

WELCOME TO OUR FCQ

# June Newsletter

## CEO Update



Well, we are approaching the halfway mark of 2025 and rapidly approaching the end of the financial year. This means that for many in our sector we await the State budget announcement and the anticipation that our government will respond to the need to invest further in the financial counselling sector in Queensland. FCQ held its scheduled management committee meeting on the 14 May 2025. The Committee continued discussions on policy reform, the upcoming FCQ conference and funding opportunities.

Recently the FCQ team, including our Chair and Vice Chair attended the FCA conference in Adelaide and I must say this was a very insightful and well-planned event. Well done to the FCA team for putting together a great event, it's such a big project to organise, particularly when over 1000 people attended the conference. A big congratulations to the FCA team led by Peter Gartlan and Dom Meyrick. Rebecca Denny, Carol Eapen and I attended the FCA representative council meeting in Adelaide at the FCA conference. FCQ are committed to identifying major policy issues to ensure the growth and protection of our sector, for our members and for the many clients our services support. The FCA Rep Council meeting provided robust conversations between State Peak Associations but importantly a united approach in developing effective national strategies.

Recently, FCQ and members participated in the Rank the Energy Retailer Survey. After the completion of the survey a report has been finalised to highlight the findings. A report launch event for the Rank the Energy Retailer Report will be held on Monday 16 June at 11am AEST. If you've not yet registered to attend the launch (online or in person in Melbourne), please register on [Eventbrite here](#).

The FCQ 2025 Conference is arriving fast, I encourage all our members to attend this great event. I've been fortunate enough to see the conference program and I'm certainly impressed with the invited guests and speakers for the event. For full details please go to the conference page on our website.

Enjoy the read and looking forward to seeing you all at the FCQ Conference.



## FCQ Sector Development

Great to see majority of members getting behind the 2025 Conference and signing up for the 3 days of training and plenary sessions. For those of you who haven't yet, a reminder that registrations will close on Friday, the 4<sup>th</sup> of July!

Until then, professional development opportunities roll on in June and July.

### Upcoming Training & Meetings in June:

- Buy Now Pay Later Legislation Updates - Tuesday 17/06, 3:00 - 4:00pm - Financial Rights Legal Centre. Invites sent via TEAMS.
- ANZ FC Meeting - Wednesday 18/06, 12:00-1:00pm. First Nations Line with Geoff & Grace updating on First Nations support line as well as response times. Invite sent via TEAMS.
- Psychological First Aid Training - Monday 23/06, 3:00-4:30pm - QLD Health at The Prince Charles Education Centre, Chermside (north Brisbane). EOI emailed for 15 face-to-face places only. Please contact Conrad.
- CBA FC Meeting - Tuesday 24/06, 11:30-12:30pm. Topic TBD. Invite sent via TEAMS.
- First Nations Gambling Harm - Self-paced training online. Registration <https://gamblinghelpqld.org.au/first-nations-workers-training/> Registration Token: GAMBLINGSCREENING

## Financial Counselling Queensland Website Update

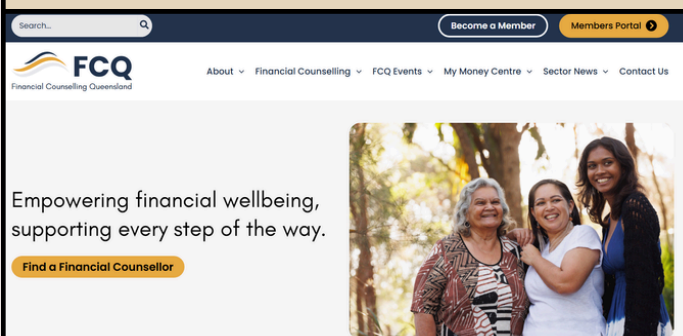
### A Big Thank You to Our Members!

We'd like to extend a heartfelt thank you to our members! Most of you have now successfully joined FCQ through the new members' portal, and we hope you found the process as smooth as we did.

It's been fantastic to see so many of you also registering for the upcoming conference and training sessions via the website. We know this is a significant change, and we truly appreciate your support and adaptability.

If you haven't yet completed your online membership registration or need any assistance using the FCQ portal, please don't hesitate to reach out to [admin@fcq.org.au](mailto:admin@fcq.org.au) – we're here to help!

Lost your Password? go to [www.members.fcq.org.au/wp-login](https://www.members.fcq.org.au/wp-login) and select 'Lost your password'. You'll be prompted to enter your email address, which by default is your personal email, which is set as your username. A link to reset your password will be sent to you. Just a heads-up, sometimes the reset email may land in your spam or junk folder, so it's worth keeping an eye there too.



# FCQ Conference Certified Training Day Options

*Not sure what training to pick? Here's a bit more information on a couple of options to help you on your way!*

## **CALM Conversations**

CALM is an evidence-based Australian training program designed to empower individuals to recognise, respond to, and prevent suicide. Through interactive workshops, participants learn to have CALM conversations that reduce stigma, promote help-seeking, and provide life-saving support. Delivered in a respectful and inclusive environment, CALM equips attendees with practical tools to create safety plans, deeply listen, and guide individuals toward hope.

### **Learning Outcomes**

- Recognise signs that someone may be thinking about suicide.
- Learn effective ways to ask someone about suicide.
- Comfortably hold conversations after asking about suicide.
- Help someone express their worries and reduce feelings of judgment.
- Work with the person to create a safety plan and explore alternatives to suicide.
- Use and guide the person in using the 'Be CALM' and 'Be Safe' apps.
- Monitor and follow up on the person's progress to ensure ongoing safety



I have done a lot of training and by far this was one of the best I've sat in. I feel more confident responding in ways that sit within the CALM model. Thank you for this opportunity.

1-DAY Calm Suicide Intervention

## **Cultural Awareness Program**

Evolve's Co-Directors and Program Designers bring authentic cultural knowledge and decades of experience putting Allyship into action. Aunty Munya Andrews is an Aboriginal Elder who, despite growing up socially disadvantaged, has obtained degrees in anthropology and law and is an accomplished author, educator, and sought-after speaker. Carla Rogers is a Churchill Fellow, award-winning program designer, facilitator, and community engagement specialist. Together they have developed the tried-and-tested 7 Steps to Reconciliation and Allyship™ framework and co-authored the book, Practical Reconciliation.

### **Why Is Evolve The Trusted Cultural Awareness Provider For Australia's Leading Employers?**

- **Authentic Cultural Knowledge** - Supply Nation certified, Indigenous business led by Aboriginal Elder, Educator and Author, Aunty Munya Andrews.
- **Real Allyship Expertise** - Co-led by non-Indigenous Community Engagement specialist, award-winning Learning Designer and Ally, Carla Rogers.
- **No Blame, Guilt Or Shame** - Ask any question about Aboriginal and Torres Strait Islander people and culture, without any fear during the training – get an honest answer and have some laughs along the way!



*"I completed the Cultural Awareness Training yesterday and just wanted to reach out and say how good I thought it was. Having lived in Darwin for 7 years I've worked in remote Aboriginal communities and completed a fair few Cultural Awareness training sessions over the years on different projects and with various companies. That one was by far the best. Really practical information for people to take away and start implementing in their everyday conversations with both Aboriginal and Torres Strait Islander peoples and non-Indigenous people."*



# Gambling News

## Australian authorities are warning of increasingly sophisticated gambling scams driven by AI and cryptocurrency hype.

In 2025, Australians are being targeted by a new wave of scams that exploit current trends like cryptocurrency and artificial intelligence. According to the National Australia Bank (NAB), scammers are using deepfake videos and AI-generated images to impersonate public figures promoting fake gambling or investment opportunities.

Fake cryptocurrency trading platforms also lure users with small initial profits before locking them out or demanding fees. These scams are particularly effective among younger Australians drawn to digital investments. Losses to scams in 2024 exceeded \$292 million, with gambling-related frauds forming a significant portion.

Source: [SBS News](#)

## PointsBet has been penalised for breaching spam and gambling self-exclusion laws in Australia..

Online gambling provider PointsBet Australia was fined \$500,800 by the Australian Communications and Media Authority (ACMA) for violating spam regulations and the National Self-Exclusion Register (NSER) laws. The company sent over 800 unlawful marketing messages,

including emails without unsubscribe options and texts lacking sender information. More seriously, PointsBet sent over 500 promotional messages to individuals who had registered to self-exclude from gambling. While no bets were placed by these individuals, the breach undermines the integrity of self-exclusion protections. ACMA has accepted enforceable undertakings from PointsBet to improve compliance and staff training.

Source: [ACMA](#)

# Casework Support

If you need technical casework support for gambling clients you can reach out to Jill Monday - Thursday on 0436 010 487 or [jillian.mckinlay@fcq.org.au](mailto:jillian.mckinlay@fcq.org.au).


# Gambling Harm Awareness Week

Gambling Harm Awareness Week is just around the corner. If you are seeing more gambling clients, check out your local GHAW event. To register for SGNet or GHAW go to <https://gamblinghelpqld.org.au/events/>.

**May 29, 2025**  
Thursday

## North Queensland SGNet Meeting

SGNet brings together government, industry, and the community to discuss our efforts towards the Gambling Harm Minimisation Plan. This event features an expert panel discussion for industry and community, a lived experience story, and networking opportunities. Morning tea will be provided.

 Centacare Mount Isa - 5 Miles Street, Mount Isa, Queensland 4825

 Free

[Register](#)

**July 22, 2025**  
Tuesday

## Gambling Harm Awareness Week Queensland State Launch

Gambling Harm Awareness Week brings together industry, government, help services, and community to acknowledge gambling harm in our communities and discuss how we can work together to minimise its impact.

 Kedron-Wavell, Chermside

 Free

[Register](#)



## Meet our newest FCQ Associate Jane Chappell!

### **What motivated you to study the diploma and work as a financial counsellor?**

I was at a crossroads with my career and had purchased the Diploma in Financial Counselling (AIPC) in 2019; yet didn't take the leap of faith until August 2023. I say "all roads lead" and becoming a financial counsellor was/is something that is completely resonating with me.

### **Can you share a little about your new role and what excites you most about it?**

I am currently working for Good Shepherd as part of the Financial Wellbeing & Recovery Program supporting Queenslanders impacted by the 2021-2022 floods/rainfall. Although the new role has been challenging at times, supporting people due to the financial implications of the impact of the floods, is incredibly rewarding.

### **What specific areas of financial counselling are you most interested in improving or learning more about?**

I also have a Bachelor of Social Science (Psychology/Sociology of Health) which I am bringing to the table to empower each individual to understand their perception, and fear of money, and best ways to utilise that. I have also gravitated towards "Beyond the Bars" and the impact for incarcerated clients. That is appealing. Amazing work being done there.

### **What practices or habits will help you prioritize your well-being to stay motivated and resilient in your profession?**

I am fortunate that I am busy with family life. That enables me to switch off and move into my 'other' world. I feel lucky that I have that. However, I also need to exercise regularly and practice letting go of a day. I am known to dance to very loud music for a song or two to destress!

### **If you had to give a 10-minute speech on something you're passionate about—without any preparation—what would it be about?**

Life. We can get so caught up in the business of what we do that I believe we forget how precious it can be. Everyone is important and I think just reminding ourselves of this is worthy of a 10-minute speech.

***Welcome to FCQ Jane! We are excited to have you as part of our community.***

## We Want to Hear From You!

Got a community event on? Want to highlight some incredible work being done in the FC and FCW sector space? Found an article or resource that might be beneficial for the membership cohort? Let us know! Email us at [admin@fcq.org.au](mailto:admin@fcq.org.au)



# FCQ Members “Shake it Up” at the FCA Conference in Adelaide!

Queenslanders definitely made their mark at this year’s FCA Conference! With the theme Shake it Up, the vibe was all about fresh ideas, bold conversations and doing things differently. Our crew was right in the middle of it.

From inspiring keynotes to hands-on workshops, there was so much to take in, with plenty of laughs and connections along the way. With 1000 delegates, seeing so many Queensland faces in the Adelaide Exhibition Hall was wonderful. Quietly dignified on the final conference day, after the State of Origin loss, FCQ members caught up with old friends, met new ones and brought back new energy and ideas to our work here at home. Big thanks to everyone who showed up, shared their stories or supported someone else to attend; you helped make sure Queensland’s voice was part of the conversation!

Congratulations to Isis Khalil for winning the Jan Pentland Prize! The award celebrates an outstanding achievement and contribution in financial counselling. Despite her organisation losing funding, Isis remained committed to her clients and volunteered as an FC to continue assisting her vulnerable clients.



# Report Launch - Rank the Energy Retailer

Please join us in person or online on Monday, 16 June for the launch of the national report, Rank the Energy Retailer 2025.

## EVENT DETAILS

'Rank the Energy Retailer 2025' Report Launch

Monday, 16 June 2025, 11:00am-1:00pm (AEST)

In person: 10:30am arrival for 11:00am start  
The Wheeler Centre, 176 Little Lonsdale St, Melbourne

Online: livestream 11:00am-1:00pm (AEST)

[Click here for registration](#)

## ABOUT THE EVENT

Find out what financial counsellors across Australia are saying about energy retailers' hardship policies and practices and hear a range of perspectives in a panel discussion about what can be done next to remove barriers to affordable energy.

Rank the Energy Retailer 2025 is a collaborative project coordinated by Financial Counselling Victoria (FCVic) and funded through a collaboration grant with Energy Consumers Australia.

Partners on the project also include Financial Counselling Australia (FCA) and the Consumer Policy Research Centre (CPRC), as well as each State Peak Association for financial counsellors across Australia.

Rank the Energy Retailer 2025 is funded by [Energy Consumers Australia](#) as part of its Grants Program to support consumer advocacy and research projects that benefit household and small business consumers. The views expressed in this event do not necessarily reflect the views of Energy Consumers Australia.

Please contact Georgina Molloy, Projects Coordinator at FcVic ([projects@fcvic.org.au](mailto:projects@fcvic.org.au)) if you have any questions about this event.

Report Launch

# Rank the Energy Retailer 2025



FCVic

Financial Counselling  
Victoria Inc.



CPRC

Fairer markets for Australians



financial  
counselling  
australia

Funded by



ENERGY  
CONSUMERS  
AUSTRALIA