

Training Newsletter August 2020

Welcome to FinCap's training newsletters for August 2020.

Contents

Upcoming trainings	1
Online Learning Platform	1
Training about changes to laws about credit contracts.....	2
Work and Income Entitlements	3

Upcoming trainings

We currently have a number of FMIC training scheduled. Due to the current COVID-19 situation trainings may be postponed or cancelled. We will advise you if this is to occur.

The Events Calendar hosts information on upcoming training events. The calendar can be found at www.tepapahou.co.nz/events.

Online Learning Platform

FinCap has worked with Community Heart online learning platform to develop training modules. All people who have listed their details with FinCap have automatic access to that platform. Cost - understandably the cost of the platform, maintaining it and developing training is high. We have organised a Koha button at the end of each module hoping that services will contribute to the cost so we can keep developing more modules.

The platform will be accessible in September. More to follow in the September newsletter so watch this space.

Modules include:

- Te Whare Tapa Whā
- Fonofale
- Culturally Sensitive Practice
- Models of Support
- Negotiation

- Stress Management
- All About Advocacy
- Checking Benefits, Entitlements and Tax
- Applying Consumer Rights and Remedies

Training about changes to laws about credit contracts

The Commerce Commission is offering credit training sessions through workshops nationwide or by webinar for those unable to attend a workshop.

The training will focus on enabling you to better help your clients, what to look out for and what to do about the problems you encounter

Invitations will be sent in September to register. There is no charge to attend workshop or webinar training sessions.

Topics include:

- Overview of the credit law changes and regulations
- What the changes mean for borrowers and their advocates
- Case study sessions and what to look out for
- How to help clients who are experiencing COVID related financial hardship
- The Commission's role and how we work the consumer advisory sector
- Your input into updating Red Flags – what's working, what's not
- Empowering advocates to share the range of issues observed in their roles
- Q&A interspersed throughout the training

Morning tea and lunch will be provided at the workshops.

The training will be held over the months of October and November on the following dates:

Training workshops	10.30 am – 3.00 pm
Dunedin	Tuesday 13 October
Christchurch	Tuesday 20 October
Wellington	Wednesday 28 October
Auckland	Tuesday 3 November
Hamilton	Wednesday 11 November
Rotorua	Tuesday 17 November
Webinar presentations	10.30 am – 1.00 pm
Via Microsoft teams	Thursday 15 October
Via Microsoft teams	Thursday 22 October
Via Microsoft teams	Thursday 29 October

Training about Work and Income Entitlements

The benefit system is constantly changing. We are currently seeing a number of people accessing benefits for the first time. This means we need our knowledge and skills to be as up to date as possible so we can provide the best support to those navigating this system.

Kathryn Burton is running two Zoom trainings to upskill Financial Mentors.

Work and Income Entitlements

This four hour Zoom workshop will cover:

- The range of core benefits available
- Supplemental assistance and its eligibility criteria
- Common problem areas within the benefit system and how to avoid them
- Introduction to the Review of Decision process

Dates: Thursday 3 September and Thursday 1 October 9am - 1pm

Cost: Fincap are supporting these sessions with a subsidy.

Financial Mentors can attend for just \$40 per person + GST

Other staff are welcome at \$80 per person + GST

You can contact Kathryn who will send you the link to register online. kathrynburton@xtra.co.nz

Work and Income updates

This two hour Zoom workshop will cover:

- The Covid-19 Income Support package (updated)
- Changes to existing benefits since December 2019
- New support introduced since October 2019
- Calculating Accommodation Supplement for non-beneficiary clients
- An in-depth look at the Review of Decision process

Dates: Thursday 17 September and Wednesday 21 October 9am - 11am

Cost: \$40 + GST per person

You can contact Kathryn who will send you the link to register online. kathrynburton@xtra.co.nz