

VICTORIAN NILS FORUM

Collective Impact *Working together to grow microfinance*

Thursday 3rd November 2016

9.30am - 4.30pm

William Angliss Institute

Building A, level 5 555 La Trobe Street Melbourne, 3000

9.30 amREGISTRATION / TEA & COFFEE		
10.00am - 10:15am	Welcome to Country	Welcome from the Wurundjeri Tribe
10.15am - 10.35am	Opening Address	TBC
10.35am - 10.50am	Network Activity - Ice breaker	Activity for all
10.50am - 11.30am	Where are we and where are we going?	Candice Charles Provider Manager, Good Shepherd Microfinance
11.30 - 11.45am	Network Panel - <i>How do we do it?</i>	3 Programs tell us what they do to grow NILS
11.45 - 12.00noon	Client Story	
12.00 - 12.15pm	GSM Updates and Product Launch	L&D/Research/Insurance
12.15pm - 12.55pmLUNCH		
12.55pm - 2.05pm	Session 1 Workshops: Description on next page	
	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. Local Promotions	Renee Hancock, General Manager - Innovation and Marketing
	4. Pathways to Resilience: Building Capability through Financial Conversations	Courtney Keefe, Learning and Development Officer
2.05pm - 2.20pmAFTERNOON TEA		
2.20pm - 2.40 pm	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): Description on next page	
	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. Local Promotions	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	A short presentation from the Good Guys followed by presentation of awards.
4.20pm - 4.30pm	Closing - Common themes from today's discussions	
4.30pmEND OF FORUM		

	Workshop	Facilitator	Target Audience	Workshop Description
1	Building NILS internally for growth externally	Emily Ninnes and Sally Levy	NILS Workers and Managers	<p>Do you have one set of rights and responsibilities for your NILS clients and another for your other clients?</p> <p>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?</p> <p>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.</p>
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	<p>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</p>
3	Local Promotions	Renee Hancock	NILS Workers and Managers	<p>Promoting NILS in your local neighbourhood? More details soon!</p>
	Pathways to Resilience: Building Capability through Financial Conversations.	Courtney Keefe	NILS Workers and Managers	<p>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.</p> <p>The session will conclude with a group discussion around current best practice financial conversations and tips on how to maximise client outcomes.</p> <p>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/</p> <p><i>Please bring your own earphones to the session.</i></p>