

APPENDIX - DATA COLLECTION AND SERVICE USERS

Since the information for the Data Collection and Service Users paper was developed in June 1995, the following information is provided as an update (as at end October 1996).

Craigieburn Figures on Service Users

Emergency Financial Relief

The data collection system dates back to July 1993.

Between July 1993 and December 1993, 56 people were assisted with EFR.

Between January 1994 and December 1994, 142 people were assisted.

Between January 1995 and December 1995, 117 people were assisted.

From January 1996 to July 1996, 97 people were assisted.

NILS

Between July 1995 and July 1996 (first year of operation) 14 loans were approved.

The majority of borrowers are women. Half the borrowers were sole parents.

The primary source of income for borrowers was a combination of payments from the Department of Social Security, including Sole Parent Pensions (4 borrowers), Family Payments (4), Additional Family Payments (2), Jobsearch Allowance (1), Rent Assistance (1), Disability Support Pension (2), Age Pension (2). Two borrowers have income from full-time employment. One borrower also received child support payments from the previous partner. Two borrowers had a combination of income sources including DSS, paid work and child support payments from a previous partner.

Six borrowers own their own home, five borrowers rent privately (reflecting the lack of public housing in Craigieburn), one borrower lives with their family, one borrower was in youth housing at the time of applying for the loan, and one borrower lives with friends.

The majority (11 of the total 14 borrowers) of borrowers speak English at home. Two borrowers speak Assyrian and one speaks Polish.

Data Collection and Use

The Craigieburn services now collect data weekly, and collate the data quarterly.

The data is not regularly requested from the organisation centrally.

Frankston Material Aid Data Collection and Use

The service collates data monthly and monitors trends for service planning purposes.

The service also is undertaking spot surveys on specific issues. For example, in 1996, surveys have been undertaken with service users on energy costs and education costs. This information has been utilised by SAR.

The service manager feels the service is now better utilising the computer technology to its capacity.

Frankston Material Aid Service Users

The following statistics have been provided.

Year	Total	New Service Users
1990/91	8,157	1,135
1191/92	9,970	1,563
1992/93	13,460	2,091
1993/94	11,406	1,371
1994/95	11,151	1,075
1995/96	11,195	1,215

Peninsula NILS Program Service Users

To July 1996 the program approved 100 loans. The program was established in 1994, but was not operational for a period of time.

Whittlesea Emergency Relief and Material Aid Service Users

The following statistics have been provided.

93/94	1364	assisted financially
	637	not assisted
	2157	material aid
	808	Christmas 1993 toys
94/95	1468	assisted financially
	1725	not assisted
	2764	material aid
	1577	Christmas 1994 toys
95 96	1388	assisted financially
	2745	not assisted
	3530	material aid
	1725	Christmas 1995 toys

Whittlesea NILS Program

In 1994/95 financial year 71 loans were approved.

In 1995/96 there were 57 borrowers (45 new loans approved).

Fitzroy Material Aid Data Collection and Use

In 1996 the service introduced a computerised statistical collection program based on the Frankston Material Aid computer program.

The computer package collects statistics on a daily basis. These are collated monthly. Statistics are collected on service users, phone calls, the nature of the requests for assistance and action taken.

Mike Wilson is currently working with the Manager of the Fitzroy Service to develop a reporting format for use of the collated statistics in service planning.

Fitzroy Figures on Service Users

In 1994 / 95 financial year the service recorded 11,596 service users.

In 1995 / 96 financial year 10,905 service users were recorded.