

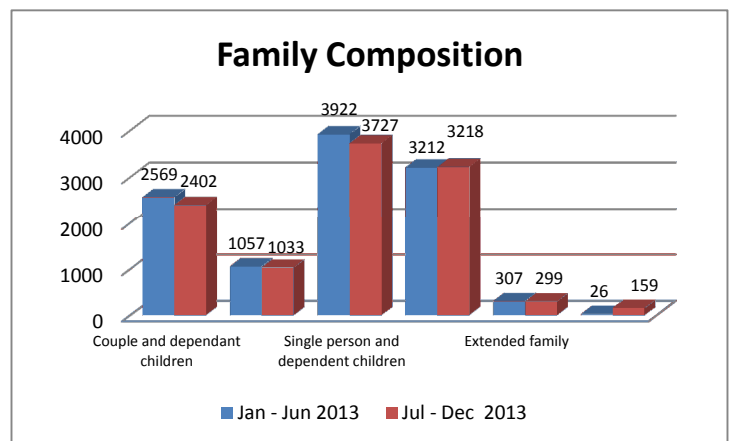
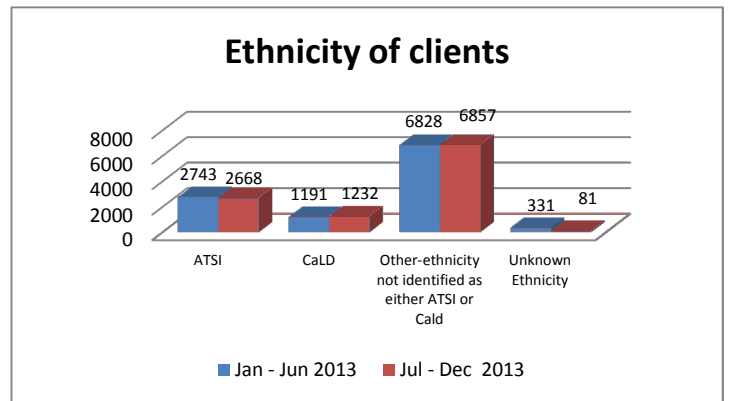
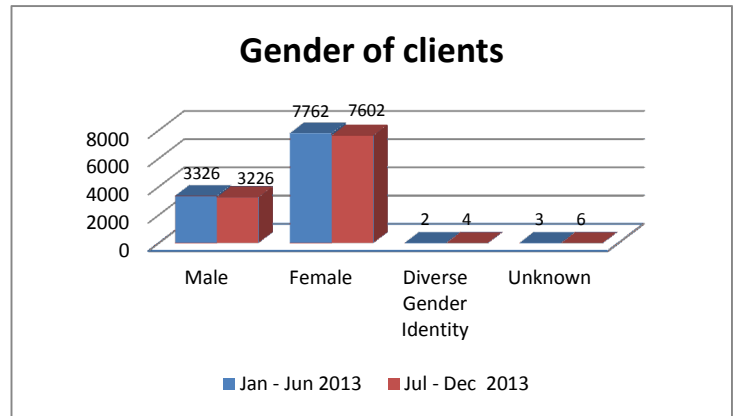
# NON GOVERNMENT POLICY AND FUNDING SUMMARY OF SERVICES REPORT

## SECONDARY FAMILY SUPPORT SERVICES TO ALLEVIATE FINANCIAL CRISIS JULY TO DECEMBER 2013

**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 2013	Jul – Dec 2013
Number of funded services	47	47
Number of services with unavailable data	1	0
Total financial year funding 2012-13	2012/13 \$8,665,970	2013/14 \$9,384,274
Number of CPFS referrals	125	115
Total number of cases worked on <sup>b</sup>	10,962	10,779
Total number of clients <sup>c</sup>	11,093	10,838

Services provided	Number	
	Jan – Jun 2013	Jul – Dec 2013
Negotiation essential service providers	7,063 (15.7%)	7,245 (17.1%)
Applications for HUGS	7,364 (16.3%)	7,362 (17.4%)
Budgeting Advice	7,054 (15.6%)	7,069 (16.7%)
Assistance to obtain entitlements	3,992 (8.8%)	3,756 (8.9%)
Emergency relief	2,484 (5.5%)	2,561 (6.1%)
Other Creditor Issues	3,171 (7.0%)	2,910 (6.9%)
Referral to bill paying Service	2,624 (5.8%)	2,162 (5.1%)
Other	3,387 (7.5%)	2,440 (5.8%)
Housing	2,046 (4.5%)	1,946 (4.6%)
Support to avoid eviction	1,216 (2.7%)	1,112 (2.6%)
Creditor issues legal	1,057 (2.3%)	1,016 (2.4%)
Negotiation	1,601 (3.5%)	1,474 (3.5%)
Bankruptcy	666 (1.5%)	452 (1.1%)
Application for NILS	382 (0.8%)	378 (0.9%)
Clients Referred for Legal Advice	926 (2.1%)	397 (0.9%)
Advice gambling	90 (0.2%)	48 (0.1%)
Total	45,123 (100.0%)	42,328 (100%)



<sup>a</sup> Jan-Jun 2013 1 Service was 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 client directly or on behalf of that client.

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

Sources: Progress Reports & Contract Information Management System (CIMS) Jul – Dec 2013 (May 2014) 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.