

NON GOVERNMENT POLICY AND FUNDING

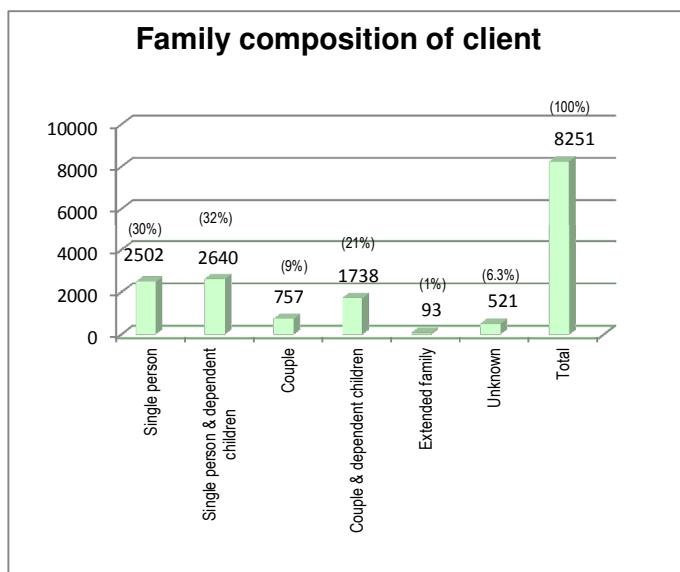
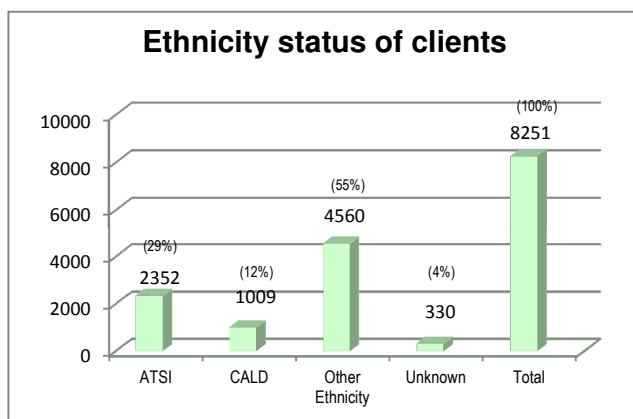
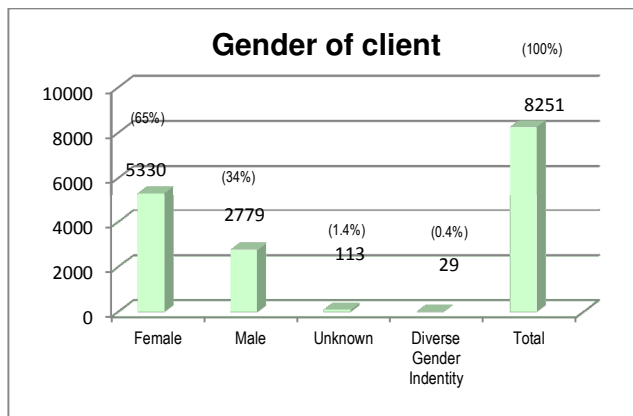
SUMMARY OF SERVICES REPORT

FINANCIAL COUNSELLING SERVICES – JULY TO DECEMBER 2010

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.

Number of funded services (a)	53
Total annual funding 2010-11	\$7,877,602
Number of DCP referrals	248
Total number of cases worked on (b)	8237
Total number of clients (c)	8251

Services Provided	Instances
Service - advice gambling	36 (0.1%)
Service - Application for NILS	522(2%)
Service - Assistance to obtain entitlements	1919(7%)
Service - Bankruptcy	676(3%)
Service - Budgeting Advice	4038(15%)
Service - Consumer Ref. for Legal Advice	322(1%)
Service - creditor issues legal	965(4%)
Service - emergency relief	2138(8%)
Service - Housing	1214(5%)
Service - Negotiation	1589(6%)
Service - negotiation essential service providers	3520(13%)
Service - Other	1463(6%)
Service - Other Creditor Issues	1736(7%)
Service - Referral to bill paying Service	1341(5%)
Service workload - applications approved HUGS*	4952(19%)
Total	26,431(100%)



(a) Includes two services with different reporting requirements and one that ceased from 30 Sept 2010.

(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 consumer directly or on behalf of that client.

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

NB: The sum of individual proportions may not add up to 100% due to rounding

Sources: Progress Reports & Contract Information Management System (CIMS), 1 July 2011 and the HUGS* Database, Sharepoint.