



## The first BFC quarterly questionnaire – highlights report

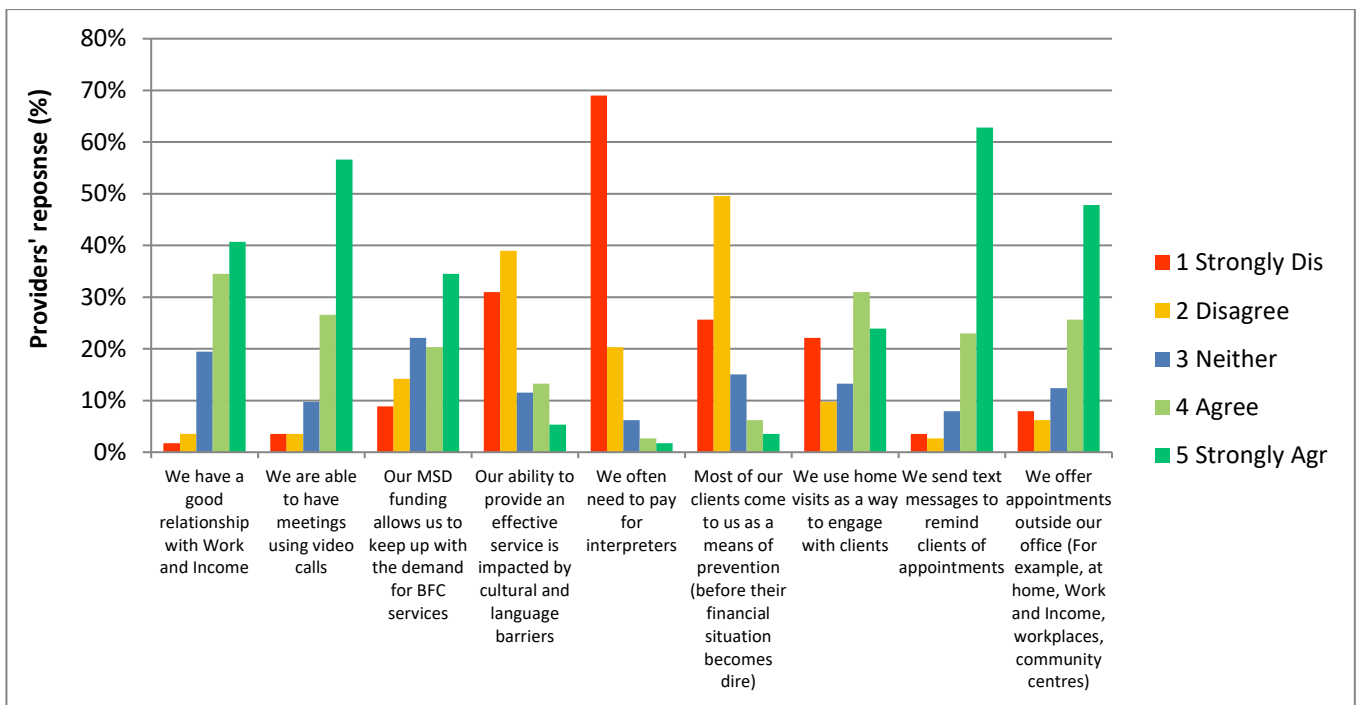
BFC providers used the first Survey Monkey-based questionnaire to share useful insights in a much more usable form than the old narrative reports. Over 100 participated and said the process went smoothly; however around 25 providers didn't participate at all.

The December questionnaire, available now at <https://www.surveymonkey.com/r/BFC-QQ-Dec2021>, is off to a better start with 58 responses received in just the first two days.

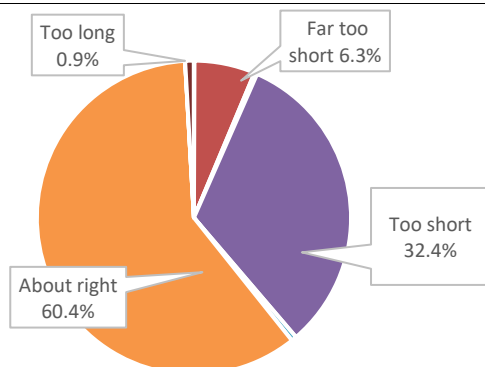
### Some results from the October questionnaire

Most providers (55%) agreed or strongly agreed that their current MSD funding 'allows them to keep up with the demand'; over three-quarters agree or strongly agree that they have a good relationship with Work and Income; most use texts to remind clients of appointments and offer appointments outside their offices. For many, cultural and language barriers are not significant.

On the other hand, most (74%) say clients wait too long to engage before their financial position becomes dire.



**Meetings:** Asked if one hour an appropriate length of time for meeting clients, most providers felt that one hour is 'about right'



**Waiting lists:** Asked for the approximate size of waiting list at the end of the first quarter, providers reported these averages across the BFC sector:

Average number of people waiting longer than two weeks for an appointment

**1.06**

Average number of business days between client making contact and having their first appointment

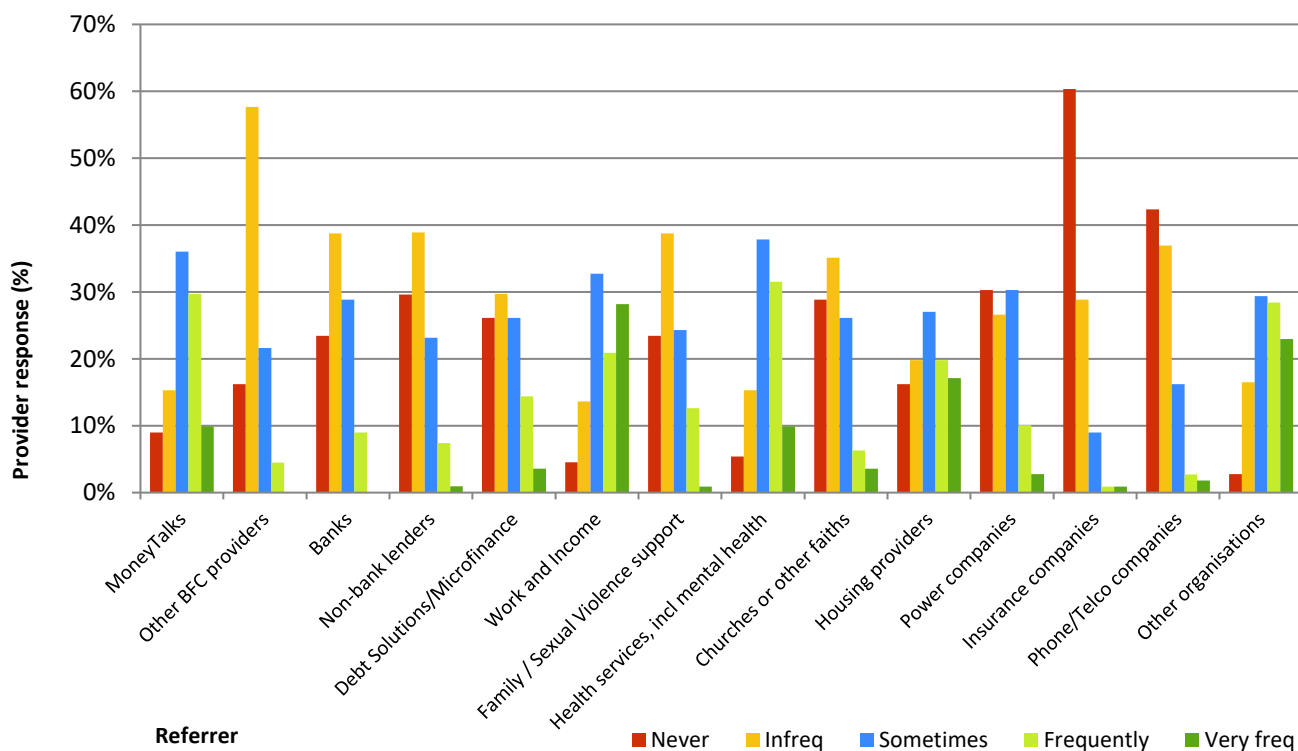
**3.50**

**Client referrals:** We asked providers to tell us about the sources of referrals into their services, and how often they referred clients out. They reported frequent connection with MoneyTalks, health support (including mental health), and other organisations. There's not a lot of traffic between BFC providers currently.

Referrals from Work and Income continue to be major client pathways into services (49% of providers said these are frequent or very frequent) along with referrals back to Work and Income (79% of providers said these are frequent or very frequent).

There is some traffic with MSD-funded debt solutions and microfinance, but other financial institutions do not appear to be major pathways yet. This may change with the 1 December changes to the CCCFA.

### Referrals into BFC services



### Referrals out from BFC services

