

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**SOCIAL SERVICES PORTFOLIO**  
**2013-14 Supplementary Estimates Hearings**

**Outcome Number:** 3

**Question No:** 78

**Topic:** Income Management

**Hansard Page:** 21/11/2013 CA96

**Senator Peris** asked:

Can you provide the evaluation questions from the evaluations underway into income management.

**Answer:**

The evaluation questions for the place based income management evaluation can be found in the Evaluation Framework for Place Based Income Management at <http://www.dss.gov.au/our-responsibilities/families-and-children/publications-articles/evaluation-framework-for-place-based-income-management>.

The evaluation questions for the evaluation of income management in the Northern Territory can be found in the Evaluation Framework for New Income Management at <http://www.dss.gov.au/our-responsibilities/families-and-children/publications-articles/evaluation-framework-for-new-income-management-nim>.

The evaluation questions for the West Australian Child Protection Income Management evaluation are:

Process evaluation questions:

- How effectively have the 2010 income management policy changes been administered and implemented?
- How have referral and review processes supported the appropriate targeting of income management and monitoring of outcomes?
- How effective has the BasicsCard been in supporting people to direct their money to meeting high priority needs, with a particular focus on child wellbeing?
- How do large 'lump sum' payments interact with the operation of income management?
- To what extent have service delivery practices and/or gaps impacted on the effectiveness of Child Protection Income Management?

Impact evaluation questions:

- What are the impacts of Child Protection Income Management on individuals and their families?
- To what extent does participation in Child Protection Income Management help families to direct their money to meet high priority needs, with a particular focus on child wellbeing?

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- To what extent has Child Protection Income Management contributed to improvements in financial management skills and capacity?
- How effective has Child Protection Income Management been in reducing violence and child neglect?
- To what extent has Child Protection Income Management contributed to unintended consequences (either positive or negative)?

The evaluation questions for the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands income management evaluation are:

- What triggered the requests for income management?
- What was the level of community support before it was introduced and what is the level of community support now?
- How has income management been implemented in the APY Lands?
- Is it as expected?
- Are there any initial changes since the recent introduction?
- Have there been any unintended consequences?
- What are people's perceptions of how income management is working in the APY Lands?
- Have there been any groups in the community who have particularly benefited in the early stages of the introduction of Income Management?
- Have there been any groups for whom the introduction of Income Management has not been beneficial in its early stages?
- Has it contributed to changes in spending patterns by directing welfare payments to priority needs?
- Has it contributed to changes to individual and community wellbeing and improved outcomes relating to financial management, child wellbeing, substance abuse, housing and homelessness (including rental arrears)?
- Has it contributed to reduced levels of 'humberging' (harassment or abuse in relation to welfare payments)?
- What are the views of key stakeholders in the community about the likely future impact of income management on community wellbeing?
- What are the implications for income management generally?