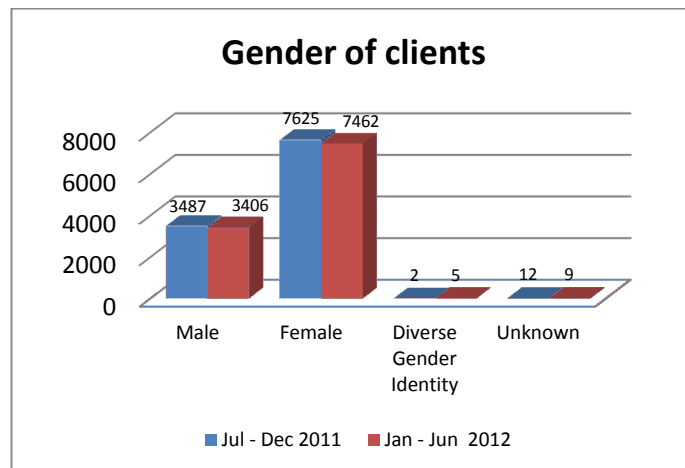


NON GOVERNMENT POLICY AND FUNDING SUMMARY OF SERVICES REPORT

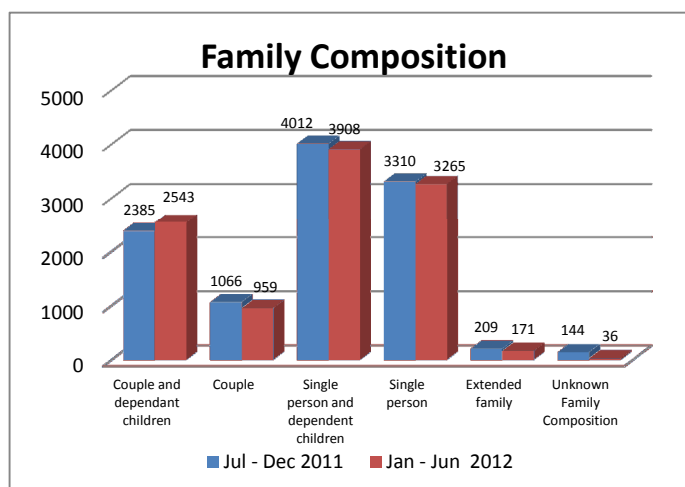
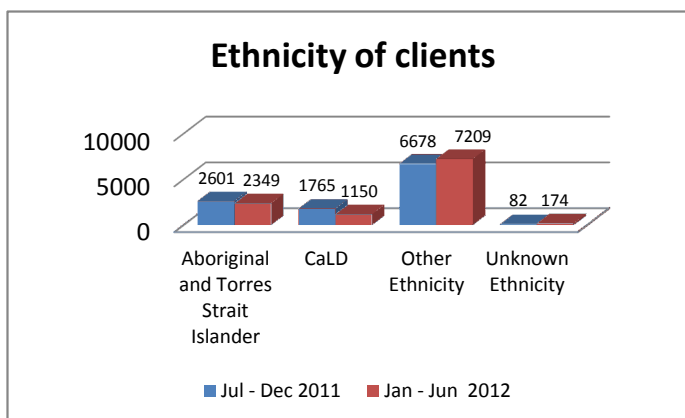
FINANCIAL COUNSELLING SERVICES – JANUARY TO JUNE 2012

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 (2), Great Southern (1), Murchison (3), Pilbara (4), Southwest (1), Peel (1), West Kimberley (3) and Wheatbelt (2) Districts. Metro services are located in the Armadale (2), Cannington (5), Fremantle (4), Joondalup (3), Midland (3), Mirrabooka (1), Perth (4) and Rockingham (1) Districts. Metrowide (3) and Statewide (1) services.

REPORTING PERIOD	Jul – Dec 2011	Jan – Jun 2012
Number of funded services^a	52	47
Number of services with different reporting requirements	1	1
Number of services with unavailable data	0	0
Total annual funding 2010-11	2011/12 \$8,378,996	2011/12 \$8,189,419
Number of DCP referrals	190	157
Total number of cases worked on ^b	9,053	11,276
Total number of clients ^c	11,126	10,882



Services provided	Number	
	Jul – Dec 2011	Jan – Jun 2012
Negotiation essential service providers	7,375 (17.3%)	7,621 (18.2%)
Applications approved HUGS*	8,700 (20.4%)	7,269 (17.4%)
Budgeting Advice	6,486 (15.2%)	6,490 (15.5%)
Assistance to obtain entitlements	2,789 (6.5%)	3,343 (8.0%)
Emergency relief	3,266 (7.6%)	3,311 (7.9%)
Other Creditor Issues	2,734 (6.4%)	2,239 (5.4%)
Referral to bill paying Service	2,259 (5.3%)	2,205 (4.8%)
Other	2,463 (5.8%)	2,179 (5.2%)
Housing	1,841 (4.3%)	2,137 (5.1%)
Creditor issues legal	1,266 (3.0%)	1,748 (4.2%)
Negotiation	1,714 (4.0%)	1,559 (3.7%)
Bankruptcy	723 (1.7%)	665 (1.6%)
Application for NILS	449 (1.1%)	519 (1.2%)
Consumer Ref. for Legal Advice	574 (1.3%)	505 (1.2%)
Advice gambling	65 (0.2%)	228 (0.5%)
Total	42,704 (100.0%)	41,838 (100.0%)



^a Reduction in number of services in the Jan – Jun reporting period is due to five services being combined into single agreements

^b 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 client directly or on behalf of that client.

^c A client refers to Individuals and families on low incomes experiencing financial difficulties.

Sources: Progress Reports & Contract Information Management System (CIMS Jul – Dec 2011 (27 September 2012) Jan – Jun 2012 (10 January 2013) and the HUGS* Database, Sharepoint.

Applications approved HUGS data only reflects those processed by financial counselling services. Applications processed by the Second Entry Point are not included in these figures.