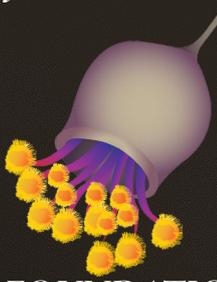


JAN PENTLAND

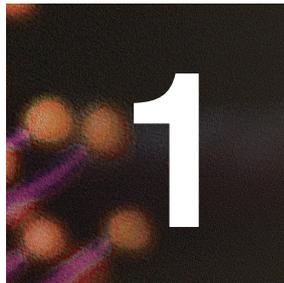


FOUNDATION

2019 Annual Report



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About the Foundation

The Foundation provides financial assistance—the Jan Pentland Scholarship—which enables a person to study financial counselling or a related discipline. There is a specific focus on assisting a person who otherwise would not be able to undertake this study.

The scholarships are awarded annually at the Jan Pentland Foundation Dinner. The dinner is held during the annual conference of Financial Counselling Australia, the organisation of which Jan was the chair for many years. (The Jan Pentland Prize is also awarded during the dinner, but this is not part of the Foundation's work.)

Trustees

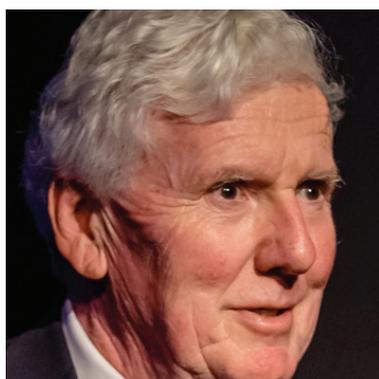
The trustees
of the Jan
Pentland
Foundation



Carolyn Bond
Consumer advocate



David Morawetz
*Counselling psychologist and
Jan's partner*



Colin Neave
*ANZ customer fairness advisor.
Colin is the Chair of the Jan
Pentland Foundation.*



Delia Rickard
*Deputy Chair, Australian
Competition and Consumer
Commission*



David Tennant
*Chief executive officer,
Shepparton FamilyCare*

Report on 2018 – 19

During the first few years of the Foundation's existence, it awarded between one and six scholarships. As a result of a substantial donation from the Commonwealth Bank, this number has increased to more than 10 in subsequent years. Thanks to a larger increase in funding from Commonwealth Bank some 21 scholarships were awarded this year. The financial report is available [here](#).

Jan Pentland Scholarship winners

For the 2019 scholarship round, the Foundation received more than 60 applications from aspiring financial counsellors, more than three times the number of applications received the previous year. The quality of all the applications was very high.

The winners come from a variety of backgrounds—community services, financial services, accounting and customer service to name just a few. They, along with all the financial counselling students, will bring a wealth of experience to their new roles.

The 21 scholarship winners in 2019 were:

- Kathy Bel-Bachir
- Natasha Bollenhagen
- Lyndall Bottrell
- Andre Chan
- Kym Clerke
- Yazmin Cox
- Jason Drane
- David Fagan
- Lauren Heald
- Ann Howchin
- Deena Husan
- Nicola Lewis
- Raelene Martin
- Megan Molloy
- Emma Neville
- Chitsidzo Nyamidzi
- Tracey Peart
- John Ryan
- Nikita Schmidt
- Renee Westreheim
- Kirsty Wilson

There is information about all [scholarship winners](#) on the Foundation's website.

The winner of the scholarship donated by Credit Corp Group was Ann Howchin.

The following is a focus on three of the winners.

Tracey Peart

Tracey almost enrolled in the diploma last year but found it hard to justify the expense, what with the costs of raising her two teenage children on a casual wage and so many other priorities and bills to pay. She managed to talk herself out of it, but clearly the profession was calling to her because she decided to back herself and enrolled this year. "It's so easy to put yourself last but I feel so passionate about financial counselling, I just could not let go."

Tracey was the first child on both sides of her family to complete the Higher School Certificate. "My mother is illiterate and my father, who died when I was a teenager, was a factory worker." Tracey started working at Woolworths on the weekends when I was 14 years old and paid cash when she bought her first car at the age of 16. "I had realised very early on that if I was not going to end up poor I had to save some of my income." Tracey built on her financial education through reading every book she could get her hands on. "I really had a genuine interest. I have watched friends go from being millionaires on paper to bankruptcy due to mis-managing their finances but also circumstances beyond their control."

A strong advocate of a minimalist lifestyle, Tracey is keen to pass on her knowledge and what she has learned through her life experiences to help others.

Yazmin Cox

Yazmin had always had a strong interest in the area of finance and enrolled in a Bachelor of Accounting. But after completing one semester of study she realised she didn't actually want to be an accountant. This epiphany came to her at her baby shower when she was 8 and half months pregnant. A friend, who also happened to be a team leader at Mallee Family Care, put the idea in her head of working as a financial capability worker. This combined her interest in finance with her community services background. Yazmin already had a Diploma of Community Services.

In early 2018, a few months after the birth of her first child Atticus, she joined Mallee Family Care in Mildura as a financial capability worker. She found she thoroughly enjoyed the work so decided to extend herself and enrol in the Diploma of Financial Counselling. "You pick up so much knowledge just from hearing all the other financial counsellors talk about what they do. It is such a great learning environment." Juggling part-time work, study and a toddler is no mean feat, but Yazmin says her extended family provides significant support. Working in such a supportive environment as Mallee Family Care also eased the transition back into the workforce as a new mother.

Financial statements for 2018 – 19

The financial statements for the Foundation are available on the website.

David Fagan

In his role managing ME Bank's escalated internal and external complaints, David Fagan has gained a lot of experience in resolving disputes. This is likely to be a great asset for any employer after he finishes his diploma at the end of the year.

David, who works as a customer relations analyst at ME Bank while he studies the diploma, has also completed a Bachelor of Business in Financial Risk Management. In his spare time, he volunteers as a Young Men's Region Leader in the lay Buddhist organisation Soka Gakkai International, where he mentors young people. With such extensive life and work experience, David is another worthy winner of a Jan Pentland scholarship.

Yazmin and David were awarded their scholarships at the Jan Pentland Foundation dinner, which occurs during FCA's annual conference (this year in Melbourne).



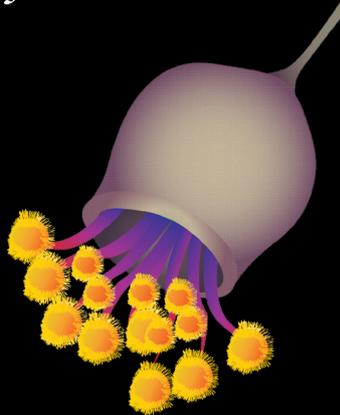
Scholarship winner David Fagan (left), Delia Rickard (trustee) and scholarship winner Yasmin Cox (right).-



Laura Pringle (right) from Credit Corp presents the scholarship funded by them to Kylie Holford (left). Kylie accepted the scholarship on behalf of Ann Howchin, who was unable to attend the dinner.

The scholarships were awarded at the Jan Pentland Foundation Dinner, which coincided with the 2019 Financial Counselling Australia conference in Melbourne.

JAN PENTLAND



FOUNDATION

The Jan Pentland Foundation was set up to honour the legacy of Jan Pentland. Jan's commitment to financial counselling and to helping low income and disadvantaged people continues through the Foundation's annual scholarship program.

King and Wood Mallesons provided pro bono legal advice to the Foundation in establishing it. Deloitte provided pro bono audit services for the first ten year's of its operation. Financial Counselling Australia provides ongoing administrative support to the Foundation.