

Senate Community Affairs Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
Inquiry into the Social Services Legislation Amendment
(Cashless Debit Card) Bill 2017

Outcome Number: Outcome 2.1

Question No: 4

Topic: Consultations in proposed cashless debit card sites

Hansard page: 73

Senator Sue Lines asked:

Can you provide on notice to the committee a list of Goldfields and Hinkler consultations by group, individual and date, including the total number of people at each public meeting?

Answer:

Tables 1 and 2 list the consultations and information sessions undertaken from May to September 2017 in the Goldfields region.

Tables 3 and 4 list the consultations and information sessions undertaken from July to September 2017 in the Bundaberg/Hervey Bay region.

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Table 1 – Stakeholder consultations in the Goldfields region undertaken between May and September 2017.

Sector/ Organisation type	Organisation	Location	Format	Date of consultation(s)
State Government	Western Australian Government	Kalgoorlie	Face to Face	16 June 2017
	WA Police	Kalgoorlie	Face to Face	28 June 2017 12 July 2017 25 July 2017 26 July 2017
	Department of Housing	Kalgoorlie	Face to Face	6 July 2017 25 July 2017
	Rural Clinical School of WA	Kalgoorlie	Face to Face	7 July 2017
	Department of Sports and Recreation	Kalgoorlie	Face to Face	12 July 2017 25 July 2017 1 August 2017
	Department of Justice	Kalgoorlie	Face to Face	12 July 2017
	Department of Planning and Land Heritage(formerly Aboriginal Affairs)	Kalgoorlie	Face to Face	12 July 2017
	Department of Education	Kalgoorlie	Face to Face	12 July 2017
	Department of Communities	Kalgoorlie	Face to Face	12 July 2017 25 July 2017 3 August 2017
	Western Australian Country Health Service	Kalgoorlie	Face to Face	25 July 2017
	Mental Health Commission	Kalgoorlie	Face to Face	25 July 2017
	Community Housing Limited (CHL)	Kalgoorlie	Face to Face	15 August 2017
	Regional Development Australia	Kalgoorlie	Face to Face	15 August 2017
	WA Police	Laverton	Face to Face	26 May 2017 20 July 2017 27 July 2017

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Sector/ Organisation type	Organisation	Location	Format	Date of consultation(s)
	Laverton Community Health Centre	Laverton	Face to Face	27 July 2017
	Laverton Hospital	Laverton	Face to Face	17 August 2017
	WA Police	Leonora	Face to Face	19 July 2017 25 July 2017
	Department of Housing	Leonora	Face to Face	19 July 2017
	Department of Communities	Leonora	Face to Face	19 July 2017
	Department for Child Protection and Family Support	Leonora	Face to Face	26 July 2017
Local Government	Coolgardie Shire Council	Coolgardie	Face to Face	16 June 2017 25 July 2017 17 August 2017
	Kalgoorlie Shire Council	Kalgoorlie	Face to face	17 May 2017 26 May 2017 16 June 2017
	Laverton Shire Council	Laverton	Face to face	17 May 2017 14 June 2017 20 July 2017 27 July 2017
	Leonora Shire Council	Leonora	Face to face	17 May 2017 19 July 2017 25 July 2017
	Menzies Shire Council	Menzies	Face to face	27 July 2017
Service providers	Hope Community Services	Kalgoorlie	Face to Face	28 June 2017 12 July 2017 25 July 2017 18 August 2017
	MAX Employment	Kalgoorlie	Face to Face	28 June 2017
	Crossroads West Youth Accommodation	Kalgoorlie	Face to Face	6 July 2017

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Sector/ Organisation type	Organisation	Location	Format	Date of consultation(s)
	Goldfields Community Legal Centre	Kalgoorlie	Face to Face	6 July 2017
	Centacare	Kalgoorlie	Face to Face	12 July 2017 25 July 2017 27 July 2017
	Anglicare WA	Kalgoorlie	Face to Face	12 July 2017
	Australian Redcross	Kalgoorlie	Face to Face	12 July 2017 25 July 2017 3 August 2017
	Forrest Personnel	Kalgoorlie	Face to Face	12 July 2017
	Skillshare	Kalgoorlie	Face to Face	12 July 2017
	School, Drug, Education and Road Aware (SDERA)	Kalgoorlie	Face to Face	25 July 2017 1 August 2017
	Headspace	Kalgoorlie	Face to Face	25 July 2017
	Goldfields Rehab Services (GRSI)	Kalgoorlie	Face to Face	25 July 2017
	Kalgoorlie PCYC	Kalgoorlie	Face to Face	26 July 2017
	St Vincent de Paul - Kalgoorlie	Kalgoorlie	Face to Face	26 July 2017
	Goldfields Individual Family Support Association (GIFSA)	Kalgoorlie	Face to Face	27 July 2017 22 August 2017
	Goldfields Women's Health Care Centre	Kalgoorlie	Face to Face	28 July 2017 17 August 2017
	Activ	Kalgoorlie	Face to Face	22 August 2017
	One Tree - Family Violence Crisis Support	Laverton	Face to Face	20 July 2017 17 August 2017

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	Centrecare	Laverton	Face to Face	17 August 2017
	Aboriginal Family Law Service	Laverton	Face to Face	20 July 2017
	MEEDAC	Laverton	Face to Face	21 July 2017
	Training Alliance	Laverton	Face to Face	17 August 2017
	Hope Community Service	Laverton	Face to Face	17 August 2017
	Centacare	Leonora	Face to Face	14 June 2017
	Goldfields Employment and Training Agency	Leonora	Face to Face	25 July 2017
	Integrated Primary Health Care Goldfields	Leonora	Face to Face	25 July 2017
	Leonora Community Health Centre	Leonora	Face to Face	26 July 2017
	Leonora Child Care Centre	Leonora	Face to Face	26 July 2017
Peak Bodies	Coolgardie Aboriginal Advisory Group	Coolgardie	Face to Face	29 June 2017
	WA Primary Health Alliance	Kalgoorlie	Face to Face	28 June 2017 25 July 2017
	Goldfields Land and Sea Council Board	Kalgoorlie	Face to Face	29 June 2017
	Goldfields- Esperance Development Commission	Kalgoorlie	Face to Face	12 July 2017
	WA Local Government Association	Kalgoorlie	Face to Face	28 July 2017
	Kalgoorlie-Boulder Chamber of Commerce and Industry	Kalgoorlie	Face to Face	2 August 2017
	Laverton Residents Group	Laverton	Face to Face	19 July 2017
	Laverton Leonora Cross Cultural Association	Laverton	Face to Face	17 August 2017
	Department of Communities	Leonora	Face to Face	19 July 2017

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Sector/ Organisation type	Organisation	Location	Format	Date of consultation(s)
	Department for Child Protection and Family Support	Leonora	Face to Face	26 July 2017
Local merchants	Local Business Owner	Kalgoorlie	Face to Face	29 June 2017
	Local Business Owner	Kalgoorlie	Face to Face	2 August 2017
	Local Business Owner	Kalgoorlie	Face to Face	2 August 2017
	Laverton and Leonora Supplies	Laverton	Face to Face	27 July 2017
	Leonora Pharmacy	Leonora	Face to Face	25 July 2017
Educational Institutions	Eastern Goldfields College	Kalgoorlie	Face to Face	24 July 2017
	North Kalgoorlie Primary School	Kalgoorlie	Face to Face	25 July 2017
	John Paul College	Kalgoorlie	Face to Face	3 August 2017
	Laverton Primary School	Kalgoorlie	Face to Face	14 June 2017 20 July 2017 27 July 2017
	Leonora District High School	Kalgoorlie	Face to Face	26 July 2017
General Public	Community member	Kalgoorlie	Face to Face	17 May 2017 26 May 2017
	Community members	Kalgoorlie	Face to Face	26 May 2017
	Community member	Kalgoorlie	Face to Face	7 July 2017
	Community member	Laverton	Face to Face	14 June 2017 22 August 2017
	Community member	Laverton	Face to Face	17 July 2017
	Community members	Laverton	Face to Face	16 August 2017

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Sector/ Organisation type	Organisation	Location	Format	Date of consultation(s)
	Community members	Leonora	Face to Face	17 May 2017
	Community member	Leonora	Face to Face	17 May 2017 2 August 2017
	Community member	Leonora	Face to Face	17 May 2017 2 August 2017
	Community member	Leonora	Face to Face	17 May 2017
	Community member	Leonora	Face to Face	17 May 2017
	Community member	Leonora	Face to Face	19 July 2017
	Community members	Leonora	Face to Face	25 July 2017

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Table 2 – Information sessions undertaken in the Goldfields region.

Meeting Time	Meeting	Location	#Attendees
Monday 21 August 2017			
2pm-4pm	Community Information Session	The Shire Hall, MacPherson Place, Laverton	16
Tuesday 22 August			
10am - 11am	MEEDAC and Goldfields Employment and Training (GETS) Information Session	Laverton	18
3pm – 5:30pm	Laverton Monthly Residents Group Meeting	Council Chambers Laverton	9
Wednesday 23 August 2017			
10am – 12pm	Community Information Session	Goldfields Arts Centre Ensemble Room	26
11am – 12.30pm	Community Information Session	Leonora Recreation Centre	78
3pm – 5pm	Community Information Session	Goldfields Arts Centre Ensemble Room	15
6pm – 8pm	Community Information Session	Goldfields Arts Centre Ensemble Room	2
Thursday 24 August 2017			
10am – 12pm	Community Information Session	Goldfields Arts Centre Ensemble Room	5
3pm – 5pm	Community Information Session		3
6pm – 8pm	Community Information Session		4
Wednesday 28 August			
7pm – 8pm	Community Information Session	Community Recreation Facility, Kambalda*	16
Monday 2 October 2017			
12.30pm-2pm	Community Information Session	Shire office, Norseman*	20

*Numbers are approximates.

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Table 3 - Stakeholder consultations undertaken in the Bundaberg/Hervey Bay region between July and September 2017.

Sector/ Organisation type	Organisation	Location	Format	Date of consultation(s)
State Government	Department of Communities, Child Safety and Disability Services (DCCSDS)	Brisbane	Face to face	4 July 2017
	Department of Premier and Cabinet	Brisbane	Face to face	6 July 2017
	Department of Justice	Hervey Bay	Face to face	29 August 2017
Local Government	Bundaberg Police Station	Bundaberg	Face to face	5 May 2017 7 August 2017
	Bundaberg Regional Council	Bundaberg	Face to face	5 May 2017 13 July 2017
	Fraser Coast Council	Hervey Bay	Face to face	7 June 2017 7 August 2017
	Hervey Bay Police Station	Hervey Bay	Face to face	7 June 2017 7 August 2017
	Hervey Bay Neighbourhood Centre	Hervey Bay	Face to face	7 June 2017 11 July 2017
	Hervey Bay Chamber of Commerce	Hervey Bay	Face to face	11 July 2017
	Maryborough Council	Maryborough	Face to face	12 July 2017
	Small Communities Engagement for Fraser Coast	Maryborough	Face to face	12 July 2017
	Regional Housing Ltd	Bundaberg	Face to face Phone call	5 May 2017 13 July 2017
	Bundaberg Chamber of Commerce	Bundaberg	Face to face	13 July 2017 1 August 2017 8 August 2017
	Childers Chamber of Commerce	Childers	Face to face	28 August 2017
Commonwealth Government	Department of Human Services	Brisbane	Face to face	4 July 2017 10 July 2017 13 July 2017
	Department of Human Services Service Centre	Hervey Bay	Face to face	11 July 2017

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Sector/ Organisation type	Organisation	Location	Format	Date of consultation(s)
	Department of Employment	Brisbane	Face to face	6 July 2017
Peak Bodies	Queensland Council of Social Service	Brisbane	Face to face Phone call	5 July 2017 25 August 2017 30 August 2017
Various	Several agencies	Hervey Bay	Face to face	12 July 2017
	Maryborough Small Communities Meeting	Maryborough	Face to face	12 July 2017
	Several agencies	Hervey Bay	Face to face	25 July 2017
Service providers	St Vincent de Paul	Bundaberg Hervey Bay Brisbane	Face to face	5 May 2017 7 June 2017 11 July 2017 14 July 2017 7 August 2017 14 August 2017
	Salvation Army	Bundaberg Brisbane	Face to face	5 May 2017 21 August 2017
	Lifeline	Bundaberg	Face to face	5 May 2017
	Edon Place	Bundaberg	Face to face	5 May 2017 12 July 2017
	Burrum Community Centre (inc. the Benevolent Society)	Bundaberg Howard	Face to face	5 May 2017 11 July 2017 9 August 2017 28 August 2017
	We Care 2	Hervey Bay	Face to face	7 June 2017 25 July 2017
	CentreCare	Hervey Bay	Face to face	7 June 2017
	Red Cross	Hervey Bay	Face to face	7 June 2017

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Sector/ Organisation type	Organisation	Location	Format	Date of consultation(s)
	Family and Child Connect	Hervey Bay	Face to face	7 June 2017
	Hervey Bay Housing Coalition	Hervey Bay	Face to face	7 June 2017
	Bayside Transformations	Hervey Bay	Face to face	7 June 2017 10 July 2017
	Impact	Bundaberg	Face to face	14 July 2017 8 August 2017 24 August 2017
	Uniting Care	Bundaberg	Face to face	14 July 2017 27 July 2017
	Indigenous Wellbeing Centre	Bundaberg	Face to face Phone call	14 July 2017 26 July 2017 2 August 2017
	Catholic Parish	Bundaberg	Face to face	14 July 2017
	Apostolic Church	Bundaberg	Face to face	14 July 2017
	Youth Services	Bundaberg	Face to face	14 July 2017 8 August 2017
	Heritage Christian Centre	Gin Gin	Face to face	14 July 2017
	Headspace	Bundaberg Hervey Bay	Face to face	26 July 2017 21 August 2017
	OzCare Men's Social Inclusion Hostel	Bundaberg	Face to face	26 July 2017 29 August 2017
	Bridges Health and Community Care	Bundaberg Hervey Bay	Face to face Phone call	27 July 2017 1 August 2017 16 August 2017 6 October 2017
	Bundaberg Baptist Church	Bundaberg	Face to face	7 August 2017
	Wide Bay Sexual Services	Hervey Bay	Face to face	10 August 2017

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Sector/ Organisation type	Organisation	Location	Format	Date of consultation(s)
	Church of Christ	Bundaberg	Face to face	11 August 2017
	Alcohol, Tobacco and Other Drug Service	Brisbane	Phone call	23 August 2017
	Act for Kids	Maryborough	Face to face	24 August 2017
Community members	Community member	Bundaberg	Face to face	5 May 2017
	Community members	Bundaberg	Face to face	5 May 2017
	Community member	Bundaberg	Face to face	5 May 2017
	Community member	Bundaberg	Face to face	5 May 2017
	Community member	Bundaberg	Face to face	5 May 2017
	Community members	Bundaberg	Face to face	5 May 2017
	Community members	Bundaberg	Face to face	5 May 2017
	Community member	Bundaberg	Face to face	5 May 2017
	Community member	Bundaberg	Face to face	5 May 2017
	Community member	Bundaberg	Face to face	5 May 2017
	Community member	Bundaberg	Face to face	5 May 2017
	Community member	Bundaberg	Face to face	5 May 2017
	Community member	Hervey Bay	Face to face	7 June 2017
	Community member	Hervey Bay	Face to face	7 June 2017
	Community member	Hervey Bay	Face to face	7 June 2017
	Community member	Hervey Bay	Face to face	11 July 2017

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Sector/ Organisation type	Organisation	Location	Format	Date of consultation(s)
	Community member	Childers	Face to face	25 July 2017
	Community member	Hervey Bay	Face to face	10 August 2017

Table 4 – Information sessions undertaken in the Bundaberg/Hervey Bay region.

Meeting Time	Meeting	Location	#Attendees
Thursday 20 July 2017			
6:30am – 8:00am	Information Session on the Cashless Debit Card – breakfast meeting organised by the CCC and open to all local residents	Childers Chamber of Commerce	42
Tuesday 8 August 2017			
2pm – 4pm	Public Information Session	Bundaberg Civic Centre Supper Room	40*
Wednesday 9 August 2017			
9am – 11am	Public Information Session	Hervey Bay Community Centre	45*

*Numbers are approximates.

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Outcome Number: Outcome 2.1

Question No: 5

Topic: East Kimberley Consultations

Hansard page: 73

Senator Siewert asked:

What public consultations were held in the East Kimberley prior to the start of the proposal?

Answer:

Prior to the announcement that the East Kimberley would be the second trial site for the Cashless Debit Card approximately 110 consultations were held in Kununurra / Wyndham. The consultation format included one-on-one meetings and group roundtables. Those consulted include community members, Indigenous leaders, family violence service providers, family support services, education providers, health providers, rehabilitation service providers, police, local government, state government agencies, and the Department of Human Services local staff.

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Outcome Number: Outcome 2.1

Question No: 7

Topic: Cashless Debit Card

Hansard page: 73

Senator Dean Smith asked:

Specifically, the Kimberley Land Council made a comment this morning that they hadn't been consulted with or involved in consultations. Is that true?

Answer:

The Department met with the Kimberley Land Council on 23 February 2017. The Department also has an ongoing relationship with key Indigenous leaders in Wyndham who have previously sat on the board of the Kimberley Land Council.

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Outcome Number: Outcome 2.1

Question No: 9

Topic: Meetings with Larry Anthony

Hansard page: 74

Senator WATT asked:

Are you aware of whether the minister or his office has met with Mr Anthony about the Indue card?

Answer:

Questions relating to meetings with the Minister will need to be directed to his office.

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Outcome Number: Outcome 2.1

Question No: 12

Topic: length of time on payments in the Hinkler electorate

Hansard page: 77

Senator Skye Kakoschke-Moore asked:

Are you able to provide to the committee statistics around the length of time people in this age cohort are on income support payments for that electorate?

Answer:

The Department provided an answer to this question at the hearing on 2 November 2017. Please refer to page 77 of the transcript.

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Outcome Number: Outcome 2.1

Question No: 13

Topic: Support Services Existing Sites

Hansard page: Hansard Page 79

Senator Siewert asked:

When will the decision be made about the extra funding for the East Kimberley?

Answer:

A decision regarding the additional funding for East Kimberley and Ceduna support services package for the cashless debit card was made on 2 May 2017. The Australian Government agreed to match the first year investment of \$2.6 million for the second year package.

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Outcome Number: Outcome 2.1

Question No: 15

Topic: Breakdown of calls to hotline

Hansard page: 81

Senator Siewert asked:

Are you able to provide the most recent information in terms of the various lines, the accounts, the number of times people ring up to find out their balance and when they're trying to troubleshoot the card?

Answer:

Two main call centres assist Cashless Debit Card (CDC) participants. The Indue call centre received 3,022 calls in September 2017. The Department's CDC hotline received 196 calls in September 2017. Reasons for these calls are provided in the tables below.

Indue CDC Call Centre Call Reasons – September 2017*	
Reason	Calls
Balance Enquiry	1,663
Transfer Request	244
Activation Prompt	218
Temp Card Issued	200
PIN / Password Reset	139
Online Portal Enquiry	147
Amend Details	89
Replacement Card	57
Other	265
Total	3,022

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Department of Social Services – CDC Hotline Calls Reasons – September 2017*	
Reason	Calls
Transfer Request	102
General Information	26
External Transfer Limit	20
Program Exit Request	16
Other	32
Total	196