- Improved support for 'at-risk' customers, staff, suppliers and wider community
- Appropriate financial services are available, accessible & known
- Strategies to address economic inequality* (e.g. equitable pay, mentoring & superannuation)
- More understanding of economic participation & status (e.g. employment, procurement, supply chain)*
- Increased awareness of FIAP initiative and its goals
- Increase intra- and inter-sector engagement
- FIAP partners commit to data collection

### MEDIUM TERM OUTCOMES
1-3 Years

- Pathways/tools for ongoing support for vulnerable groups
- More partnerships & collaboration to support vulnerable groups
- Build financial knowledge and skills*
- Increased protective economic supports (e.g. savings, retirement planning, superannuation)
- Improved access to appropriate financial products & services*
- Policies, processes & actions implemented to address economic inequalities*
- Increased equal opportunities & asset building - individuals and businesses
- Emulation of FIAP actions by others: advocacy for policy & regulatory change
- Effective data collection in place for FIAP

### LONGTERM OUTCOMES
5 Years+

- Improved social, community, government support*
- Improved financial behaviour and capabilities*
- Increase in economic resources*
- Informed decision-making, less use of expensive credit*
- Reduced income inequality*
- Close the economic gender gap
- Growth in economic resources, equitable distribution*
- Collective actions become industry norms and influence structural change
- Red outcomes map directly towards achieving financial resilience
- Yellow outcomes map directly towards achieving financial inclusion, and indirectly to financial resilience
- Green outcomes map directly towards reducing inequalities and increased inclusive growth
- Orange outcomes are indirect outcomes that will support FIAP and facilitate impact

*especially for groups at risk of financial exclusion and hardship

Note: While FIAP seeks to contribute to change in macro (population level) outcomes for Australia (e.g. Gini-co-efficients and other determinants of economic growth and overall population level inequalities) it is not possible to attribute them directly to FIAP. Changes can only be tracked at a Trailblazer level based on their activities and intended target groups, by monitoring changes for these groups over time.