

NZ Federation of Family Budgeting



Who are they?

NZ Federation of
Family Budgeting
Services

Where are they?

Wellington, New
Zealand

What do they do?

A collective for
community
budgeting
organisations,
providing training,
support and
resources

What did they receive?

Microsoft Office
Professional and
Project

The Outcome?

Improved access
to documents
received and
better organised
project
management by
the field staff

Budgeting advice given for free by a predominantly volunteer workforce is fairly unique to Aotearoa-New Zealand. The New Zealand Federation of Family Budgeting Services Inc (the Federation) is a collective of community organisations sharing a common code of ethics, philosophy, and commitment to delivering top quality, free budgeting advice to family/whanau and individuals. The current membership comprises 148 budget services nationwide that employ more than 1200 mostly volunteer staff.

“With so many members spread across the country, our field staff are a vital part of our operation. They are all involved in managing a number of projects at once and now they have been trained on how to use Microsoft® Project Professional, they’re well equipped to better manage their project work.” says Raewyn Fox CEO.

Offering training, support and resources for its members which includes a very comprehensive and up-to-date training programme for budget advisers, providing sound grounding with their Budget Adviser Introductory course, a complete, structured training programme delivered by accredited Federation tutors. These training programmes are complemented by a number of manuals, guides, and handbooks that have been developed to support the capability of budget services.

All Federation budget services undergo an annual quality assurance audit focusing on both the management of the budget service and the delivery of services to clients, giving assurance to over 28,000 clients and 17,000 families nationwide.

Keeping in touch and staying up to date is clearly a vital ingredient to the success of NZ Federation of Family Budgeting Services and the TechSoup programme in conjunction with Microsoft® has helped ensure this is the case.

“We were finding that we were starting to receive documents we could not open as our software was so out of date, so it is great we now have Office Professional” says Sally Bray the Office Manager. “This was the first time we have dealt with TechSoup to source donated products, I found them to be efficient and the products were received in a timely manner.”

TechSoup New Zealand provides donated software from companies such as Microsoft to eligible New Zealand non profit groups, assisting them to build their ICT capability. TechSoup NZ is a partnership between Australian based ConnectingUp Australia, TechSoup and the NZ Federation of Voluntary Welfare Organisations.