



Government
of South Australia

Department of Human Services

Financial Inclusion Action Plan – Statement of Commitment

While many South Australians enjoy financial prosperity, it is an unfortunate truth that others are experiencing financial hardship and exclusion.

Financial exclusion places strain on individuals and families, limiting choices and opportunities and increasing the likelihood of spiralling debt.

This then negatively impacts the health and wellbeing of our communities. Financial exclusion comes at a cost to our economic growth, reducing spending and limiting investment.

Improving financial inclusion is therefore both a social and economic imperative, and vital to South Australia's growth and wellbeing.

The South Australian Department of Human Services values fairness, opportunity and choice for *all* South Australians. Our focus is on delivering strategies, programs and services that improve the wellbeing and safety of South Australians and this includes those facing financial exclusion.

We want all South Australians to have access to the supports they need from government as well as the financial products and services available from the private sector. We also want them to possess the knowledge, skills and confidence to make financial choices that grow their opportunities and aspirations.

That is why we look forward to working with Good Shepherd Microfinance to develop and launch a Financial Inclusion Action Plan in 2020. Through this plan, we will establish a range of practical measures that will help us create a more financially inclusive South Australia.

We will explore ways to strengthen our direct financial assistance programs including concessions, financial counselling and low and no interest loans, and we will pilot and evaluate the effectiveness of new approaches.

We will identify actions to address financial exclusion through all our business areas, which include community services and grants, disability, youth justice, domestic violence, problem gambling, screening services and disaster recovery. We will also explore means to build the financial resilience of departmental staff.

Most importantly, we will continue to work collaboratively with our partners in the community, corporate and government sectors to ensure that our efforts are integrated, sustainable and able to make a broad impact. This is our commitment.

This is our contribution to enhancing South Australia's financial inclusion, for the benefit of all South Australians.

A handwritten signature in blue ink, appearing to read 'Tony Harrison'.

Tony Harrison
CHIEF EXECUTIVE
18 / 11 / 2019