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**HOUSE OF REPRESENTATIVES
STANDING COMMITTEE ON ABORIGINAL AND TORRES
STRAIT ISLANDER AFFAIRS**

**Reference : Community stores in remote Aboriginal and Torres
Strait Islander communities**

ANSWERS TO QUESTIONS ON NOTICE

Thursday 19 March 2009

Department/Agency: Centrelink

Outcome/Output Group:

Topic: BasicsCard and Income Management

Type of question: Hansard

Date set by the committee for the return of answer:

Question by the Chair :

"Are you able to give us a list of the communities where income management and the basics card are being implemented?"

Answer:

Attached is a list of the 73 Prescribed communities where Income Management has been implemented as part of the Northern Territory Emergency Response. BasicsCard has also been implemented for customers in all of these communities. (Note – While BasicsCard has been rolled out to Lajamanu customers, the community store does not currently have EFTPOS access, so cannot use BasicsCard. Lajamanu customers can still have Income Management funds directly allocated to the community store.)

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Major Aboriginal Communities in the Northern Territory

Acacia Larrakia	Minjilang (Croker Island)
Ali Curing	Minyerri
Alpurrurulam	Mt Liebig
Amanbidji (Kildurk)	Mutitjulu
Amoonguna	Naiyu (Daly River)
Ampilatwatja	Nguiu (Bathurst Island)
Angurugu	Ngukurr
Areyonga	Nturiya
Atijere (Hart Range)	Numbulwar
Barunga	Nyirripi
Belyuen	Palumpa
Beswick	Papunya
Binjari	Peppimenarti
Bulla	Pigeon Hole
Bulman	Pirlangimpi
Canteen Creek (Owaitilla)	Pmara Jutunta (Ti Tree 6 Mile)
Daguragu	Ramingining
Engawala	Rittarangu
Finke (Apatula)	Robinson River
Galiwinku (Elcho Island)	Santa Teresa
Gapuwiyak (Lake Evella)	Tara
Gunbalanya (Oenpelli)	Titjikala
Gunyangara (Ski Beach)	Umbakumba
Haasts Bluff (Ikuntji)	Wadeye
Hermannsburg	Wallace Rockhole
Imangara (Murray Downs)	Warruwi
Imanpa	Weemol
Jilkminggan (Duck Creek)	Willowra
Kalkarindji (Wave Hill)	Wilora
Kaltukatjara (Docker River)	Wutunugurra (Epenarra)
Kintore	Yarralin
Kybrook Farm	Yirrkala
Lajamanu	Yuelamu
Laramba	Yuendumu
Maningrida	TOTAL: 73
Manyallaluk (Eva Valley)	
Milikapiti (Snake Bay)	
Milingimbi	
Milyakburra (Bickerton Is)	

Town Camps in major Northern Territory urban centres

Darwin

- Amangal
- Bagot
- Knuckey Lagoons
- Kulaluk
- Manabadurma
- Minmarama Park
- Palmerston Town Camp
- Railway

Katherine

- Garawa 1
- Garawa 2
- Mara
- Mataranka Town Camp
- Miali Brumby
- Mulggan
- Pine Creek Compound
- Warlpiri Transient Camp
- Yanyula

Tennant Creek

- Kargaru
- Marla Marla
- Munji-Marla
- Tinkarli

- Village Camp
- Wuppa
- Ngalpa Ngalpa

Alice Springs

- New Ilparpa
- Karate
- Antepe (Drive-In)
- Ilyiperenye (Old Timers)
- Inarlenge (Little Sisters)
- Mpwetyerre (Abbots Camp)
- Yarrenyty Arltere (Larapinta Valley)
- Akngwertnarrre (Morris Soak)
- Nyewente (Trucking Yards)
- Anthelk Ewlpaye (The Village)
- Lhenpe Artnwe (Hoppys Camp)
- Aper Alwerrkngge (Palmers Camp)
- Mt. Nancy
- Basso's Farm
- Ilperle Tyathe (Warlpiri Camp)
- Irrkerlantye (Whitegate Camp)
- Ilpeye Ilpeye (Golders Camp)
- Irklanacha Atwacha
- Ewyenper Atwatye (Hidden Valley)

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ANSWERS TO QUESTIONS ON NOTICE

Thursday 19 March 2009

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Outcome/Output Group:

Topic: BasicsCard

Type of question: Hansard

Date set by the committee for the return of answer:

Question by Ms Campbell:

“My question follows on from what Danna was saying in relation to the basics card because we have all heard that community members have trouble accessing that 13 number. I am just wondering about timelines and if there is any information there. It is quite a concern out in indigenous and remote communities.”

“So have you got anything written in detail, because we are constantly hearing all the time that it is an issue? Listening to what you have just said, there is a whole range of options where agents travel out to communities. So if there is something that could be tabled so we could actually see what communities receive—what help, I guess—that would be really handy.”

Answer:

BasicsCard balances can be provided to customers through the following methods:

- 1) customers can call the Income Management line (13-2594) or Indigenous Call (13-6380) and use an Interactive Voice Response Unit, 7 days a week, 24 hours a day (drop through to Customer Service Advisor if required);
- 2) telephone to a Centrelink Customer Service Advisor during normal business hours;
- 3) visit to Centrelink Customer Service Centres or Remote Area Service Centre;
- 4) visit to Centrelink Agent in many remote communities – Agent would then contact Centrelink by phone to obtain the details at no cost to the customer;
- 5) direct dial telephones have been installed in Community Stores in some remote communities in Northern Territory; and
- 6) customers can access the Centrelink website to obtain their BasicsCard balance.

Centrelink provides material and support to customers and merchants on how a customer can obtain their BasicsCard balance:

- Centrelink Remote Servicing Teams are in NT Remote communities on an average of a three weekly visiting cycle;
- when a customer is allocated a BasicsCard, details of how to use the card, get balances and transfer funds to the card, are provided by a Centrelink staff member;
- information on how to use the BasicsCard and some key messages about PIN security and obtaining a balance is played at the initial discussion on a DVD in a range of Indigenous languages;
- “Check Your Balance Before You Shop” posters have been provided in Customer Service Centres, Remote Area Service Centres, Stores and in communities;
- telephony access is variable depending on the mechanism customers’ use. For example, customers who contact via the Income Management line and obtain a balance through the automated Interactive Voice Response unit obtain immediate access to their balance with no waiting. Customers who contact via the Income Management line and choose to obtain a balance from a Customer Service Advisor may experience some wait; and
- use of the automated Interactive Voice Response facility to obtain a balance continues to grow. Successful balance enquiries off the Self Service Option for the period 2 March to 29 March 2009 was 85,769.

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