

OUR IMPACT 2021



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.

Total clients Supported

29,033

Workshop Participants

5,147

Financial Coaching



Keystart clients

A co-designed online 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	152
Sessions	744
Improvement in satisfaction of their financial position	37%
Improvement in overall financial wellbeing	40%

"I was given the support and guidance that I need. Getting a mortgage is overwhelming and it weighed me down. I was very anxious, and I didn't have any direction financially. This program helped me plan my finances and look forward to financial freedom."

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	42
Assessment of power usage	42
Provision of information	42
Home Energy Audits	16
Referrals	9

"The Energy Coach has gone above and beyond to help me understand my bill, and gave me terrific advice to help minimize my power bill."

Financial Counselling



26 metro locations

Free, independent and confidential information, advice, advocacy and referral to individuals and families experiencing financial difficulties. Includes specialist small business financial counselling helping small business owners experiencing financial difficulty.

Clients	6,019
One-off information	2,283
Workshops	213
Workshop participants	2,337
Appointments	9,556
Referrals	4,512
Debt waivers	\$12.4m
Total presenting debt	\$800m
Net Promoter Score	63

"Breaking things down into manageable goals, advice on mortgage, assistance with utility bills, positive reassurance and someone to put things into perspective – thank you so very much for your assistance!!"

2021 Winner
Anglicare Australia
Innovation category
Emergency Relief and Food Access Service (ERFAS)

2021 Short Listed
IPAA Achievement Awards
Best Practice in Collaboration Between Government and Non Government Organisations award category
Financial Coaching

HUGS



Statewide

The HUGS Service Centre assists clients maintain connection to essential utility services. Staff assess and recommend applications for the Hardship Utility Grant Scheme (HUGS) and connect clients to appropriate support services.

Clients	7,328
Incoming Calls	10,795
Applications	7,526
Utility arrears	\$9,810,160
Referrals	18,494
Net Promoter Score	84

"The person I spoke to really put my mind at rest and the best part, there was no judgement. It was good to have someone go through a budget with me and on reflection, great to have the start of a budget I can see and can work with."

Financial Wellbeing



2 metro locations

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

Individual Clients	70
Group Workshops	271
Participants	2,810

"To motivate, encourage and inspire change takes real skill."

FCN Services

Financial Coaching

Energy Coaching

Financial Counselling

HUGS

Financial Wellbeing

ERFAS

ERFAS



Statewide

The Emergency Relief and Food Access Service provide an easy access point between individuals seeking emergency relief (ER) to a local ER provider. As well as supporting individuals accessing ER, the team provide information, options and referrals to address their immediate needs.

Clients	9,692
Information	3,447
Incoming calls	22,339
ER Partners	10 partners
ER pathways provided worth	\$493,322
Facilitated referrals pathways	10,312
Net Promoter Score	63

"As anxious and embarrassed as we were, we found the interactions were polite, professional and made us feel less ashamed... nourished our bodies and souls with food and dignity."

FCN Partnership

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

