

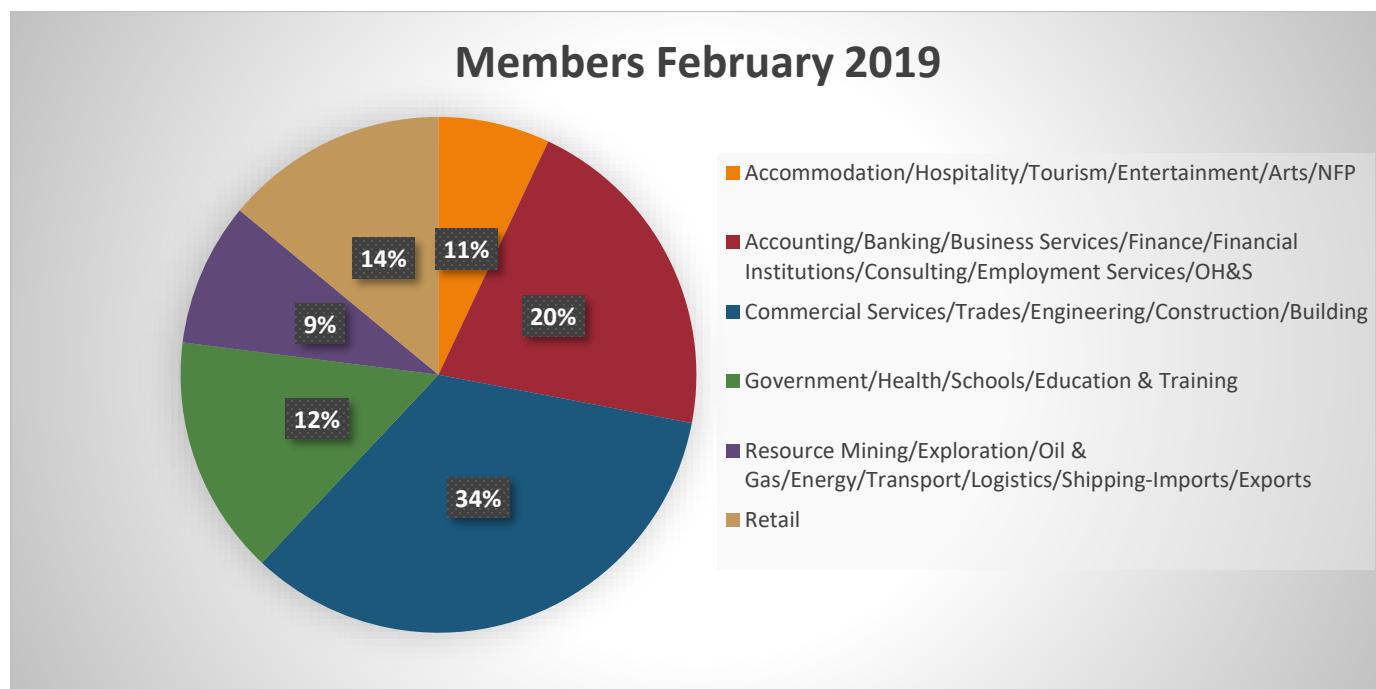


## SUBMISSION

# Inquiry into the Social Security (Administration) Amendment (Income Management and Cashless Welfare) Bill 2019

### 1.0 INTRODUCTION

The Kalgoorlie Boulder Chamber of Commerce and Industry (KBCCI) is a member based not for profit organisation. We currently represent over 500 members, including hospitality, tourism, retail, financial, consultancy, education, mining and resources, transport, not for profits and many more industries throughout the Goldfields.



The KBCCI attended the Senate Community Affairs Legislation Committee public hearing on the Social Services Legislation Amendment (Cashless Debit Card) Bill 2017 on 12 October 2017.

Simone de Been, CEO of the KBCCI was also part of the Cashless Debit Card Implementation Working Group Kalgoorlie-Boulder to assist with the implementation of the card throughout the Goldfields Region.

## 2.0 SURVEY RESULTS

In February 2019 the KBCCI sent out a survey to our members seeking feedback on the Cashless Debit Card.

82 people completed the survey between the 28 February 2019 and 1 March 2019.

71.95% of respondents advised they have seen a decrease in antisocial behaviour in the CBD since the Cashless Debit Card has been introduced.

86.59% of respondents advised, in their opinion the Cashless Debit Card has made positive changes throughout the Goldfields.

86.59% of respondents advised they would like to see the Cashless Debit Card trial continue.

General Comments received from the survey:-

*"I think the card should be used by all communities as we have a lot of people coming down from other communities where the card is not used and they are the ones still causing problems."*

*"Positive initiative to bring about social change for families."*

*"I think it works so well that it should be introduced to EVERYONE on welfare."*

*"Expand it through the whole region."*

*"I believe that trying to ensure that kids and families have food before other less necessary things is a great idea. Unfortunately, it has limited the ability of people on the Indue Card to purchase second hand goods at garage sales or on facebook for sale sites, such as clothing and furniture. Generally, I think it's a good thing, but there are issues that need to be addresses."*

*"The only problems we see now are from out of town groups coming in and causing dramas, before the cashless card came in for the previous two years we would have to close our doors at least 6 times a day due to antisocial behaviour. The card needs to have a wider reach thankyou."*

*"We think it's a really great scheme, especially for the people that cannot manage their money...anything that helps put food on the table and clothes on their back, we support...It also helps with reducing domestic violence which is attributed to alcohol abuse which is where a big portion of the money goes to."*

*"I have seen a decrease in theft in my business since the introduction of the card a decrease in daytime alcohol sales and antisocial behaviour in my carpark is now nil. There are two key reasons for this, 1. The card has reduced substance abuse alcohol and drugs. 2. Some people on the card have left Kalgoorlie to an area where it has not been introduced."*

*"About 80 of our tenants pay with the Indue card. It has been a great change. These tenants seem to have money for their rent now. Thanks."*

*"The CDC has been a revelation throughout the district and the amount of anti-social behaviour has decreased immensely."*

*"would like to see the Cashless Debit Card continue throughout the Goldfields, permanently."*

*"Very happy with the decline in antisocial behaviour."*

*"I believe this is a fantastic system, that allows families to allocate funds to necessary expenses, and keeps the funds away from unhealthy discretionary expenditure."*

*"This is a great initiative and benefits all who participate in the program as well as the general community."*

*"It has definitely bought down the amount of gambling and alcohol consumption, allowing for better purchasing options which has had a slight impact on anti-social behaviour."*

*"I have seen a decrease in anti-social behaviour from Indigenous people along with a noticeable increase in food shopping from Indigenous people as well. I think the trial should continue. Blaming the card for a rise in theft is a lack of knowledge. I'm also on the board of a number of primary schools and have seen a rise in school fees being paid, kids coming to school without lunches or breakfast has dropped, all positive things that have flow on effects such as better attention spans and attendance."*

Thankyou for the opportunity to submit our comments. Should you require any further information please do not hesitate to contact me.

### 3.0 CONCLUSION

From the feedback received is it clear that members of the KBCCI support the Cashless Debit Card.

Regards

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