



Australian Government

We want to hear  
what you have to say about  
income management

‘HAVE  
YOUR  
SAY’

## Evaluation of the Child Protection Income Management in WA

### Topic Guide for financial counsellors & money management workers

This interview is part of the evaluation of child protection income management (CPIM) in WA. We are interested in talking to you about your experiences of working with clients who are subject to the child protection income management measure – how it has impacted on you and your colleagues, and its impacts for your clients. We are also interested in hearing your ideas about how income management could be best delivered in the future.

**Participation in this interview is voluntary. This means you can say NO.**

The interview is not about evaluating your service or its staff; rather its aim is to elicit your views about how the CPIM is working for clients/families.

We understand that the provision of information can be a sensitive matter. Please be assured that your confidentiality will be maintained throughout the research process. I’d also like to remind you that you may withdraw your consent to participate in the study at any time during the interview.

After starting the interview with a brief discussion about where you work and your role there, the questions will cover 7 broad areas:

1. Your views about the purpose of CPIM and who it may benefit?
2. The extent to which clients CPIM are part of your own work?
3. What sorts of activities do you undertake with clients on CPIM?
4. How is CPIM impacting on the financial circumstances of the clients you see?
5. Are there particular clients that you see who are most likely to benefit from CPIM? Are there clients who are less likely to benefit from CPIM?
6. Your experience of working with other agencies as part of the delivery of services to clients on CPIM (such as the Department for Child Protection and Centrelink)?
7. What aspects of the CPIM scheme are working well? What could be improved?