

**Senate Finance and Public Administration Standing Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**ADDITIONAL ESTIMATES – 24 FEBRUARY 2009**

**Human Services Portfolio**

**Department/Agency:** Centrelink

**Outcome/Output Group:** Outcome 1/Output Group 1.1

**Topic:** Income Management

**Senator:** Siewert

**Question reference number:** HS22

**Type of question:** Written

**Date set by the committee for the return of answer:** 9 April 2009

**Question:**

**HS22a:** Please provide the list of suburbs in the Perth metropolitan area that are currently subject to Income Management trials?

**HS22b:** Please provide an updated list of the regional towns in WA that are currently subject to Income Management trials as at 20 February 2009 or which are proposed for introduction in 2009?

**HS22c:** Please provide details of Perth suburbs and other regional towns in WA that will become part of these trials within the next 12 months?

- a. What are the numbers of people who have agreed to participate in Voluntary Income Management in WA?
- b. Please provide a further breakdown of these numbers by Centrelink regions in WA?

**HS22d:** What are the numbers of people who have been referred to Centrelink for Involuntary Income management?

**HS22e:** Please provide a further breakdown of these numbers by Centrelink regions in WA?

**HS22f:** What are the processes, including timeframes adopted by Centrelink and DCP offices before a person is placed on Involuntary Income Management?

**HS22g:** How many families are affected by voluntary income and involuntary income management trials in WA?

**HS22h:** Have any non-government community service organisations been contracted to provide services? If so, what are the organisations, the nature of these services to be provided and the level of funding provided to these organisations for the delivery of these services?

**HS22i:** What is the nature of the baseline data that is being used to assess the effectiveness of the trials?

**HS22j:** What evaluation process will be used to evaluate the effectiveness of the trials?

**HS22k:** What is the anticipated total cost of implementing each of the trials?

**HS22l:** Please provide a breakdown of the anticipated total cost of implementing each of the trials including personnel and evaluation costs?

**HS22m:** How many people have been breached by Centrelink and awaiting further action for either voluntary or involuntary income management?

**HS22n:** Can you please provide a further breakdown of these numbers by Centrelink regions in WA?

**Answer:**

**HS22a:** The boundaries for Voluntary Income Management are defined by postcode. Voluntary Income Management has been fully implemented in the following postcodes, which incorporate the following suburbs:

6055 - Caversham, Guildford, Hazelmere, Henley Brook, South Guildford, West Swan;

6100 - Burswood, Lathlain, Victoria Park;

6101 - Carlisle, East Victoria Park;

6102 - Bentley, St James;

6103 – Rivervale;

6104 - Ascot, Belmont, Redcliffe;

6105 - Cloverdale, Kewdale, Perth Airport;

6106 – Welshpool;

6107 - Beckenham, Cannington, East Cannington, Kenwick, Queens Park, Wilson, Wattle Grove;

6147 - Langford, Lynwood, Parkwood;

6148 - Ferndale, Riverton, Rossmoyne, Shelley;

6149 - Bull Creek, Leeming;

6151 - Kensington, South Perth;

6152 - Como, Karawara, Manning, Salter Point, Waterford; and

6155 - Canning Vale, Willetton.

The Child Protection Scheme of Income Management has been implemented in the following suburbs within the Cannington District of Perth:

- Ascot;
- Beckenham;
- Belmont;
- Bentley;
- Bull Creek;
- Burswood;
- Canning Vale;
- Cannington;
- Carlisle;
- Cloverdale;
- Como;
- East Cannington;
- East Victoria Park;
- Ferndale;

- Karawara;
- Kensington;
- Kewdale;
- Langford;
- Lathlain;
- Leeming;
- Lynwood;
- Manning;
- Parkwood;
- Perth Airport;
- Queens Park;
- Redcliffe;
- Riverdale;
- Riverton;
- Rossmoyne;
- Salter Point;
- Shelley;
- South Perth;
- St James;
- Victoria Park;
- Waterford;
- Welshpool;
- Willetton; and
- Wilson.

**HS22b-c:** Transferred to the Department of Families, Housing, Community Services and Indigenous Affairs.

**HS22d:** As at 6 March 2009, 10 customers have been referred to Centrelink by the Western Australian (WA) Department for Child Protection to be income managed.

**HS22e:**

<b>As at 6 March 2009:</b>	<b>Area West Australia</b>	<b>Area North Australia</b>	<b>Total</b>
Current Child Protection Income Management Customers	<b>2</b>	<b>8</b>	<b>10</b>

**HS22f:** The following process is followed prior to a customer commencing Income Management:

1. The WA Department for Child Protection contact Centrelink and provide limited details of customers that may be suitable for Child Protection Scheme of Income Management.

2. Within one working day, a Centrelink 'Income Management Contact Officer' must conduct a check to see if the customer meets the criteria for Income Management. This officer also assesses if there is information on the customer record that may be relevant to a decision to refer a customer (for instance, there is a history of irregular payment amounts that would make it difficult to set up regular fortnightly allocations for priority needs). The Income Management Contact Officer or the WA Department for Child Protection case manager may consult with a Centrelink Social Worker during this process.
3. Within one to two working days of the initial enquiry, the Income Management Contact Officer must send a 'Disclosure of Information' form to the WA Department for Child Protection confirming if the customer meets the legislative requirements for Income Management.
4. If the customer meets the legislative criteria for Income Management and the WA Department for Child Protection Case Manager is satisfied that a referral to Centrelink will assist the family in question, the WA Department for Child Protection case manager contacts the customer to advise that a referral for Income Management will be made. This contact must occur prior to the referral being sent to Centrelink.
5. The WA Department for Child Protection case manager makes a referral by sending a written 'Notice' to Centrelink.
6. Centrelink records the details of the Notice and within one to two working days, attempts to contact the customer to arrange an initial Income Management appointment. Once an appointment has been booked, the customer is sent a letter advising them of the appointment details.
7. If the customer cannot be contacted by phone after several attempts over two to three days, an appointment is booked on their behalf and they are sent a letter advising of the appointment details. In this case, the appointment is generally booked at least seven to 10 days in the future to ensure there is time for the letter to be delivered. Customers can only reschedule an appointment once.
8. When the customer attends their initial Income Management interview, the Centrelink Customer Service Advisor discusses how Income Management will work and how they would like their income managed funds to be spent on priority goods and services. At the end of this interview, the customer is placed on Income Management.
9. If a customer does not attend this appointment, they are automatically placed on Income Management and Centrelink attempts to contact the customer to arrange another appointment time.

**HS22g:** Centrelink does not record information on the number of 'families' that are income managed. However, the numbers of individuals on Income Management as at 6 March 2009 were:

- Voluntary Income Management – 115; and
- Child Protection Scheme of Income Management – 10.

**HS22h-l:** Transferred to the Department of Families, Housing, Community Services and Indigenous Affairs.

**HS22m:** Customers are not breached under the Child Protection Scheme of Income Management or Voluntary Income Management.

As at 6 March 2009, no Child Protection Income Management customers have been suspended for failing to attend a compulsory Income Management related interview.

Voluntary Income Management customers cannot be suspended for any reason relating to Income Management.

**HS22n:** There is no data applicable to this question.

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