

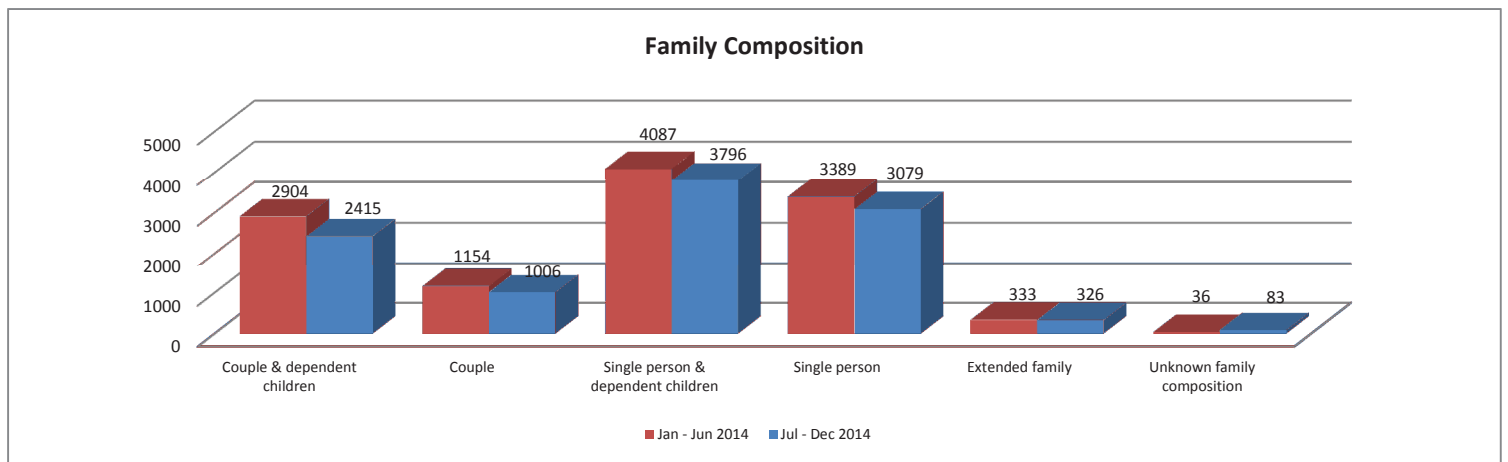
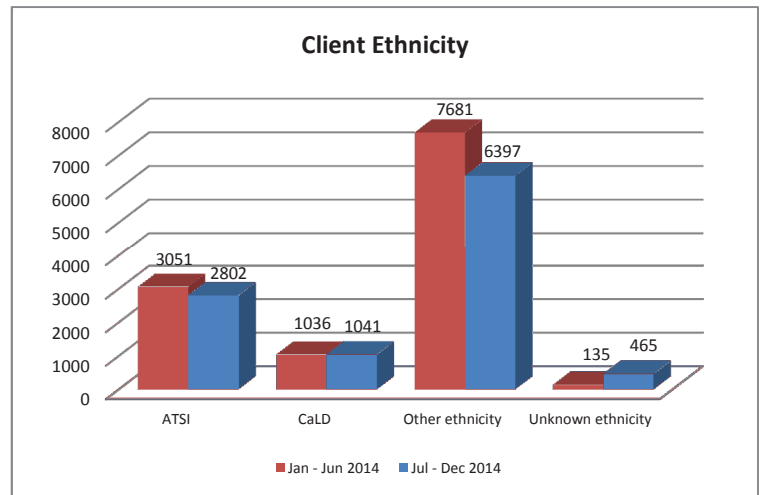
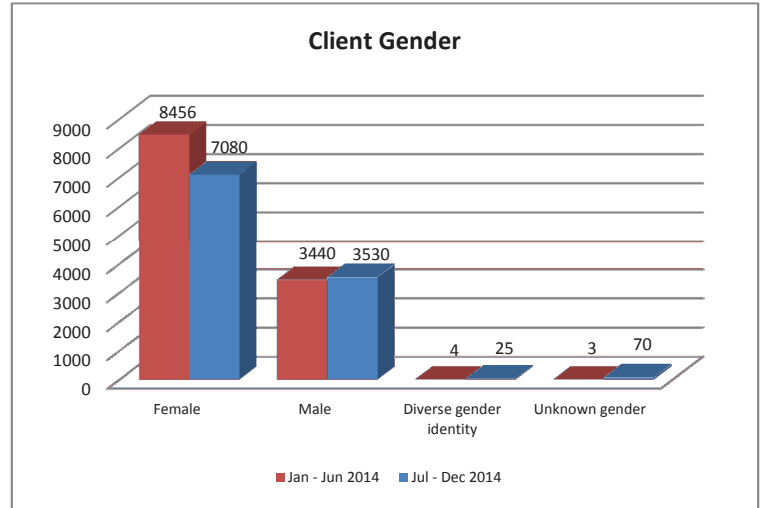
NON GOVERNMENT POLICY AND FUNDING SUMMARY OF SERVICES REPORT

Secondary Family Support Services to Alleviate Financial Crisis - July to December 2014

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 and Metrowide (3) and Statewide (1) services.

REPORTING PERIOD	Jan - Jun 2014	Jul - Dec 2014
Number of funded services	47	47
Number of services with unavailable data	0	0
Total Financial Year Funding	2013/14 \$9,384,274	2014/15 \$8,601,477
Number of CPFS referrals	132	127
Total number of cases worked on ^a	11,716	10,490
Total number of clients ^b	11,903	10,705

Services Provided	Number	
	Jan - Jun 2014	Jul - Dec 2014
Budgeting advice	7,975 (17.5%)	7,148 (17.5%)
Negotiation essential service providers	8,325 (18.3%)	6,845 (16.8%)
Applications for HUGS	8,872 (19.5%)	6,545 (16.0%)
Assistance to obtain entitlements	3,701 (8.1%)	3,124 (7.7%)
Emergency relief	2,984 (6.6%)	2,788 (6.8%)
Other creditor issues	2,283 (5.0%)	2,623 (6.4%)
Referral to bill paying service	2,094 (4.6%)	1,996 (4.9%)
Housing	1,623 (3.6%)	1,686 (4.1%)
Negotiation	1,289 (2.8%)	1,323 (3.2%)
Creditor issues legal	1,346 (3.0%)	1,070 (2.6%)
Support to avoid eviction	1,081 (2.4%)	1,034 (2.5%)
Bankruptcy	476 (1.0%)	490 (1.2%)
Clients referred for legal advice	479 (1.1%)	428 (1.0%)
Application for NILS	328 (0.7%)	285 (0.7%)
Advice gambling	33 (0.1%)	35 (0.1%)
Other	2,604 (5.7%)	3,375 (8.3%)
Total	45,493 (100%)	40,795 (100%)



^a 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.

^b A client refers to individuals and families experiencing financial difficulties.

Sources: Progress Reports & Contract Information Management System (CIMS), Jul - Dec 2014 (Jun 2015)

*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.