

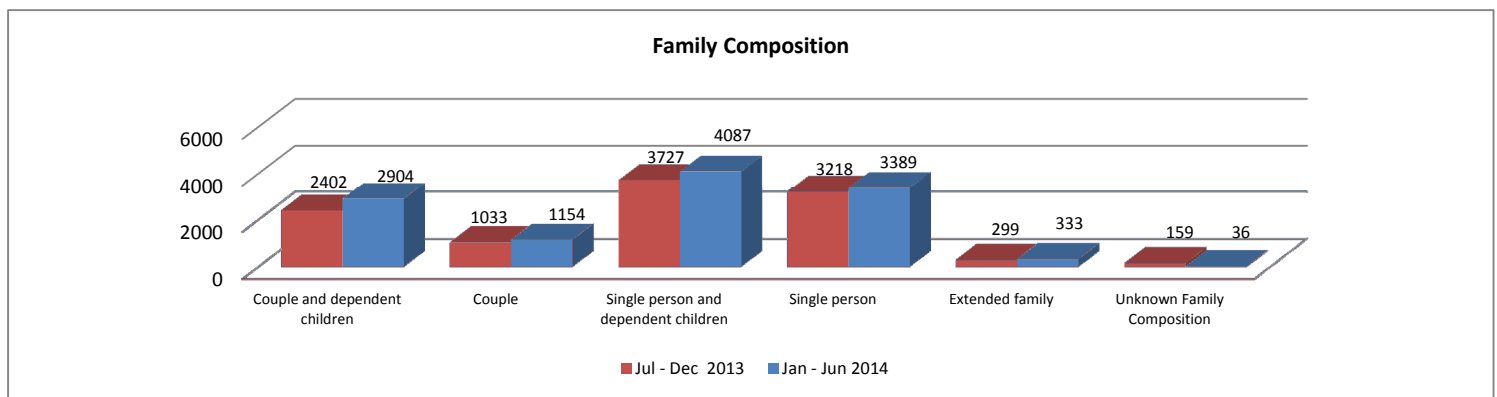
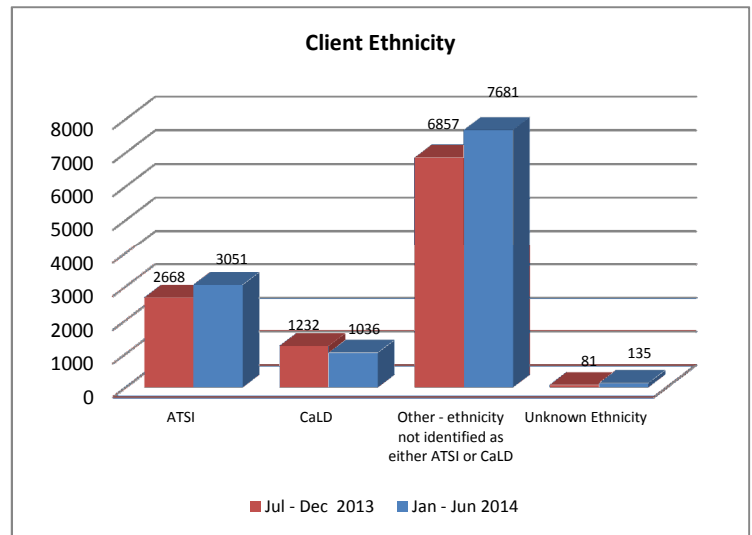
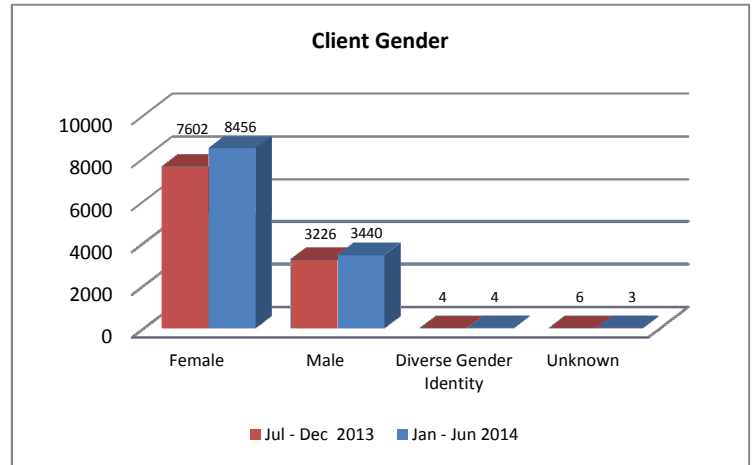
NON GOVERNMENT POLICY AND FUNDING SUMMARY OF SERVICES REPORT

Secondary Family Support Services to Alleviate Financial Crisis - January to June 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	Jul - Dec 2013	Jan - Jun 2014
Number of funded services	47	47
Number of services with unavailable data	0	0
Total Financial Year Funding	^{2013/14} \$9,384,274	^{2013/14} \$9,384,274
Number of CPFS referrals	115	132
Total number of cases worked on ^a	10,779	11,716
Total number of clients ^b	10,838	11,903

Services Provided	Number	
	Jul - Dec 2013	Jan - Jun 2014
Applications for HUGS	7,362 (17.4%)	8,872 (19.5%)
Negotiation essential service providers	7,245 (17.1%)	8,325 (18.3%)
Budgeting advice	7,069 (16.7%)	7,975 (17.5%)
Assistance to obtain entitlements	3,756 (8.9%)	3,701 (8.1%)
Emergency relief	2,561 (6.1%)	2,984 (6.6%)
Other creditor issues	2,910 (6.9%)	2,283 (5.0%)
Referral to bill paying service	2,162 (5.1%)	2,094 (4.6%)
Housing	1,946 (4.6%)	1,623 (3.6%)
Creditor issues legal	1,016 (2.4%)	1,346 (3.0%)
Negotiation	1,474 (3.5%)	1,289 (2.8%)
Support to avoid eviction	1,112 (2.6%)	1,081 (2.4%)
Clients referred for legal advice	397 (0.9%)	479 (1.1%)
Bankruptcy	452 (1.1%)	476 (1.0%)
Application for NILS	378 (0.9%)	328 (0.7%)
Advice gambling	48 (0.1%)	33 (0.1%)
Other	2,440 (5.8%)	2,604 (5.7%)
Total	42,328 (100%)	45,493 (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 on low incomes experiencing financial difficulties.

Sources: Progress Reports & Contract Information Management System (CIMS) Jan - Jun 2014 (Jan 2015) 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.