



Ecstra Foundation Impact Report

2020



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About Ecstra

Ecstra is an independent charitable foundation

Our Purpose

Money matters. Ecstra exists to help build the financial wellbeing of all Australians within a fair financial system.

Our Goals

Our work is focused on achieving four outcomes.



Money Lessons for Life—more Australians have access to financial education, guidance and help at the times they need it.



Strong Communities—community led solutions build financial confidence, resilience and wellbeing.



Consumer Care—targeted initiatives result in improved access, support and outcomes for consumers, backed by strong regulatory settings.



Increased Collaboration—more organisations commit to measure and share outcomes, and to work together to achieve positive change.

Our Mission

We want Australians to be confident making money decisions today, and to be planning for the future.

Our Role

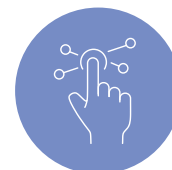
Our four action areas help maximise our impact.



Provide grants to support and strengthen community financial capability and wellbeing



Develop and support money education and awareness campaigns



Engage with communities and organisations focused on improving consumer outcomes



Measure, evaluate and share our evidence and insights

Our Partners

Financial wellbeing is closely linked, and contributes to, the overall mental and physical health of people and communities.

A genuine whole of system approach is needed to improve the health, wealth and wellbeing of all Australians.

Ecstra works with government, communities, business, educators and researchers as part of the National Financial Capability Strategy. There are many opportunities for all sectors to collaborate on a shared agenda for change.

What does financial wellbeing mean?

At Ecstra financial wellbeing is being able to talk about money, to make informed decisions about money, and to feel in control to plan for the future



Financial wellbeing is when women have been able to lower the burden of financial pressure in their lives, have social capital to rely on for support and navigate the financial system in Australia to meet their own needs.

GLOBAL
SISTERS



Financial wellbeing and stability are essential parts of the mental health and wellbeing and mateship that Men's Sheds bring to this demographic - the irreverent, proud, diverse, vulnerable, skilled and welcoming, men in Sheds. It brings back and reinforces their sense of self-worth that has often taken a knock as they get older!



Australian Men's Shed Association
SHOULDER TO SHOULDER



Financial wellbeing has become an immediate issue, and our project will help us map the changing needs and build tools and networks to address those needs in our community

bass
coast
community
foundation



Financial wellbeing is when a person is able to meet expenses and has some money left over, is in control of their finances and feels financially secure, now and in the future.



CENTRE
for SOCIAL
IMPACT

Welcome to our Impact Report

We help build the financial wellbeing of all Australians within a fair financial system

[Click here to learn more about Ecstra's people](#)

Even before COVID-19 struck one in three Australians found dealing with money stressful.

The pandemic amplified many existing social and economic issues of inequality in Australia. As a result, the short and longer term financial impacts felt by households vary widely.

Now more than ever Australians need to know how to access help with money issues, who can assist them make informed decisions and how best to plan their financial future.

Financial wellbeing is important for individuals, communities and the economy. It impacts many areas of our everyday lives, and is intrinsically linked to our overall physical, mental and social health.

Two years on from the Banking Royal Commission, the reform agenda is progressing, but there is more work to be done. In an increasingly complex world, no amount of personal financial education can ever substitute for consumer protections, backed by strong regulatory settings.

Just as mental health solutions have evolved to include clinical, social, community, preventative and treatment options—addressing financial wellbeing requires a whole of systems approach by industry, government, consumer groups and community leaders committed to working together.

A truly national approach would also ensure that those most impacted are not left behind, including women, First Nations people, older Australians and our CALD communities.

At Ecstra, we want Australians to be confident making money decisions today, and to be planning for the future.

Our work is focused on four outcomes to build the health, wealth and wellbeing of Australians. These are Money Lessons for Life, Strong Communities, Consumer Care and Increased Collaboration.

In our first two years Ecstra has awarded 113 grants to 104 organisations across Australia.

Our education and community partnerships address money issues at an individual, family and community level. Our Consumer Care funding addresses structural factors that exist beyond individual consumer control.

Measuring and sharing outcomes through our new framework will contribute to building an evidence base of what actually works in building financial wellbeing in Australia.

This Impact Report provides a snapshot of our progress to date by impact area. We share the stories and achievements of our grant partners, many who have shown such resilience continuing to provide vital financial support and outreach to consumers during this difficult time.

Our initial funding provided through the Community Benefits Payment scheme means we always put consumers at the centre of our work.

We work with stakeholders in communities, consumer organisations, government, business, educators and researchers.

We thank our Board members for their time and commitment, and our team at Ecstra for their work and professionalism during this period of disruption.

Thank you to the many individuals, organisations and grant partners for supporting Ecstra in our first two years. We deeply appreciate the generous sharing of knowledge and expertise which has greatly informed our work to date, and will continue to do so in this next stage of our strategy.

Paul Clitheroe AM
Chair, Ecstra Foundation

Caroline Stewart
CEO, Ecstra Foundation

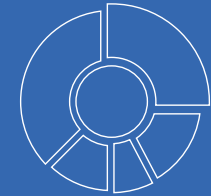
Our Impact

113
grants



\$14.4 million
total grants
committed

\$11.7 million
grant funding paid

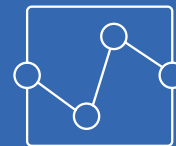


1 February 2019 to
31 December 2020



104
organisations
funded

\$127k
average
grant amount



\$3.3 million
COVID Response
and Recovery grants to
52 organisations

Money lessons for life

No one should miss out on opportunities to learn basic money skills and to be able to apply these in life



Learning about money is a lifelong journey. Lessons provided in childhood and teenage years carry through to influence money habits and behaviours in our adult lives.

Australian children, young people, families and employees should have access to effective, unbiased financial education and resources, at the times they need it most.

We work with passionate financial education experts, often already located in communities, schools and workplaces. Our partners map, develop, deliver and measure financial education programs that equip learners with confidence and capability to make decisions about money.

In 2021–2023 we are building on our thirteen current schools, family and community based financial education partnerships.

We are funding resources for home, school, workplace and community that address emerging issues, including the cashless economy, buy now pay later and instant credit products.

We will work with employers to create resources that can be adapted to different workplace settings.

We are funding approaches that engage diverse groups on money matters, including migrants, young people, women, and indigenous Australians.

Ecstra's Impact Framework will help address the significant gaps in measuring financial education outcomes. Improved outcomes reporting and data collection will contribute to understanding what really works to improve financial knowledge, confidence and actual behaviour change.



Australian Business Community Network

Australian Business Community Network (ABCN) is Australia's largest network of over 200 schools and 42 businesses working together to address educational disadvantage. ABCN's mentoring programs develop student skills, confidence and aspirations.

ABCN piloted financial education modules with seven low SES partner schools across Australia. Outcomes included increased student and teacher confidence to talk about money, and interest in content that meets the diverse needs of schools.

Students were positive, including:

"We learnt how our values and strengths can change over time and the way we view financial wellbeing can also change."

"We learnt about delayed gratification, about spending money and thinking ahead about what we want and how to set goals for our spending."

COVID has understandably impacted schools based programs. However, Allegra Spender CEO of ABCN reinforces that *"Educators tell us that they are keen that this pandemic does not further narrow their students' views of future opportunities."*

With this in mind ABCN is scaling and embedding financial education across their mentoring programs, with Ecstra's multi year support. ABCN aims to reach 1,000 young people in Years 9 to 11 in the first year, and share results with other schools and educators.





Women’s Health in the North

Lets Talk Money

Let’s Talk Money is a financial education program which employs and trains women from diverse cultural backgrounds as bilingual, peer educators. The trainees learn valuable work skills and confidence and in turn, deliver practical, tailored money management workshops to migrants and refugees.

Aisha came to Australia from Pakistan with her family. Aisha completed her peer educator training and is now delivering Let’s Talk Money workshops in Hindi and Urdu, to women living in Melbourne’s north.

Aisha says “Let’s Talk Money has given me the skills, information and confidence to give financial workshops to women in my community in our own language. There are no cultural and language barriers and I can offer suggestions, advice and support to empower them.

I am playing my part to build strong and confident women who can save and budget, realise their life goals and manage their life in a proper way so that they don’t have to deal with debt issues in the future.”

Peer educators have hosted 62 *Let’s Talk Money* workshops in 11 communities, in 14 languages, with 583 women. Women’s Health in the North is sharing their learnings and outcomes with aligned organisations.



Foundation for Young Australians

\$20 Boss

Ecstra is a long term partner of Foundation for Young Australians’ *\$20 Boss*, a program providing students with \$20 cash as start-up capital to build and run an enterprise.

With a strong focus on business skills and financial capability *\$20 Boss* is an experiential learning model co-designed with young people. Over 180,000 students across 1,500 schools across Australia have participated in the program since 2015.

Participating schools have met the challenge with unique enterprises. Kolbe Catholic College (WA) set up “Sow the Seeds” selling annual flower seeds in handmade calico bags. Scotch College (SA) set up a carbon neutral digital profile photography venture with all profits donated to charity.

Ecstra continues our long term support of *\$20 Boss* in its’ new home with Young Change Agents (YCA), a social enterprise focused on building enterprise pathways through education and technology.

“We look forward to building on the fantastic success of \$20 Boss in schools across Australia and through our work for students to identify and develop their money and enterprise skills.”

Margaret O’Brien
Co Founder and CEO, YCA



Australian Refugee Association

Money Mindfulness

Deb Stringer, CEO of Australian Refugee Association (ARA) understands the physical, mental and financial challenges refugees face in South Australia.

Deb notes that *“new arrivals to Australia have a myriad of new systems to navigate. Not only is financial literacy crucial, but to receive this information in your first language is life changing.”*

ARA provides settlement support services including targeted financial capability programs and workshops for migrant and refugee communities.

The Money Mindfulness project addresses financial issues for new arrival refugees and works with bilingual translators to ensure content is relevant. ARA’s feedback will inform future program development.



Strong Communities

Community led solutions build the financial confidence, resilience and wellbeing of Australians

Communities bring people and resources together to identify common challenges and address them collectively. This is why Ecstra is backing community led solutions to improve financial resilience and wellbeing.

We support place based approaches that understand local community needs. On the ground knowledge and expertise is activated across Australia through the fifty Strong Communities Grants we have awarded to date.

These projects stretch from Denmark in WA, to the Torres Strait Islands, to the Fleurieu Peninsula in SA and many city, regional and remote locations in between.

The grants are similarly diverse, developing evidence based projects including financial education resources and targeted assistance where it is needed.

The pandemic has heightened awareness of financial issues. The challenge now is how to best address those issues and how to access help on money issues.

Our Strong Community grantees are often already providing holistic services in the community. Their projects are incorporating the voices and insights of people who may have been excluded previously through lack of opportunity or access. This ensures the whole community benefits from their collective efforts.



50
grants across
Australia



Global Sisters

Global Sisters make self employment a viable option for women unable to participate in mainstream employment or access decent, sustainable work.

Global Sisters provide long term, end to end support, building a community around Sisters to ideate, launch and grow a business. This includes place-based programs in regional hubs and digital, remote access programs.

Global Sisters is now scaling financial education and capability programs nationally, with multi year funding provided by Ecstra. This will build the financial knowledge, confidence and economic security of micro enterprise program participants and their families.

Global Sisters is addressing the structural economic barriers many women face in starting a business including developing micro insurance products and a new online marketplace⁽¹⁾.

Demand has surged during COVID. The Global Sisters team have now supported 3,300 women, with program registrations reaching over 4,600.

“Meeting Global Sisters and starting a business has lifted my whole household. My son says that I’m calmer now, a lot happier and he’s just been so inspired by me living my dreams.”

Celeste Ianotta, Miluny Mud⁽²⁾



1 marketplace.globalsisters.org/

2 globalsisters.org/celeste-iannotta-miluny-mud/



Indigenous Consumer Assistance Network

Indigenous Consumer Assistance Network (ICAN) provides essential financial counselling and financial literacy outreach services.

Rather than viewing COVID related travel restrictions as a hindrance, ICAN adapted its' service delivery model to remote Aboriginal and Torres Strait Islander communities. This ensured that remote communities continue to have access to financial programs, COVID related information and support.

With financial support from DSS, Ecstra and IFM the *Reconnect* remote service delivery strategy combines community partnerships, technology, and communications to reconnect with the remote communities ICAN serves throughout North Queensland, Cape York and the Torres Strait Islands.

ICAN CEO Aaron Davis says that *"Reconnect is another great example of when government, philanthropy, industry and the community sector come together in response to a community crisis."*

The positive outcomes of our strategy will far outlast the COVID disruption."⁽¹⁾

1 icanlearn.edu.au/partnership-boosts-financial-support-for-north-queenslanders/



Little Dreamers

Money Matters

Little Dreamers work to improve the quality of life for young people caring for a family member affected by disability, illness or addiction.

The Dreamers Hub is building an online community, providing practical information, a sense of connection and fun activities for carers around Australia.

At age 9, Little Dreamers Founder and CEO, Maddy Buchner was caring for her younger brother with chronic illness and her mother who was diagnosed with breast cancer. Maddy founded Little Dreamers when she identified gaps in the support system for Young Carers.

Young people caring for others are often very time poor and running the family household, including budgeting, earning money, paying bills and grocery shopping.

In response the Little Dreamers team have developed a *Money Matters* podcast. With over 400 subscribers since launch, topics include Why Money Matters, How to Earn, Save and Spend Money, Tax and Superannuation.

Maddy thinks that COVID has had an impact on their approach *"More than ever, we're seeing the importance of virtual and remote solutions, ensuring our most vulnerable carers have access to the support they need without having to leave their home."*



Community Foundations

Community Foundations are growing in size and impact across Australia. Ecstra is supporting 10 communities with \$100,000 each to create, scale and share initiatives which address money and economic equality issues in their local areas.

This work is led and supported by Australian Community Philanthropy.

The Bass Coast Community Foundation is putting their grant into action through *Bass Coast Counts*. Working on the basis of what gets measured gets done, the Foundation has created a snapshot of the *Financial Circumstances and Commitments* of Bass Coast residents. This uses local and ABS data and a survey to pinpoint issues of financial vulnerability in the community.

Carol Blair, Deputy Chair notes that COVID-19 has thrown a new light across this project. *"Our community needs have significantly shifted and the Ecstra grant highlights that financial literacy is now more important than ever."*

We are mapping the changing needs of the community and co designing responses to build financial resilience and wellbeing."

The Community Foundations projects are geographically diverse but will all share an impact framework and a commitment to sharing outcomes.



Consumer care

Ecstra works with organisations committed to helping Australians navigate an increasingly complex financial system

 **\$3.8** million commitments to date*

We fund initiatives that increase public awareness of consumer rights, ensure consumer voices are heard, help Australians experiencing financial issues or distress, and address ongoing issues of fairness and accountability in the financial system.

Our grants also support important projects that may not otherwise receive funding. This includes preventative projects seeking to stop people falling into financial distress, consumer research and awareness projects that address emerging issues including buy now, pay later, pay day lending, and access rights to digital data. We are funding the development of tools and resources to assist consumers resolve issues.

Grants can supplement, but cannot replace the need for sustainable government funding for critical consumer assistance services including financial counselling, consumer advocacy and community legal services.

In addition to our multi year grants, Ecstra provided immediate flexible funding to organisations through our \$3.3 million COVID Response and Recovery Grants.

These grants helped organisations adapt rapidly to changing work requirements. Consumer organisations on the financial frontline could continue to support individuals and families with sudden financial shocks and changed circumstances.

*Total does not include the \$3.3m response and recovery grants



Consumer Action Law Centre

DemandARefund

DemandARefund toolkit was developed by Consumer Action Law Centre (CALC). The toolkit helps consumers generate a complaint letter to negotiate a refund on unnecessary and costly 'add-on' products sold to them when buying insurance products. With 22,000 letters generated to date we are working with CALC on expanding the scope and reach of the toolkit.



Financial Rights Legal Centre

Open Insurance

Financial Rights Legal Centre's *Open Insurance Report* identifies risks and opportunities for consumers of the Consumer Data Right's application to general insurance. This landmark report analyses open insurance in Australia and examines the use of "big data" from a consumer rather than industry perspective.



Welfare Rights Centre

COVID resources

JobKeeper, JobSeeker and other COVID related government support measures meant changes to social security arrangements for many Australians. The Welfare Rights Centre drew on their deep expertise to quickly develop practical information on entitlements for the public, including for people who had not previously engaged with Centrelink.



University of Sydney

The Test of Financial Skills assessment tool

This tool measures financial skills in older consumers, including handling cash, paying bills, budgeting, detecting fraud, and financial decision making. USyd are converting the paper based tool into an interactive resource, ensuring participants and carers can receive their results digitally, with recommendations for additional support and referral.



Basic Rights Queensland (BRQ)

Basic Rights Queensland's *Rural and Remote Social Security* project offers free social security legal advice for Queenslanders.

The project is helping frontline rural community workers navigate the social security system maze and demystify complex financial concepts to improve client outcomes. A collaboration of ten partner organisations are working together with BRQ to upskill over 50 community service workers across Queensland.

Community access to targeted financial support and understanding of social security obligations and rights has improved through the project, including with First Nations, Aboriginal and Torres Strait Islander people.

Solicitors and social workers are available to community workers as additional support through the Rural and Remote Project.



The project reinforced that if legal issues related to social security are left unaddressed, they perpetuate cycles of exclusion and in some cases incarceration. Aboriginal and Torres Strait Islander peoples are ten times more likely to be imprisoned than non-Indigenous people, with Indigenous women being imprisoned at 15 times the rate of the general female population.



The Consumer Coach

Community radio is an important information conduit that Australians trust. Community Broadcasting Association of Australia partnered with Ecstra to launch a new radio series to support the financial wellbeing of consumers during COVID.

The Consumer Coach is a ten part series focused on offering impartial, practical help to consumers to navigate their way through stressful money issues. It explores personal stories of financial resilience in the face of economic adversity.

Hosted by Walkley award-winning writer, editor and broadcaster, Jeff Sparrow, *The Consumer Coach* includes expert panellists, consumer advocates and many individuals sharing their financial journeys during the pandemic.

Money Debates

Women and Money

Money Debates is a new online event series hosting debates with financial experts and passionate commentators from across Australia, tackling tough money issues and consumer topics.

The lively format ran over multiple sessions on the theme of Women and Money. Topics include: Should banks be in schools? Should everyone make voluntary superannuation contributions? Do women bear the financial impact of having kids?

Hosted by Lacey Filipich and a team of volunteers, *Money Debates* included 17 personal finance education videos. All profits were donated to charity and the team are planning future series.



Collaboration and shared outcomes

More consistent measurement, sharing of outcomes, and greater collaboration creates positive change

Facilitating the exchange of ideas, expertise and diverse experience is vital to solving complex problems.

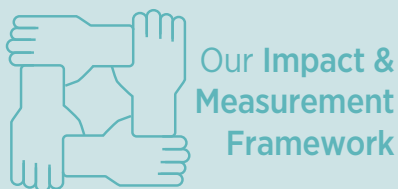
Ecstra is backing financial wellbeing initiatives that promote broader cross-sector and interdisciplinary collaboration.

A genuine, collaborative approach is needed where community organisations, government, business, educators, consumer advocates and researchers work together and share expertise, learnings and insights. The perspective of those with lived experience must be included, particularly when forming policy responses.

Applying consistent measurement and evaluation approaches will improve our understanding of the impact of our collective efforts. It will also contribute to a more rigorous evidence base of what really works in building and sustaining financial wellbeing.

To meet these challenges, Ecstra has developed an Impact and Measurement framework with Social Ventures Australia.

Our grant partners will use these practical online tools to consistently measure the impact of their work and to share feedback and insights. We will also use the framework to measure our organisational contribution and effectiveness, and to encourage data sharing and greater collaboration across all sectors.



Financial Inclusion Action Plan (FIAP)

Organisations across Australia are signing up to take measurable action to improve financial inclusion. Hosted by Good Shepherd Australia, FIAP organisations implement and measure financial actions to directly benefit their staff, customers, their supply chains and communities.

Ecstra's transition funding for Phase Two of FIAP supported the development of communities of practice, greater cross sector collaboration, sharing and expanding company targets, and building more consistent outcome measurement frameworks.

The funding has also assisted FIAP to develop and implement a sustainable membership based model.

FIAP members include financial services, electricity, water and other utility providers, social service organisations, government, legal and business.

Collectively members employ over 250,000 people and service over 80 per cent of the Australian population.



THE FUNDING NETWORK
AUSTRALIA

The Funding Network

Ecstra has teamed up with The Funding Network (TFN) to offer free pitch-coaching workshops to our community partners.

TFN helps build the financial capacity and sustainability of non profits and social enterprises. Their innovative and interactive workshops provide community leaders with practical tools and skills for storytelling and fundraising.

This partnership is providing opportunities for Ecstra grantees and TFN's alumni to share outcomes and build networks with sector peers.



violet

Violet Initiative

The Violet Initiative (Violet) is a social enterprise changing the way we spend our last stage of life. Violet helps caregivers by providing non-clinical support through a Guided Support Program and a growing library of stories and information.

Melissa Reader, Violet CEO notes that less than 10% of Australians have a plan for the end of their lives and *“the role of carer falls largely upon women aged 55–75 who are caring for a parent or partner in the last stage of his or her life.”*

Violet is working across sectors to address the needs of carers. Violet engages health care and aged care providers, geriatric and palliative care specialists, community providers, banks and insurers.

Violet is also developing the capacity of partner organisations to provide support on financial issues to carers.

Violet's financial services awareness and referral programs train customer service staff to sensitively address end-of-life issues, to deal with financial queries as well as offering referral pathways to Violet.

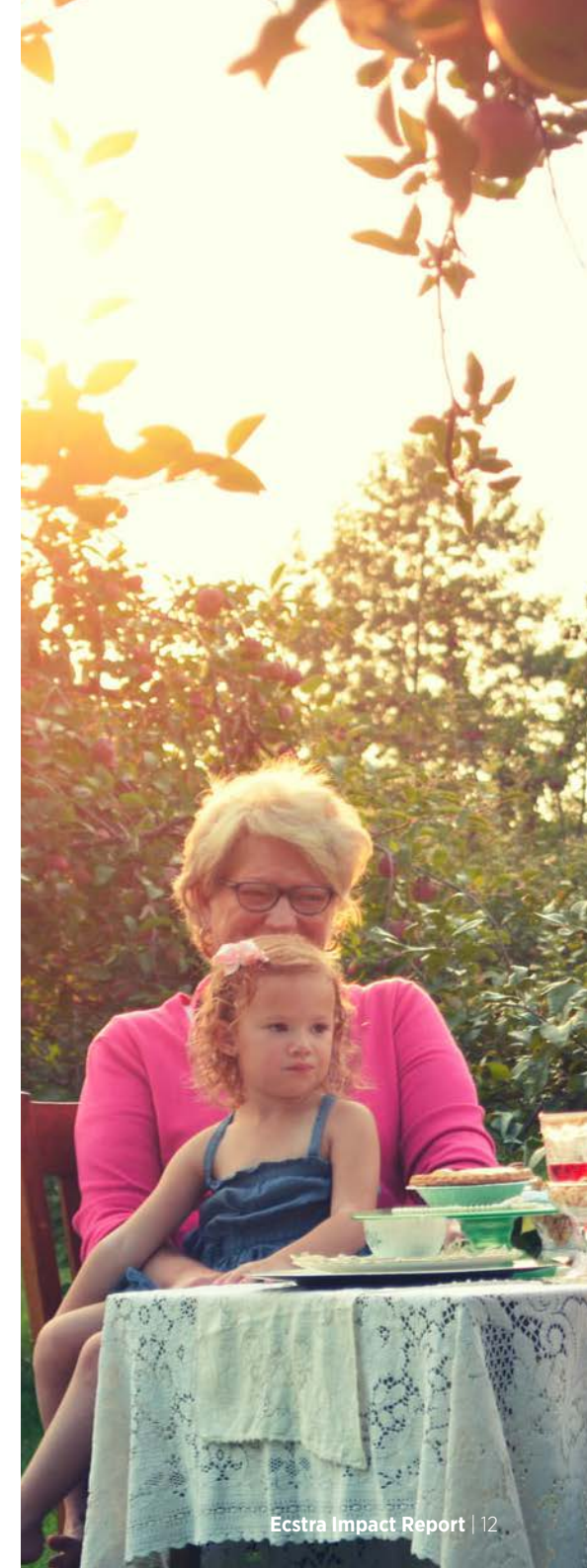


Tender Funerals

Tender Funerals (Tender) is a not-for-profit service delivering personalised, meaningful and affordable funerals, ensuring those experiencing financial hardship are not excluded.

Jennie Briscoe-Hough and her dedicated team are sharing their expertise and experience through Tender Funerals Australia. This venture provides resources and support to communities across Australia interested in starting a local Tender enterprise.

Tender is also developing a unique type of funeral savings plan especially for people where costs are a huge barrier to planning a funeral. This offers a viable, affordable long term alternative to expensive funeral insurance.



Addressing economic abuse

Financial and economic abuse are forms of domestic violence

Financial abuse includes patterns of behaviour where the abuser uses money to exert power and control over their partner.

Our partners are addressing financial abuse issues in their work every day. Ecstra is supporting community legal centres, service organisations, specialist women's services, seniors organisations and other outreach workers.

Many organisations are seeing increased client demand. Ecstra's funding assists build the capacity of organisations to meet this need.

Laura Bianchi, team leader and solicitor at Redfern Legal Centre's Financial Abuse Service⁽¹⁾, says up to 90 per cent of the women seeking help from DV services have experienced financial abuse.

"The majority of our clients have tens of thousands of dollars of debt from being coerced into getting loans in their name for their partner's benefit. We have advised clients who have loans for vehicles they don't even have the licence to drive. This financial sabotage can persist well beyond the end of a relationship if it damages the victim-survivor's credit record."

Ecstra is supporting the pioneering Victorian Economic Abuse Reference Group and the NSW chapter of EARG led by RLC. These structures are supporting formal and informal collaboration, shared learning and are working towards a national approach to addressing financial abuse.

¹ rlc.org.au/our-services/financial-abuse-legal-service



Redfern Legal Centre

Economic Abuse Reference Group

Redfern Legal Centre's (RLC) Financial Abuse Service NSW is supporting survivors of financial abuse through an innovative state wide service.

With Ecstra committing three years of funding, RLC has added policy and community education roles to support the frontline legal advice services.

This includes collecting data and insights to deepen collective understanding of financial abuse issues, to engage front line community workers, to improve program design and client outcomes.

RLC is also leading the Economic Abuse Reference Group NSW, a collaboration including Domestic Violence NSW, Financial Counselling Association of NSW, Legal Aid NSW, and Financial Rights Legal Centre. Their shared agenda includes policy reform and calls for ongoing safeguards to help prevent economic abuse.



Many victim-survivors don't even recognise that financial abuse is occurring until the relationship breaks down and they find themselves left destitute and thousands of dollars in debt. This is why working with government, industry and corporate Australia to raise awareness and build capacity to address this form of domestic violence is so crucial.

Joanna Shulman
Redfern Legal Centre CEO





RMIT University

You, Me & Money⁽¹⁾

You, Me & Money aims to highlight and prevent economic abuse in young adult relationships.

This unique interactive toolkit provides practical help to navigate tricky money conversations, and provides plenty of tips on how to spot a financially unhealthy relationship.

Dr Jozica Kutin is leading the project. She reflects that *“in my research it became clear that young people experience economic abuse differently. Their stories were about being financially exploited, property destruction and similar. Because their income, or shared finances were not a huge amount, they generally don’t go to services to get some help.”*

Dr Kutin’s research into young adults’ experience of financial abuse led her to collaborate with YLab. They hosted a series of co-designed workshops with young adults, to learn about their key money concerns and needs, and develop effective responses to addressing these concerns.

Although designed primarily for young relationships the tools are relevant for all adult relationships.⁽²⁾

1 today.design/news/young-love-and-money-a-balancing-act
2 youmemoney.org.au/



Good Shepherd Australia

Firmer foundations

Firmer Foundations aims to increase women’s financial wellbeing and reduce the risk of entering or returning to violent or abusive relationships.

Targeted financial capability supports build financial skills, knowledge and confidence and provide greater access to resources for economic participation and financial stability. This is part of a whole wrap around service that puts the person at the centre of the work.

Workshops are being delivered to adults including first nation, migrant and refugee women from 13 different language groups.

Firmer Foundations are achieving positive outcomes through co facilitated workshops, strong partnerships and a robust outcomes measurement framework

A recent participant shared that *“I now know how to access certain legal, community and financial services and more about my rights which I didn’t know about previously”*.



Seniors Rights Australia

Family Money Matters

Seniors Rights Service launched a three-month, statewide radio campaign raising awareness of financial abuse of seniors. This abuse can occur within families or may involve someone that the older person thought they could trust.

The campaign is addressing the barriers older people face to report, or to even talk about potential abuse issues.

With 4,000 radio spots, the radio campaign is reaching seniors in their homes. Seniors Rights Service are producing and releasing a series of short films, *Family Money Matters*. The clips illustrate common examples of potential financial and emotional elder abuse, particularly by family members. These films include Hindi, Mandarin and Arabic (with English subtitles) versions.

With an estimated 500,000 listeners over three months, the radio messages are reaching their target audience. Calls regarding financial abuse issues to Seniors Rights Service doubled during the campaign period.



Women's Economic Security Project

Strengthening the financial security and wellbeing of women in Australia

Many women face complex money matters that impact their lives—including barriers to employment participation, the burden of unpaid and lowly paid work, lower levels of confidence with financial matters and inadequate levels of superannuation.

The Women's Economic Security Project aims to strengthen the economic security and financial wellbeing of women in Australia. With \$10 million in funding from the Federal Government, it focuses on initiatives helping to ensure that more women are in control of their financial lives.

The project builds on Ecstra's recent work and partnerships focusing on women and works towards achieving the following outcomes:

- **Empowered women**—more women are empowered to make informed decisions across life stages through increased financial knowledge, engagement and confidence, with support available at critical points
- **Employed women**—more women have the skills, experience, confidence and opportunity to access or maintain paid work, through an employer or their own enterprise
- **Stronger collaboration**—greater sector collaboration and knowledge sharing with organisations working together to influence and drive regulatory and systems change.

Women's Economic Security Grant Round

Ecstra launched a \$2 million open grant round as part of the project.

Announced in November 2020, these grants will focus on building women's economic security and wellbeing through employment.

We are supporting charities and social enterprises designing innovative employment opportunities and tailored financial capability support for women across Australia.

Ecstra has convened a Women's Project Reference Group to provide diverse expertise, insights and feedback, and to assist with the grant round shortlisting process.

The grantee organisations are expected to be announced in April 2021.¹⁾



¹ ecstra.org.au/womens-economic-security-project-grant

Our Grants

Our grants are at the centre of our work. We fund across our four impact areas through open and targeted opportunities

Projects may also be aligned to purposes specified in community benefit payment arrangements.



Community Foundations

Building local financial capability

Awarded: \$1,000,000 in May 2020, 10 grants of \$100,000 each

Community Foundations are local experts with the skills and experience of bringing people and resources together to address the issues that matter to their residents. Ecstra is empowering ten organisations across Australia to create, scale and share initiatives which address money and economic equality issues in their local communities.

These projects are being supported by Australian Community Philanthropy.

A summary impact report on each community project will be produced in late 2021.

Community Foundation Grantees

Bass Coast Community Foundation
Denmark Community Foundation
Fleurieu Community Foundation
Give Where You Live Foundation
Geelong Community Foundation
Hobsons Bay Community Fund
Inner North Community Foundation
Into Our Hands Community Foundation
Koondee Woonga-gat Toor-rong Foundation
Northern Rivers Community Foundation
Sydney Community Foundation

COVID Response and Recovery

Helping those on the financial frontline

Awarded: \$3,300,000 in June 2020 across 52 organisations

Over six weeks in May-June Ecstra launched and funded 52 organisations working on the financial frontline with a total of \$3.3 million in COVID Response and Recovery grants.

Many consumer facing organisations had to pivot rapidly to remote and digital delivery to ensure essential financial support services and outreach could continue to reach those in need.

The Response and Recovery grants supported community legal centres, consumer advocates, local community organisations and outreach services.

These organisations all assist Australians on issues including debt and credit stress, job losses, accessing government support including JobKeeper/JobSeeker, early super access, financial abuse, legal and tenancy issues.

Ecstra is now extending funding to many grantees to build on the innovative approaches and resources produced during extended periods of disruption and lockdown.

Financial Wellbeing and Ageing

Supporting older Australians

Awarded: \$1,000,000 in October 2020 across 8 organisations

Ecstra is backing organisations who work directly with, and on behalf of older consumers. These grantees understand the challenges older Australians are facing, many of which are exacerbated by economic uncertainty.

Older Australians have many financial decisions to make about work, retirement, care options and their future financial security.

The diverse range of projects include addressing elder economic abuse in multicultural communities, digital tools to help navigate aged care services, financial coaching for older women seeking employment and targeted financial education through the Mens' Shed network.

Ageing Well grantees

Australian Multicultural Community Services (AMCS)
Council on the Ageing (COTA) Australia
Good Shepherd ANZ/Fitted for Work
Griffith University
Northern Suburbs Community Legal Centre
Nyora Men's Shed, Fund Holders for the Gippsland Cluster of Men's Sheds
University of South Australia
University of Sydney

Our Grant Partners

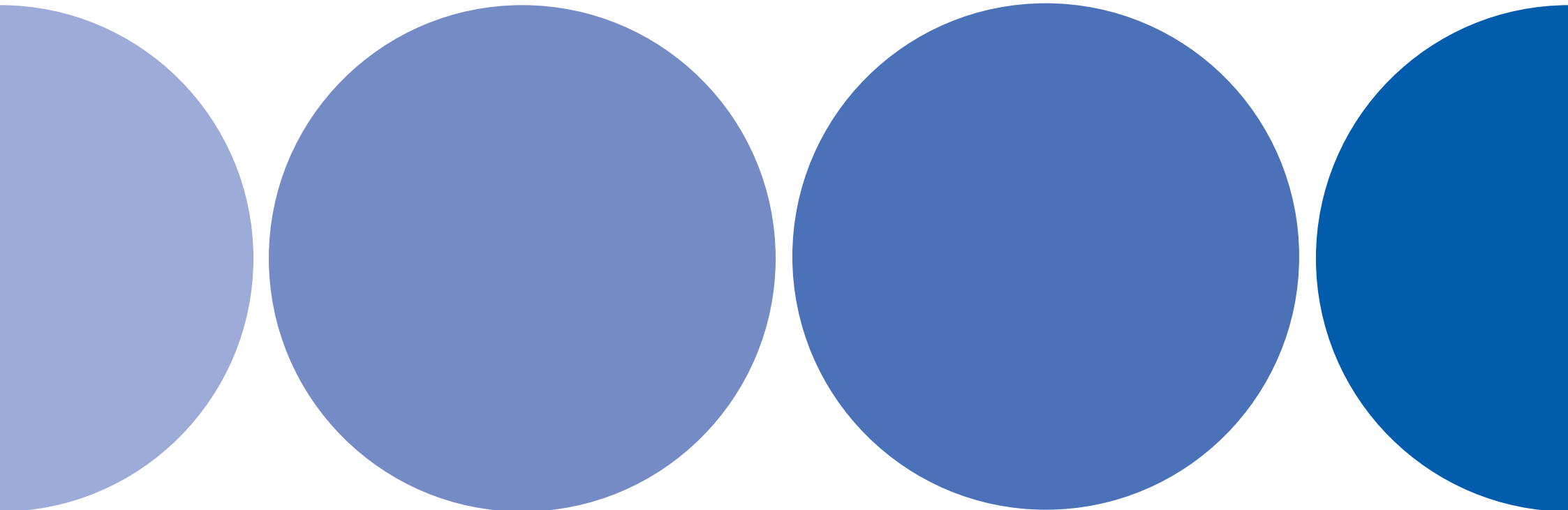
Our grants portal,
funding principles
and guidelines are
available at
www.ecstra.org.au

3rd Space
Active Refugee and Migrant Integration
in Australia
Aged and Disability Advocacy
Australia (ADAA)
AnglicareSA
Australian Business And Community Network
Australian Business Ethics Network
Australian Communities Foundation
Australian Community Philanthropy
Australian Multicultural Community Services
Inc (AMCS)
Australian Muslim Women's Centre for
Human Rights
Australian Refugee Association
Ballarat and District Aboriginal Cooperative
(BADAC)
Barwon Community Legal Service
Basic Rights Queensland
Bass Coast Community Foundation
Be Kind Sydney
Better Place Australia
Burwood Community Welfare Services
C A R E
Canberra Community Law
Cape York Institute
CCLSWA
Centacare Catholic Country SA
Chinchilla Family Support Centre
Christians Against Poverty
Community Broadcasting Association
of Australia
Community Migrant Resource Centre
Cathy Freeman Foundation
Consumer Action Law Centre
COTA Australia
DAISI Services
Denmark Community Foundation (WA) Inc
DIVERSITAT—Geelong Ethnic
Communities Council

Domestic Violence NSW Service Management
Encompass Community Services
Encounter Centre
Fighting Chance Australia
Financial Counselling Australia
Financial Rights Legal Centre
Fitted For Work
Fitzroy Learning Network
Fleurieu Community Foundation
Foundation for Young Australians
Geelong Community Foundation
Give Where You Live Foundation
Global Sisters
Good Shepherd Australia and New Zealand
Good Shepherd Microfinance
Grattan Institute
Griffith University
Hills Community Aid and Information Service
Hobsons Bay Community Foundation
Indigenous Consumer Assistance
Network (ICAN)
Inner North Community Foundation
Into Our Hands Community Foundation
Kids Camps TA Cahoots
Koondee Woonga-gat Toor-rong Foundation
Kyabra Community Association
La Trobe University Student Union
Linking Communities Network
Little Dreamers Australia
Macquarie University
Mary MacKillop Today
Monash University
National Employment Services
Association (NESA)
Northern Rivers Community Foundation
Northern Suburbs Community Legal Centre
NPA Family and Community Services
Aboriginal and Torres Strait Islander
Corporation

Nyora Men's Shed, Fund Holders for the
Gippsland Cluster of Men's Sheds
Peninsula Community Legal Centre
Prosper (Project Australia)
Queensland University of Technology
Redfern Legal Centre Limited
Redland Community Centre
RMIT University
Seniors Rights Service
Super Consumers Australia
Surfers Paradise Anglican Crisis Care
Tender Funerals Australia
The Big Issue in Australia
The Ethics Centre
The Funding Network
The Lady Musgrave Trust
The Reach Foundation
The Social Studio
The Violet Initiative
UCare Gawler
Uniting Communities
Uniting Vic. Tas
University of South Australia
University of Sydney
University of Technology
Welfare Rights Centre
Wellsprings for Women
WEstjustice
Winmalee Neighbourhood Centre
Women's Health In the North (WHIN)
Women's Housing Company
Women's Information and Referral
Exchange (WIRE)
Women's Legal Service Victoria
Wunan Foundation
YellowBridge QLD
YWCA Victoria
Zahra Foundation Australia

These grants were awarded between February 2019
and December 2020.



www.ecstra.org.au



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