

**DEPARTMENT OF SOCIAL SERVICES  
FINANCIAL WELLBEING AND CAPABILITY – FINANCIAL, PROVIDER AND CLIENT TABLES**

**Table 1. Programs Annual Budget FY 2022-2023 to FY 2025-2026 (\$million) <sup>1 2</sup>**

Program and Component	2022-2023	2023-2024	2024-2025	2025-2026
Emergency Relief	85.9	49.8	55.4	56.3
Food Relief	1.4	1.3	1.3	1.4
Commonwealth Financial Counselling <sup>3 4</sup>	22.7	23.5	19.1	19.4
Financial Counselling Helpline	3.2	2.8	3.3	3.4
Money Support Hubs	18.5	18.3	18.4	18.7
Counselling for Problem Gambling	6.8	7.0	7.1	7.2
Financial Resilience <sup>5</sup>	20.4	18.3	11.4	11.6
National Gambling Research	0.8	0.5	0.5	0.5
<b>Total – Financial Wellbeing and Capability <sup>6</sup></b>	<b>159.4 <sup>7</sup></b>	<b>121.2</b>	<b>116.2</b>	<b>118.2</b>

**Table 2. Activity funding 1 January 2019 - 30 June 2023 (\$million)**

Program and Component	Base Funding 4.5 Years <sup>8</sup>	Bushfire (\$m) (2019-20)	CSP (\$m) (2019-20 - 2020-21)	Flood (\$m) (2021-22)	Total Committed <sup>9</sup>
Emergency Relief	219.7	35	97.4 <sup>10 11 12</sup>	10.1 <sup>13</sup>	362.2
Food Relief	6.2	5	27.1	4	42.3
Commonwealth Financial Counselling	74.2	6.9 <sup>14 15</sup>	10.7 <sup>16</sup>	3.7 <sup>17</sup>	95.5
Financial Counselling Helpline	15.3	1.5	3	-	19.8
Money Support Hubs	68.4	-	4.5	-	72.9
Counselling for Problem Gambling	25.2	0.7	1.9	-	27.8
Financial Resilience <sup>5</sup>	81.4	-	20 <sup>18</sup>	-	101.4
<b>Total <sup>19</sup> – Financial Wellbeing and Capability</b>	<b>490.4</b>	<b>49.1</b>	<b>164.4</b>	<b>17.8</b>	<b>721.6</b>

<sup>1</sup> As per Parliamentary Budget Statement (PBS).

<sup>2</sup> Data as at 1 November 2022.

<sup>3</sup> Includes \$7.8 million administered funding to 2024-25 under the 2022-23 Budget measure, *Building the Long Term Viability of the Financial Counselling Sector*. This includes funding for the national rollout of NDH online chat function; NDH trial of online appointment availability system; continued operation of the virtual placement model; post-implementation evaluation of the industry funding model; seed funding for establishment of an independent body; and building data capability in the financial counselling sector.

<sup>4</sup> Included \$0.5 million for capability funding to Financial Counselling Australia (FCA).

<sup>5</sup> Activities include No Interest Loan Scheme (NILS), NILS Coronavirus (CV), NILS Domestic Violence (DV), Saver Plus, Microenterprise activities.

<sup>6</sup> The total for the Activity may be lower than the sum of individual Program and Component as figures are rounded up to nearest 100 thousand dollars.

<sup>7</sup> Includes \$9.2 million movement of funds.

<sup>8</sup> Total base funding is calculated by taking "Total Committed" as recorded in GPS and subtracting agreed amounts for continuity funding, additional funding for Bushfires, Community Support Package (CSP) and Flood Package.

<sup>9</sup> Total Committed includes base activity funding, additional ad-hoc funding, continuity funding, SACS & additional funding for Community Support Package (CSP), Floods and Bushfire.

<sup>10</sup> Excludes \$10 million for the Temporary Visa Holders (TVH) Experiencing Violence Pilot, it was funded through CSP and managed by Women's Safety Branch. Funding of \$6.5 million in 2020-21, under the FWC Activity, for ARC to deliver ER support to women experiencing violence, and \$3.5 million in 2020-21, under the National Initiatives program, to Community Legal Centres to deliver migration and legal support services.

<sup>11</sup> Includes \$24.31 million for ARC to continue to support Temporary Visa Holders (excluding the \$6.5 million TVH violence pilot amount).

<sup>12</sup> Includes \$300,000 over two years from 2019-20 for the St Vincent de Paul Society National Council to provide secretariat support to the National Coordination Group.

<sup>13</sup> Includes \$500,000 for Australian Red Cross to support Temporary Visa Holders across flood-affected areas.

<sup>14</sup> Includes \$500,000 for capability building.

<sup>15</sup> Excludes \$1 million reallocated to Department of Agriculture, Water and the Environment to support financial counselling services for small business in regional areas.

<sup>16</sup> \$6 million funding to Financial Counselling Australia for increased support to the sector and capability building projects following pandemic.

<sup>17</sup> \$3.7 million to 8 financial counselling organisations delivering services across flood-affected areas of NSW and SE Queensland. Original agreed amount is \$5.2 million, remaining funding \$1.5 million.

<sup>18</sup> \$20 million was a dedicated No Interest loan for people whose income was impacted by the pandemic – NILS-CV.

<sup>19</sup> Totals may not add up to the sum of individual programs due to rounding.

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**Table 3. Organisations, Outlets and Clients by State FY 2021-2022 <sup>1</sup>**

Activity	Outlet State	Totals <sup>2</sup>	ACT	NSW	NT	OT <sup>3</sup>	QLD	SA	TAS	VIC	WA	
<b>Totals <sup>4</sup></b>	<b>Delivery Organisations</b>	<b>261</b>	<b>9</b>	<b>69</b>	<b>26</b>	<b>1</b>	<b>79</b>	<b>29</b>	<b>13</b>	<b>40</b>	<b>37</b>	
	<b>Outlets</b>	<b>1963</b>	<b>20</b>	<b>530</b>	<b>135</b>	<b>1</b>	<b>466</b>	<b>203</b>	<b>109</b>	<b>362</b>	<b>137</b>	
	<b>Clients</b>	<b>580771 <sup>5</sup></b>	<b>8981</b>	<b>163195</b>	<b>21837</b>	<b>33</b>	<b>96763</b>	<b>43523</b>	<b>22109</b>	<b>146118</b>	<b>78851</b>	
Emergency Relief	Delivery Organisations	216	7	54	20	1	69	23	11	27	25	
	Outlets	1391	16	371	71	1	355	150	88	233	106	
	Clients	435735 <sup>6</sup>	7527	137449	16186	33	74487	36536	16195	96543	51188	
Commonwealth Financial Counselling	Delivery Organisations	47	2	15	- <sup>7</sup>	-	11	7	1	11	4	
	Outlets	217	3	73	-	-	42	30	17	45	7	
	Clients	29658	262	5939	-	-	6646	2758	737	4524	8794	
Financial Counselling Helpline	Delivery Organisations	8	1	1	1	-	1	1	1	1	1	
	Outlets	8	1	1	1	-	1	1	1	1	1	
	Clients	32012	1121	6117	261	-	5930	3544	1594	2230	11215	
Money Support Hubs	Delivery Organisations	26	-	1	7	-	3	3	-	1	13	
	Outlets	102	-	1	57	-	6	8	-	6	24	
	Clients	14347	-	130	5108	-	1632	961	-	236	6331	
Counselling for Problem Gambling	Delivery Organisations	33	1	14	2	-	4	4	1	7	2	
	Outlets	99	1	34	12	-	13	13	16	8	2	
	Clients	5481	113	1908	501	-	1400	288	510	412	351	
Financial Resilience	Delivery Organisations	6	1	3	3	-	3	3	1	5	3	
	Outlets	270	1	77	13	-	60	20	1	84	14	
	Clients	74406	115	13402	1085	-	7869	1852	3676	43362	3050	
Financial Resilience	SaverPlus	Delivery Organisations	1	1	1	-	1	1	-	1	1	
		Outlets	72	1	22	-	11	3	-	33	2	
		Clients	6288	115	1921	-	1475	343	-	2050	384	
	Community Development Financial Institutions (CDFI)	Delivery Organisations	4	-	1	2	-	1	1	-	3	1
		Outlets	44	-	8	9	-	8	2	-	7	10
		Clients	4826	-	1031	336	-	1205	256	-	1196	807
	NILS <sup>8 9</sup>	Delivery Organisations	1	-	1	1	-	1	1	1	1	1
		Outlets	154	-	47	4	-	41	15	1	44	2
		Clients	63293	-	10450	750	-	5189	1253	3676	40116	1859

<sup>1</sup> Data as at 30 June 2022.

<sup>2</sup> Total for Australia may be less than the sum of customers across each state/territory as some customers may access services in more than one state/territory. Total includes Other Territories and customers where state/territory is unknown.

<sup>3</sup> Other Territories include services provided by Anglican Community Services on Norfolk Island.

<sup>4</sup> Total is less than the sum of customers within a state/territory as some customers may access more than one type of service (for example Emergency Relief and Financial Resilience).

<sup>5</sup> Total clients as at 10 October 2022 for 30 June 2022 are 580915.

<sup>6</sup> Includes 21,142 client supported by Australian Red Cross (ARC).

<sup>7</sup> Commonwealth Financial Counselling services in the Northern Territory are provided through the Money Support Hubs program.

<sup>8</sup> Includes NILS-CV and NILS-DV.

<sup>9</sup> NILS-CV and NILS-DV are reported as the State/Territory of the location of the client.