

VICTORIAN NILS FORUM

Thursday, 3rd November 2016

9.30am - 4.30pm

William Angliss Institute, Melbourne

9.30 am REGISTRATION / TEA & COFFEE		
10.00am – 10:15am	Welcome to Country	The Wurundjeri Tribe
10.15am – 10:35am	Opening Address	TBC
10.35am – 10:50am	Meet and Greet and Sing <i>"No interest at all"</i> Smooth sounds from Bendigo	Jim Williams
10.50am – 11.20am	Where are we and where are we going? <i>How is NILS progressing in Victoria compared to the rest of the country? What are the key strategies we are working on to take us into the future?</i>	Candice Charles Provider Manager, Good Shepherd Microfinance
11.20am – 11.50am	NILS Network Panel – <i>How do we do it?</i> <i>What have these programs done to grow their NILS Programs, improve their efficiencies and target various vulnerable groups? 3 Programs share their experiences with us.</i>	1. Tracie Driscoll, Bendigo Family Financial Services 2. Jan De Zoete, South West NILS 3. Ayam Islam, Qard Hassan
11.50am – 12.00pm	Client Story – Why we do this <i>We hear about the positive impact NILS loans had on a couple from Noble Park</i>	Franco Ciccia and Tori Gordon Introduced by Sue Barbieri, Cuckatoo and Hills NILS
12.00 – 12.15pm	1. Insurance Update 2. E Learning Launch	1. Mark Morand, Innovation Lead 2. Leisha Ryding, Learning and Development Manager
12.15pm – 12.55pm LUNCH		
12.55pm – 2.05pm	Session 1 Workshops: <i>Description on next page</i>	
	1. Building NILS internally for growth externally	Emily Ninnes, Quality Analyst Sally Levy, Microfinance Quality Manager
	2. Developing our network for the future: collaborative operating models, shared infrastructure and new approaches to funding allocation. <i>Targeted for NILS Managers.</i>	Candice Charles, Provider Manager Microfinance Luse Kinivuwai, Victorian Microfinance Manager
	3. Marketing Masterchef – Level 2 Sous Chef	Renee Hancock, General Manager - Innovation and Marketing
	4. Pathways to Resilience: Building Capability through Financial Conversations	Courtney Keefe, Learning and Development Officer
2.05pm – 2.20pm AFTERNOON TEA		
2.20pm – 2.40pm	Neighbourhood Houses and NILS – growing together. Clare Corbet, Sector Development Officer, Neighbourhood Houses Victoria (NHV)	
2.40pm – 3.50pm	Session 2 Workshops (repeat of morning workshops): <i>Description on next page</i>	
	1. Building NILS internally for growth externally	Emily Ninnes, Quality Analyst Sally Levy, Microfinance Quality Manager
	2. Developing our network for the future: collaborative operating models, shared infrastructure and new approaches to funding allocation. <i>Targeted for NILS Managers.</i>	Candice Charles, Provider Manager Microfinance Luse Kinivuwai, Victorian Microfinance Manager
	3. Marketing Masterchef – Level 2 Sous Chef	Renee Hancock, General Manager - Innovation and Marketing
	4. Pathways to Resilience: Building Capability through Financial Conversations.	Courtney Keefe, Learning and Development Officer
3.50pm – 4.20pm	Award presentations: Celebrating our achievements in Victoria	
4.20pm – 4.30pm	Closing – Common themes from today's discussions	
4.30pm END OF FORUM – <i>Have a safe trip home!</i>		

	Workshop	Facilitator	Target Audience	Workshop Description
1	Building NILS internally for growth externally	Emily Nines and Sally Levy	NILS Workers and Managers	Do you have one set of rights and responsibilities for your NILS clients and another for your other clients? Are your NILS workers operating entirely separately from your other frontline workers? Are you to create more access points for clients to access NILS? Do you want to reduce your paperwork and admin burden? In this workshop will share ideas and explore methods that providers can use to ensure that their NILS program is more seamlessly incorporated into their wider organisation to improve the NILS experience for clients and workers.
2	Developing our network for the future: collaborative operating models, shared infrastructure and new approaches to funding allocation	Candice Charles	NILS Managers and Committee of Management	How do we ensure that the NILS Network, particularly small programs, are sustainable and thrive in the future? How can we use technology to work collaboratively for greater impact? Come shape the future of NILS with us. This workshop is for NILS Managers.
3	Marketing Masterchef – Level 2 Sous Chef	Renee Hancock	NILS Workers and Managers	Move your skills from ‘pastry chef’ to ‘sous chef’. Are you looking to ‘cook up’ a successful local marketing campaign for your NILS program? Do you know the secret ingredients when it comes to marketing and media that actually work? Our expert Marketing Masterchefs are going to share with you a recipe that has been passed through generations of NILS providers. Join us for a spot of baking and the opportunity to taste test a variety of practical and affordable marketing tools.
4	Pathways to Resilience: Building Capability through Financial Conversations.	Courtney Keefe	NILS Workers and Managers	Do you ever wonder which components of your financial conversations have the most impact on your clients? Do you know the most effective way to tailor these conversation to best suit that particular individual? In a session introduced by the module’s instructional designer, Courtney Keefe, you will be able to complete this online module that provides interactive media modelling different types of financial conversations based on client’s financial capability, needs and circumstances. You will gain an understanding of the research and findings that underpin the module as well as explore the various types of impact the financial conversation can have and how to tailor the conversation to enhance client’s financial capability. The session will conclude with a group discussion around current best practice financial conversations and tips on how to maximise client outcomes. Please ensure you have registered for Good Learning and have a log in and password prior to the workshop. If you haven’t registered yet, please do so here. Or copy and paste this link: http://goodshepherdmicrofinance.org.au/register-for-good-learning/ <i>Please bring your own earphones to the session.</i>

Our thanks and appreciation

