



**Financial
Counselling
Network**

“Making a difference, together”

2019 Impact Statement

Assisted **16,222** clients across:

<p>HUGS Service Centre</p> <p>6,279 Clients</p>	<p>Financial Counselling</p> <p>7,943 Clients</p>	<p>Financial Wellbeing</p> <p>2,000 Clients</p>
<p>State-wide service</p> <p>Recommended 6,036 HUGS applications</p> <p>156 energy coaching sessions across 61 clients</p>	<p>located in 25 metro areas & 1 statewide HUGS FC</p> <p>Provided 11,029 financial counselling sessions resulting in 7,841 cases</p>	<p>Metropolitan wide</p> <p>Provided 240 workshops</p> <p>163 financial coaching sessions</p>



Our Vision

An industry leading collaborative network providing a comprehensive range of integrated and person centered services to reduce the drivers and impacts of financial hardship in the WA community.

What our clients said they valued

They are friendly,
non-judgmental, kind,
knowledgeable and have
an empathic approach.

“Prioritising and dealing with the bank, reassurance was very helpful and a feeling of more control.”

“Having the financial pressure taken off. Until we can get back on our feet.”

“HUGS helped with two of my utility bills. I have learnt to pay a small amount to the bills every fortnight.”

Our Milestones



Winner 2019
with Access Housing
AHI Professional Excellence
in Housing Awards



Winner 2019
HUGS Service Centre
Business News Award
Innovation Not-for-Profit Sector

- Lobbied for [hardship policies and procedures within Local Government in WA](#)
- Contributed to and endorsed [CCLSWA's submissions](#) to:
 1. Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry
 2. Senate Economics References Committee's Inquiry into Credit and Financial Services targeted at Australians at risk of financial hardship
- Contributed to WACOSS/ Bankwest Curtin: [Cost of Living Report](#)
- Launched [Talking Money Workshops](#)