

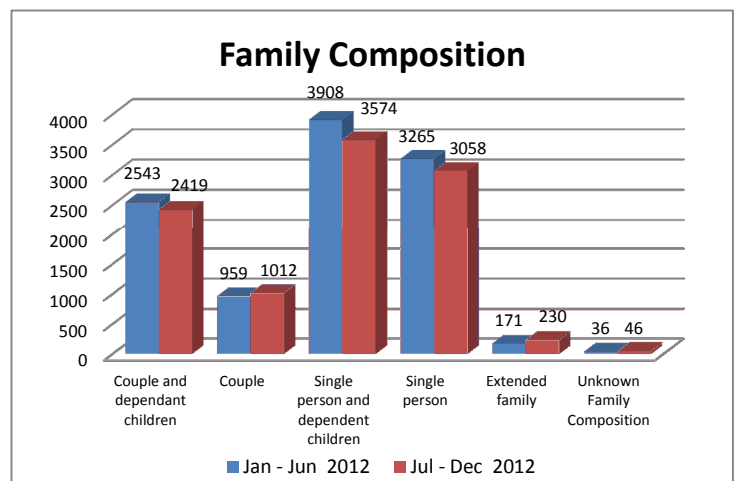
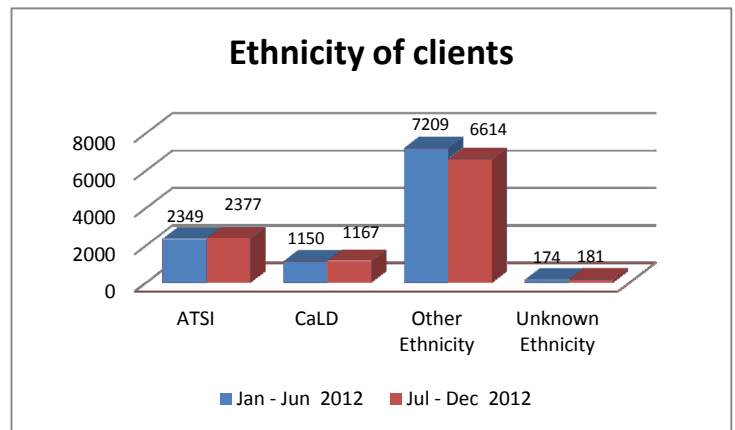
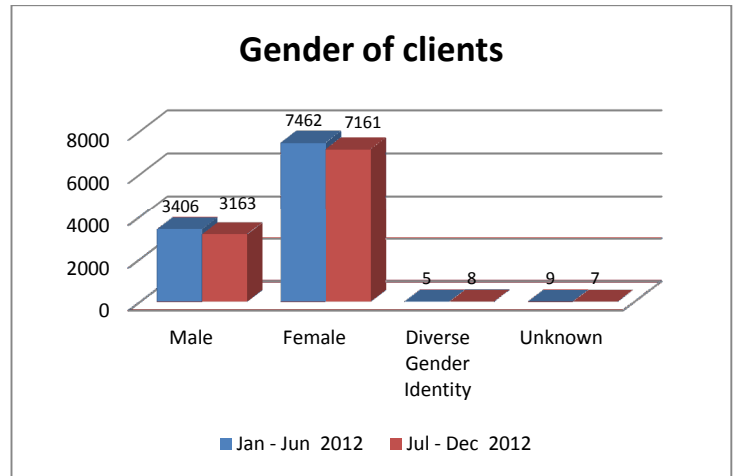
# NON GOVERNMENT POLICY AND FUNDING SUMMARY OF SERVICES REPORT

## SECONDARY FAMILY SUPPORT SERVICES TO ALLEVIATE FINANCIAL CRISIS JULY TO DECEMBER 2012

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

REPORTING PERIOD	Jan – Jun 2012	Jul – Dec 2012
Number of funded services	47	47
Number of services with unavailable data	0	0
Total financial year funding 2012-13	2011/12 \$8,189,419	2012/13 \$8,665,970
Number of DCP referrals	157	125
Total number of cases worked on <sup>b</sup>	11,276	10,179
Total number of clients <sup>c</sup>	10,882	10,339

Services provided	Number	
	Jan – Jun 2012	Jul – Dec 2012
Negotiation essential service providers	7,621 (18.2%)	6,610 (16.5%)
Applications for HUGS	7,269 (17.4%)	6,547 (16.4%)
Budgeting Advice	6,490 (15.5%)	6,775 (16.9%)
Assistance to obtain entitlements	3,343 (8.0%)	3,210 (8.0%)
Emergency relief	3,311 (7.9%)	3,126 (7.8%)
Other Creditor Issues	2,239 (5.4%)	3,035 (7.6%)
Referral to bill paying Service	2,205 (4.8%)	2,043 (5.1%)
Other	2,179 (5.2%)	1,463 (3.7%)
Housing	2,137 (5.1%)	2,296 (5.7%)
Creditor issues legal	1,748 (4.2%)	1,177 (2.9%)
Negotiation	1,559 (3.7%)	2,041 (5.1%)
Bankruptcy	665 (1.6%)	550 (1.4%)
Application for NILS	519 (1.2%)	460 (1.2%)
Consumer Ref. for Legal Advice	505 (1.2%)	603 (1.5%)
Advice gambling	228 (0.5%)	47 (0.1%)
Total	41,838 (100.0%)	39,983 (100.0%)



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

Sources: Progress Reports & Contract Information Management System (CIMS) Jan – Jun 2012 (10 January 2013) Jul – Dec 2012 (29 May 2013) 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.