

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILIES, HOUSING, COMMUNITY SERVICES AND
INDIGENOUS AFFAIRS PORTFOLIO
2011-12 Additional Estimates Hearings

Outcome Number: 1

Question No: 94

Topic: Income Management

Hansard Page: 16/02/2012 - CA29

Senator Siewert asked:

Please provide a full list of who was surveyed and the areas that information was sought from with regards to the impact of income management on families.

Answer:

In relation to AIFS' involvement in the evaluation of the new scheme of income management in the Northern Territory, staff from Centrelink, and Commonwealth funded Money Management and Financial Counselling Services operating across the NT were invited to participate in both online survey and/or qualitative interviews. Child protection staff from the Northern Territory Department of Children and Families were also invited to participate.

Respondents to the survey were primarily from Centrelink with staff from Department of Children and Families and Money Management and Financial Counselling services preferring to respond via qualitative interviews. Centrelink staff also participated in qualitative interviews.

The 2011 surveys and interviews with service providers focused on the early implementation of income management in the NT. The broad areas covered by both the surveys and interviews were:

- Issues around how income management was implemented within the respondents' organisation
- The transition from NTER to the new income management scheme
- Staffing and training issues
- Availability of services to support people on income management
- Perceived impacts on people on income management.

Telephone interviews were also undertaken with merchants in the NT who are licensed to accept income-managed funds (through BasicsCards or other provisions). The broad areas covered by this survey were:

- Training and information issues for using income management in their business
- Perceived impacts of income management on customers.