Community Feedback Report about the TCU/ANZ Financial Literacy Training Project Evaluation



Community focus group at Milingimbi

TCU employed a Financial Literacy Project Manager to visit Ngukurr and Milingimbi between 2006 and June 2007 and help people with financial literacy.

Financial Literacy is knowing about money, how to use it, and how to manage it.

The project was paid for by the ANZ bank.

The ANZ asked CDU to evaluate the project.

CDU asked Yingiya Guyula, Gwen Rami and Ian Gumbula, Mercy Gumbula and Trevor van Weeren, to work on the evaluation.

John Greatorex helped to organize the project and went to Milingimbi with Trevor and Yinjiya.

Julie Cathcart helped Trevor write the main report.

Helen Verran helped with the CDU workshop.

Michael Christie helped with the workshop and with writing and project management.

In the evaluation of the project we

- Talked to TCU and ANZ staff
- Looked at the government census data
- Looked at the notes and reports from the Project Manager.
- Talked to 15 people at Milingmbi and 29 at Ngukurr. People who were consulted were paid for their help.
- Held a workshop at CDU with TCU staff to discuss what we had done
- Made a long report for ANZ and TCU
- Made this short report for the community





Community focus group at Ngukurr



Feedback Workshop at CDU

What we found out...

Yolŋu use money in different ways from balanda, because of sharing with their families, and keeping cash, and not having good, immediate access to electronic banking.

Yolngu have a good understanding of money, but sometimes the banking services don't help them work with money the Yolŋu way.

TCU can help with financial literacy by providing services which serve Yolŋu better. For example:

- easily accessible and free account balance information.
- special Yolŋu TCU advisers to help in each community
- separate counters for men and women
- balanda and Yolŋu working together to
- plan new bank services together
- evaluate progress
- let people know about changes at TCU
- helping Yolŋu learn on a 'need-to-know' basis - better than big group training sessions
- more Yolŋu research into money, and good ways for banks to help Yolŋu handle money in Yolŋu ways.
- Yolŋu and Balanda need to learn from each other – 'both ways'.
- Balanda and Yolŋu TCU staff, Yolŋu clients, and other people working together as a team
- education through case management, not classroom programs

Feedback from TCU and ANZ

The TCU and the ANZ have agreed to provide feedback to Milingimbi and Ngukurr Communities.

- The TCU and ANZ will talk together about the evaluation
- They will let us know about their future plans for the Financial Literacy Project
- We will then help make another presentation like this one to send out to the communities

If you want a copy of the full report, please email yolngustudies@cdu.edu.au or phone

Michael Christie 89467338

Visit the Yolŋu consultancy website: www.cdu.edu.au/yaci



TCU branch at Ngukurr