

OUR IMPACT 2022



An industry leading collaborative network providing an ecosystem of integrated and person centred services to reduce the drivers and impacts of financial hardship in the WA community.

Reach in Western Australia **40,355**

27,268 Individual clients supported

5,147 One-off information

7,751 Participants through community education and service promotion

Financial Counselling



25 metro locations

Free, independent and confidential information, advice, advocacy and referral to individuals and families experiencing financial difficulties.

Total people supported	8,319
Clients	5,927
One-off information	2,392
Group community education activities	302
Group Participants	4,090
Referrals	4,700
Debt waivers	\$8,942,286
Net Promoter Score	57
Client Satisfaction	80%

"No judgement of my situation. Extremely welcoming and helpful. Cared about both my financial situation and my health as well. Removed almost all the stress of everything that was building up."

Financial Coaching



Keystart and Community Coaching

A co-designed online and in person one-to-one customer directed financial coaching service targeting Keystart borrowers at risk of financial difficulty. The service focusses on strengthening financial resilience and wellbeing.

Clients	211
Sessions	878
Money Mindset Quiz	495
Improvement Financial Satisfaction	56%
Improvement Financial Wellbeing	57%
Net Promoter Score	96

"Thank you for all your help. The awareness this program has created for me and my family has allowed us to make big changes."

Small Business Financial Counselling



3 metro locations

Small business financial counselling is a specialist financial counselling service helping businesses who are experiencing financial difficulty.

Total people supported	237
Clients	237
One-off information	44
Group community education activities	32
Group Participants	518
Referrals	81
Debt waivers	\$604,299
Net Promoter Score	57
Client Satisfaction	80%

"The Small Business FC listened and empathised with our situation. He gave advice on how and what to discuss with our managing agents."

Energy Coaching



Perth Metro

A coaching model that walks alongside low income families to empower, provide tools and low cost strategies to reduce their daily energy usage in their homes.

Clients	78
Average reduction in power usage over program	35%
Households provided with energy efficiency packs	38

"It's made a tremendous difference in understanding our energy usage and how to better use our appliances. We are very grateful to have the energy coach to help us out."

Financial Wellbeing



2 metro locations

Provides tools and skills to be financially resilient by focusing on increasing knowledge, improving money management confidence and supporting people to change behaviours.

Clients	48
Group community education activities	273
Group Participants	3,143

"These presentations provide invaluable support and information to our mental health patients."

HUGS



Statewide

The HUGS Service Centre assists clients maintain connection to essential utility services when they are experiencing financial hardship and unable to meet immediate financial obligations to a utility provider. Staff assess and recommend applications for the Hardship Utility Grant Scheme (HUGS).

Clients	10,455
Incoming Calls	17,117
Applications	11,179
Utility arrears	\$8,447,830
Referrals	28,063
Net Promoter Score	84

"Empathy. Understanding that life can deliver circumstances that disempower regardless of education and privilege and the staff's willingness to do all they can to assist individuals acquire the HUGS grant."

ERFAS



Statewide

The Emergency Relief and Food Access Service provide an easy access point for individuals seeking emergency relief to connect with local ER provider. As well as supporting individuals access support, the team provide information, options and referrals to address their immediate needs.

Clients	10,312
Information	2,900
Incoming calls	26,621
Trusted ER Partners	11
ER pathways provided worth	\$316,985
Net Promoter Score	65

"Kind professionals who showed genuine care for my welfare. They took time to listen and understand my complex situation. They identified immediate and a longer term care plan and acted quickly with options."

FCN Services

- Financial Coaching
- Energy Coaching
- Financial Counselling
- HUGS
- Financial Wellbeing
- ERFAS

FCN Partnership

The following FCN member organisations deliver these services on behalf of the FCN.

