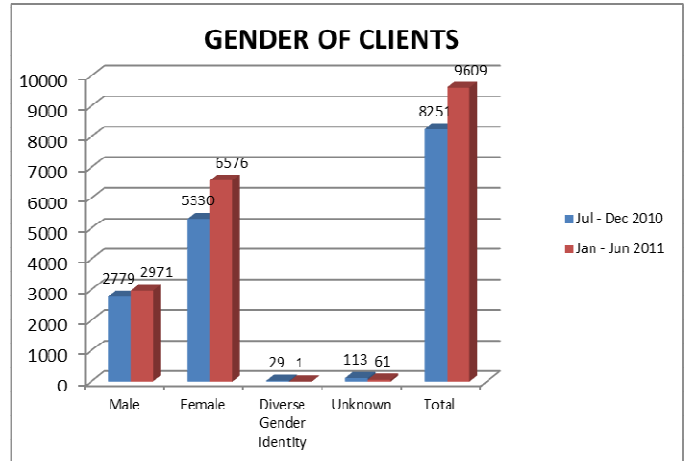


# NON GOVERNMENT POLICY AND FUNDING SUMMARY OF SERVICES REPORT

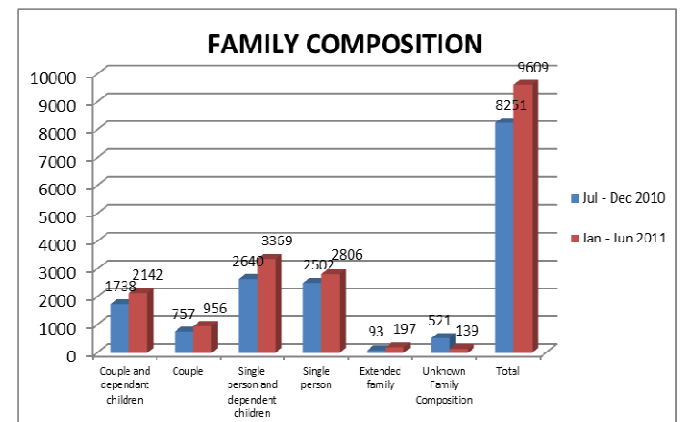
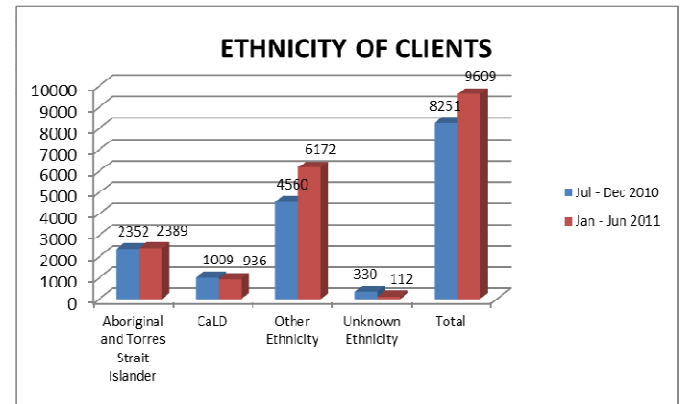
## FINANCIAL COUNSELLING SERVICES – JANUARY TO JUNE 2011

**Financial Counselling Services** work with clients to resolve financial crises such as the risk of legal action, loss of essential services or eviction. Services offer information, conduct assessments and provide options and supports to assist consumers address identified problems and manage their financial situation more effectively. Country services are located in the East Kimberley (3), Goldfields (3), Great Southern (1), Murchison (3), Pilbara (4), Southwest (1), Peel (1), West Kimberley (3) and Wheatbelt (3) Districts. Metro services are located in the Armadale (3), Cannington (6), Fremantle (3), Joondalup (3), Midland (3), Mirrabooka (1), Perth (5) and Rockingham (1) Districts. Metrowide (3) and Statewide (2) services.

REPORTING PERIOD	Jul – Dec 2010	Jan – June 2011
<b>Number of funded services</b>	<b>53</b>	<b>52</b>
Number of services with different reporting requirements	2	2
Number of services with unavailable data	0	1 <sup>a</sup>
Total annual funding 2010-11	\$7,877,602	\$7,877,602
Number of DCP referrals	248	191
Total number of cases worked on (b)	8237	9767
Total number of clients (c)	8251	9609



Services provided	Number	
	Jul-Dec 2010	Jan - June 2011
Service - advice gambling	36 (0.1%)	31 (0.1%)
Service - Application for NILS	488(1.8%)	420 (1.2%)
Service - Assistance to obtain entitlements	1919(7.3%)	2239 (6.6%)
Service - Bankruptcy	676(2.6%)	677 (2.0%)
Service - Budgeting Advice	4038(15.3%)	5180 (15.3%)
Service - Consumer Ref. for Legal Advice	322(1.2%)	398 (1.2%)
Service - creditor issues legal	965(3.7%)	1262 (3.7%)
Service - emergency relief	2138(8.1%)	2676 (7.9%)
Service - Housing	1214(4.6%)	1729 (5.1%)
Service - Negotiation	1589(6.0%)	3165 (9.4%)
Service - negotiation essential service providers	3520(13.3%)	3525 (10.4%)
Service - Other	1463(5.5%)	1281 (3.8%)
Service - Other Creditor Issues	1736(6.6%)	2363 (7.0%)
Service - Referral to bill paying Service	1341(5.1%)	1388 (4.1%)
Service workload - applications approved HUGS*	4952(18.8%)	7448 (22.0%)
<b>Total</b>	<b>26,431(100%)</b>	<b>33,782 (100%)</b>



<sup>a</sup> 1 service data omitted due to data quality concerns.

<sup>b</sup> A case refers to ongoing assistance provided to a client. The support/assistance from a service provider generally entails one hour or more of a worker's time either with the consumer directly or on behalf of that client.

<sup>c</sup> A client refers to Individuals and families on low incomes experiencing financial difficulties.