

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

Outcome Number: 3

Question No: 75

Topic: Income Management

Hansard Page: Written

Senator Siewert asked:

What measures are being taken to improve the take up rate for support services to help people develop financial literacy and better manage the family budget given relatively low take up rates noted in the evaluation of the Kimberley trial in WA?

Answer:

FaHCSIA, Centrelink, the Western Australian Government and financial management support service providers are working closely to refine referral and entry point processes to encourage the take up of financial management support services. Referral to financial management support providers and the approved money management course through the Centrelink database, which will enable providers to access details of referred clients through a secure internet portal, will be available in late 2011.

A range of other initiatives are supporting the increased take up of services including:

- Approved Money Management Courses which help to build personal financial literacy and capability with priority given to people on income management;
- MoneyBusiness Community Education (financial literacy education) flexibly delivered through workshops, to family groups or one-on-one to individuals;
- 'MoneyMob Talkabout' – a mobile financial literacy education unit operational in the NT and to be extended to WA from early 2012;
- Local community events and communication strategies such as;
 - local sporting events, school events, women's and children's play groups, community festivals, NAIDOC celebrations, utilising local media opportunities including community radio, newspapers and newsletters and ensuring representation at local community forums and committees;
 - access to practical tools supporting shopping on a budget and smart shopping including:
 - recipe cards designed by local money management workers. The recipes include local and bought ingredients with the value of each ingredient listed;
 - spending diaries aimed to help people prepare shopping lists and keep a record of their budget and spending;
 - training in the use of a calculator; and
 - fridge magnets to help design household shopping lists.

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- the National financial counselling hotline 1800 007 007;
- access to No Interest Loans Scheme and other matched savings programs; and
- the Financial Management Resource Support Unit (FMRSU) service, website and helpdesk to support service providers and workers deliver sound financial literacy education and support services. The FMRSU also delivers accredited training developing a qualified workforce.