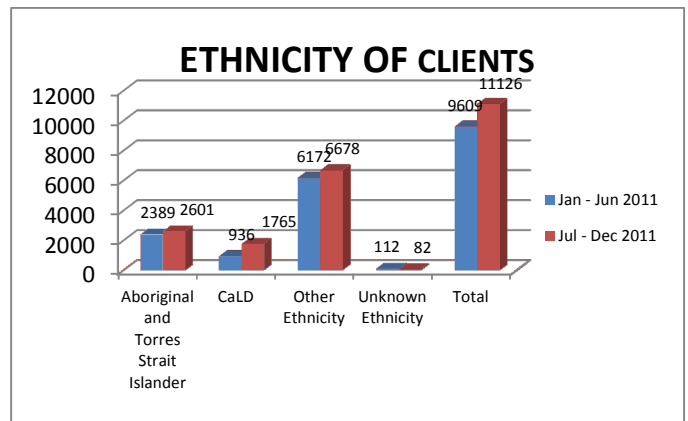


# NON GOVERNMENT POLICY AND FUNDING SUMMARY OF SERVICES REPORT

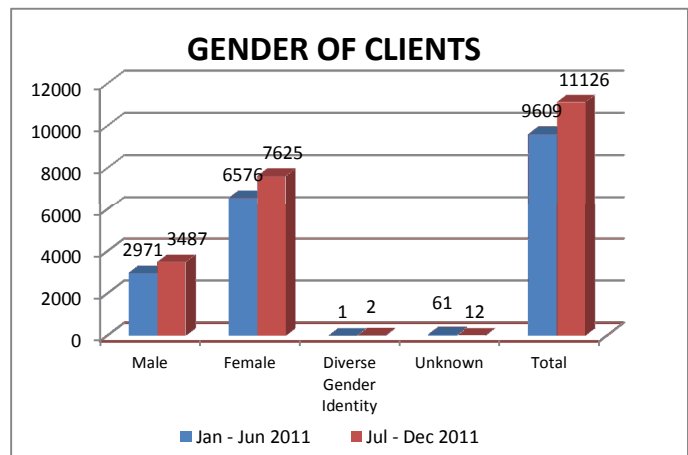
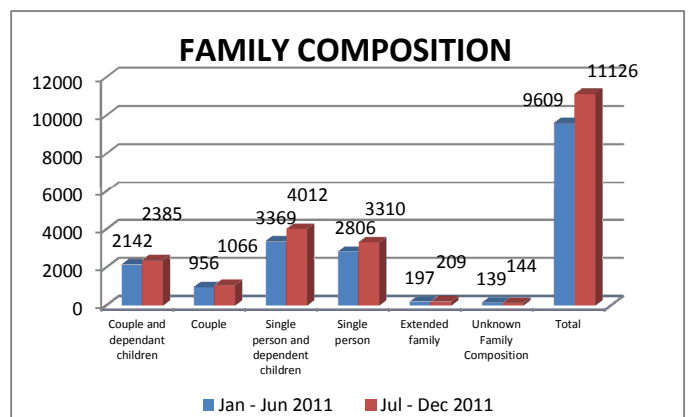
## FINANCIAL COUNSELLING SERVICES – JULY TO DECEMBER 2011

**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	Jan – June 2011	Jul – Dec 2011
<b>Number of funded services</b>	<b>52</b>	<b>52</b>
Number of services with different reporting requirements	2	1
Number of services with unavailable data	1 <sup>a</sup>	0
Total annual funding 2010-11	2010/11 \$7,877,602	2011/12 \$8,378,996
Number of DCP referrals	191	190
Total number of cases worked on (b)	9,767	9,053
Total number of clients (c)	9,609	11,126



Services provided	Number	
	Jan – June 2011	Jul – Dec 2011
Advice gambling	31 (0.1%)	65 (0.2%)
Application for NILS	420 (1.2%)	449 (1%)
Assistance to obtain entitlements	2,239 (6.6%)	2,789 (7%)
Bankruptcy	677 (2.0%)	723 (2%)
Budgeting Advice	5,180 (15.3%)	6,486 (16%)
Consumer Ref. for Legal Advice	398 (1.2%)	574 (1%)
Creditor issues legal	1,262 (3.7%)	1,266 (3%)
Emergency relief	2,676 (7.9%)	3,266 (8%)
Housing	1,729 (5.1%)	1,841 (4%)
Negotiation	3,165 (9.4%)	1,714 (4%)
Negotiation essential service providers	3,525 (10.4%)	7,375 (18%)
Other	1,281 (3.8%)	2,463 (6%)
Other Creditor Issues	2,363 (7.0%)	2,734 (7%)
Referral to bill paying Service	1,388 (4.1%)	2,259 (6%)
Applications approved HUGS*	7,448 (22.0%)	8,700 (20%)
<b>Total</b>	<b>33,782 (100%)</b>	<b>42,704 (100%)</b>



<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 client directly or on behalf of that client.

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

<sup>a</sup> 1 service data omitted due to data quality concerns (Jan – Jun 2011 reporting period).

Sources: Progress Reports & Contract Information Management System (CIMS), Jan – June 2011 (15 January 2012) Jul – Dec 2011 (27 September 2012) 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.