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## *RFCS future focus*

July 2007 no. 15

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### Outreach activities in Victoria, NSW and Western Australia

The Parliamentary Secretary to the Minister for Agriculture, Fisheries and Forestry, Sussan Ley MP, members of the state advisory committees and staff from the Office of Rural Financial Counselling have been busy conducting outreach tours in three states in the last few weeks.

An outreach tour was planned for Victoria for 27-29 June, visiting all the service providers in the state.

Unfortunately, due to the extremely unstable weather and flooding in Victoria at that time, the tour was undertaken only on 27 June with the scheduled meetings with RFCS Victoria - Goulburn Murray Hume in Yarrowonga and a dinner meeting with RFCS Victoria - North Central in Bendigo. The meetings were attended by Ms Ley, members of the Victoria RFCS Advisory Committee, and Glenda Kidman and Edna Sharpe from the Office of Rural Financial Counselling.

On 16-17 July, Ms Ley, members of the NSW RFCS Advisory Committee and Glenda Kidman, Bill Woodruff and Bronte Butler from the Office of Rural Financial Counselling visited RFCS NSW - Southern Region in Griffith and RFCS NSW - Central West in Dubbo.

Ms Ley, members of the WA RFCS Advisory Committee and Ian Thompson, Executive Manager, Rural Policy and Innovation Division and Edna Sharpe from the Office of Rural Financial Counselling visited RFCS WA on 25-26 July. Meetings were held in Merredin, Esperance, Geraldton and Morawa.

A big thank you to the executive officers of these service providers for their help and cooperation in arranging these visits.

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### Reminder: Executive officer workshop and forum for chairmen, September 2007

Just a reminder that the National Workshop for Executive Officers and the National Forum for Service Provider Chairmen will be held in Canberra in September.

The executive officers workshop begins on Monday 3 September and finishes on Wednesday 5 September. The forum for chairmen is on Thursday 6 September. There is a crossover session for both executive officers and chairs on the afternoon of Wednesday 5 September.

Information about travel, accommodation, venues and programs was sent to all invitees this month. If you have any queries about these events, please contact Bill Woodruff on 02 6272 4020 or email [bill.woodruff@daff.gov.au](mailto:bill.woodruff@daff.gov.au)

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## Family Relationships Service Program

The Family Relationships Service Program (FRSP), managed by the Department of Families, Community Services and Indigenous Affairs, provides services such as family relationships counselling, education, dispute resolution and other relationships support services via approximately 100 non-government organisations across Australia.

A directory of the organisations providing FRSP services is available at [famnet2.facs.gov.au/quicksearch.asp](http://famnet2.facs.gov.au/quicksearch.asp)

**Note:** Although FRSP services are intended to be provided to clients on a fee for service basis, organisations must ensure that people without the capacity to pay are not turned away or refused access to a service.

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## From the ARC helpdesk

In June, we released a software patch to repair the data upload process. This patch should have updated all ARC databases to version 1.0.38.0. Please check your version number - the version number is on the login screen and also in the bottom left of the ARC window. If you are using an earlier version, contact the ARC helpdesk on 02 6272 3549 or email [rfcs@daff.gov.au](mailto:rfcs@daff.gov.au) (please use these contact details for a quick response to your ARC database issues).

We will also be releasing more updates soon. These include:

- the ability to record administrative assistants' activity
- the ability to report non-client activities in the service profile report sent to executive officers every month
- a change to the way general enquires are accounted for to make the ARC reports more accurately reflect the service profile report.

Later releases will include updated master lists.

To further improve the ARC database, we have been recording feedback from rural financial counsellors since the new version of ARC was released and we will be looking into the usability issues you have raised over the next few months.

**Note:** If you have questions about using ARC or about your reports, please do not contact F1Solutions directly - contact the ARC helpdesk first for any ARC database problems.

## NEWS

**Quickchecks (a new guide for woolgrowers)**—Quickchecks gives woolgrowers tools to measure the health of pastures (including ground cover), soils, woody vegetation, farm watercourses, paddock production levels and birds. For more information and to download a free copy, visit [www.landwaterwool.gov.au/news.asp?news=57](http://www.landwaterwool.gov.au/news.asp?news=57)

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