

New Income Management Early Implementation Draft Survey Questions

Attachment C

Sequence	Domain and justification for use	Question to be asked	Response Categories	Service type question to be asked of			Source of question
				Centrelink	Money managers/ Financial Counsellors	Child Protection Workers	
1	Screening Ensure respondent is answering the correct survey	Which of the following do you work for? [Note: This question is likely to be replaced by a service specific URL or PIN to access the survey]	NT Department of Children and Families Centrelink Financial counselling/money management service provider None of these > You do not need to complete this survey.	✓		✓	
2	Screening - Centrelink staff and child protection workers only Extent to which respondent has relevant experiences to answer survey	Does your role relate to the delivery of services for New Income Management in the Northern Territory ? (eg working with clients on NIM, developing policies and proedcures related to NIM) Note: for Centrelink staff surveys exchange "client" for "customers" throughout the survey	Yes, my work is currently related to New Income Management Yes, my work has previously related to New Income Management No, my work has never related to New Income Management [If respondent's work does not relate to NIM discontinue survey]	✓		✓	New item

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3	<p>Screening - Centrelink staff and child protection workers only</p> <p>Extent to which respondent has relevant experiences to answer survey</p>	<p>Please indicate the tasks you are involved in in the delivery of New Income Management. Please select all that apply.</p> <p>[Note: feed forward appropriate tense using response from Q2]</p>	<p>I am/have been involved:</p> <p>In identifying or working with clients/customers on New Income Management</p> <p>With providing information to clients/customers about New Income Management</p> <p>In the management of a team that works with clients/customers on New Income management</p> <p>In the development of policy and procedures associated with New Income Management</p>	✓		✓	New item
4	<p>Screening - Financial counselling/money management</p> <p>Extent to which respondent has relevant experience to answer different survey questions</p>	<p>Do you work with clients who have a proportion of their income managed as part of New Income Management?</p>	<p>Yes, I currently work with these clients</p> <p>No, but I have previously worked with income managed clients</p> <p>No, I have never worked with income managed clients (go to Q11 for respondents role)</p>		✓		ORIMA - WA Survey of Client Service Advisors and Income Management Coordination Officers - modified

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5	Screening - all service types Understanding the extent to which respondent works with New Income Management clients/customers	How often does your work relate to New Income Management?	Every day, or almost every day Several times a week About once a week Two or three times a month About once a month Less than once a month	✓	✓	✓	Response scale from Children and Family Life, Parents' survey, AIFS
6	Background Understanding experience of respondent in context of New Income Management	Please indicate the length of time you have played a role in New Income Management?	Less than 6 months Between 6 and 12 months More than 12 months	✓	✓	✓	ORIMA - WA Survey of Client Service Advisors and Income Management Coordination Officers - modified
7	Background Understanding experience of respondent - whether was involved in income management before NIM	[[If responded 6 months or more ask, otherwise skip this question]: Did you play a role in income management before August 2010?	Yes No	✓	✓	✓	New item

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8	Respondent's role - Centrelink Understanding experience of respondent in context of New Income Management	Please select the category that best describes your primary occupation/role at Centrelink: Please select one.	Team leader/ manager Customer Service Adviser Income Management Contact Officer Social Worker Other [Please specify	✓			Developed with advice from Centrelink National Office team
9	Respondent's role - Centrelink Understanding experience of respondent in context of New Income Management	Do you work primarily:	In a customer service centre In a call centre In a remote area service centre As part of a remote area servicing team State Office/National Office Other (specify)	✓			Developed with advice from Centrelink National Office team
10	Respondent's role - child protection workers Understanding experience of respondent in context of New Income Management	Please select the category that best describes your primary occupation/role at the NT Department of Children and Families:	Team Leader/Manager Child Protection Caseworker Other (please specify)			✓	ORIMA - Survey of WA Department for Child Protection Staff - modified

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11	Respondent's role - money management/financial counsellors Understanding experience of respondent in context of New Income Management	Please select the category that best describes your primary occupation/role in this service:	Financial counsellor/adviser Money management worker Case worker/ case manager Team leader Manager Other [Please specify]		✓		ORIMA - WA Survey of Financial Counsellors & Money Management Advisers (modified)
12	Respondent's role - money management/financial counsellors Understanding experience of respondent in context of New Income Management	Do you directly provide financial counselling or money management advisory services to clients?	Yes No		✓		ORIMA - WA Survey of Financial Counsellors & Money Management Advisers (modified)
13	Service context - geographical location of clients Understanding context in which respondent works/provides services to clients	Do you primarily provide services to clients from:	To be confirmed. Seeking advice from NT researchers	✓	✓	✓	

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14	Case load and clientele - Centrelink Understanding experience of respondent in context of New Income Management	Since its implementation in August 2010, what proportion of your customers would be on New Income Management?	None Less than a quarter Between a quarter and half Between half and three quarters More than three quarters All Can't say/don't know If response is "none" skip to preparedness and knowledge questions	✓			New item Response categories from questions in AIFS Family Law Evaluation - Survey of FRSP Staff 2009
15	Case load and clientele - financial counsellors/money managers Understanding perceptions of respondent about accessibility of their service	We are interested in the accessibility of your service to clients on New Income Management. Please your level of agreement to the following statements. The service is hard to get to without a car There are language barriers for some groups in the catchment area to use this service There are cultural barriers for some groups in the catchment area to use this service The hours of operation for the service are appropriate for the target groups There has been sufficient advertising and promotion of the service for clients on New Income Management Other (specify)	Strongly Agree Mostly Agree Mostly Disagree Strongly Disagree Can't say/don't know		✓		Item based on question from AIFS Family Law Evaluation - Survey of FRSP Staff 2009
16	Case load and clientele - child protection workers Context	What is your current caseload?	Number of families			✓	New item

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17	Case load and clientele - child protection workers Understanding experience of respondent in context of New Income Management	In the last 6 months, how many clients have you referred to Centrelink for child protection income management?	Number of clients			✓	New item
18	Case load and clientele - child protection workers Understanding experience of respondent in context of New Income Management	In the last 6 months, how many clients have you referred to Centrelink for voluntary income management?	Number of clients			✓	New item

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19	Case load and clientele - child protection workers Understanding experience of respondent in context of New Income Management	We are interested in possible barriers to referring clients to income management. To what extent do you agree or disagree that the following reasons would prevent you from referring clients to income management: My caseload does not allow this Most of my clients are already being income managed The need to keep these cases open when the families are otherwise doing well It damages my relationship with clients Other (specify)	Strongly Agree Mostly Agree Mostly Disagree Strongly Disagree Can't say/don't know			✓	New item
20	Case load and clientele Reasons for choosing Voluntary Income Management	To what extent do you agree or disagree with the following reasons why clients volunteer for income management: They have been on voluntary income management before They have been on another type of income management before To avoid humbugging To save money They have heard positive things about it They would like to access the Basics Card Other (specify)	Strongly Agree Mostly Agree Mostly Disagree Strongly Disagree I do not have/have not had any clients who have volunteered for income management Can't say/don't know	✓	✓	✓	New items

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21	Preparedness and knowledge Provides understanding of respondent's knowledge of New Income Management	Do you have enough information/training about New Income Management to do your job effectively?	Yes - fully Yes - partially No	✓	✓	✓	New item
22	Preparedness and knowledge Provides understanding of respondent's knowledge of New Income Management	What are the gaps in the information/training available to you?	Open response	✓	✓	✓	
23	Case load and clientele Client responses to New Income Management	How useful are the approaches listed below in helping clients to understand the potential benefits of New Income Management: Talking to the client about the benefits of New Income Management Talking to the client about how they are finding New Income Management? Talking to the client about changing the way they allocate their IM funds Referring clients to money management /financial counselling services Referring to other support services Other (specify)	Not At All A Little Moderately Greatly Have Not Used this Approach	✓	✓	✓	ORIMA - WA Survey of Client Service Advisors and Income Management Coordination Officers - modified

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24	Attitudes Assists with interpreting respondent's assessments of different aspects of New Income Management	Thinking about New Income Management, please indicate the extent to which you agree or disagree with the following statements: New Income Management will assist families/clients in learning to manage their household finances more effectively in the longer term New Income Management allows for the income of vulnerable groups to be protected New Income Management may increase the conflict experienced within some families New Income Management allows for the income support payments of families with children to be directed primarily to their children's needs There are adequate opportunities for people who wish to exempt themselves from New Income Management	Strongly Agree Mostly Agree Mostly Disagree Strongly Disagree Can't say/don't know	✓	✓	✓	New items
		New Income Management has clearly removed any associations between race and income management that may have developed under the NTER For some people New Income Management is not useful as they are already able to manage their incomes well Income management does not address the problems that lead to poor outcomes for children Centrepay can be just as effective in assisting people to manage their finances effectively					

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25	Attitudes Respondent's perceptions of potential impacts of New Income Management - financial wellbeing	Thinking about your clients/the families with children that utilise your service, what is the impact of New Income Management on the following aspects of their financial wellbeing? Ability to pay essential bills Ability to spread spending across the fortnight to meet basic needs Ability to purchase 'big ticket' items (e.g. white goods, televisions, holidays) Ability to deal with unexpected expenses (e.g. medical expenses) Other (Specify) - allow for up to 3 more	Highly Negative Negative Neutral/No Material Impact Positive Highly Positive Not applicable Don't Know/ Not Enough Evidence	✓	✓	✓	New question - individual items drawn from ORIMA WA survey questions about outcomes, response scale is new

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26	Attitudes Respondent's perceptions of potential impacts of New Income Management - other aspects of wellbeing	Thinking about your clients/the families with children that utilise your service, what is the impact of New Income Management on the following aspects of their wellbeing? The amount of food eaten The quality/ nutritional value of food eaten The quality/ adequacy of clothing School attendance Access to items/ equipment needed for school Educational outcomes Use of health services Physical health Mental health Housing conditions Safety Ability to participate in social and recreational activities Ability to participate in cultural activities Gambling Domestic violence Relationships between parents or other family members Attention to medical needs Social isolation Engagement with appropriate and available support services Other (Specify) - allow for up to 3 more	Highly Negative Negative Neutral/No Material Impact Positive Highly Positive Not applicable Don't Know/ Not Enough Evidence				New item

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27	Case load and clientele Respondent's perceptions of clients' knowledge about New Income Management	Please indicate the extent to which you agree or disagree with the following statements. Clients are well informed about the purpose of New Income Management Clients have a good understanding about the purpose of New Income Management Clients are well informed about their rights in regard to New Income Management Clients have a good understanding of their rights in regard to New Income Management	Strongly Agree Mostly Agree Mostly Disagree Strongly Disagree Can't say/don't know	✓	✓	✓	New item
28	Resources Respondent's perceptions of whether there are enough services to support the needs of people on New Income Management	Please indicate the extent to which you agree or disagree with the following statements. There are enough suitable services to support people on New Income Management: To improve their money management skills To improve their understanding of cooking and nutrition To improve parenting skills To improve their understanding of children's health and hygiene To improve their family relationships With drug and alcohol issues With mental health issues Who are experiencing family violence	Strongly Agree Mostly Agree Mostly Disagree Strongly Disagree Can't say/don't know	✓	✓	✓	New item

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29	Attitudes Respondent's perceptions of potential impacts of New Income Management	Are there any other services that would assist people on New Income Management, that are not available/difficult for people to access?	Open response	✓	✓	✓	New item - developed using DHF draft surveys
30	Outcomes Respondent's assessment of early outcomes	Overall, in your opinion, has New Income Management led to an improvement or deterioration in financial management among New Income Management clients?	Large deterioration Moderate deterioration Small deterioration No change Small improvement Moderate improvement Large improvement Too early to say Don't know	✓	✓	✓	ORIMA - WA Survey of Client Service Advisors and Income Management Coordination Officers - modified
31	Outcomes Respondent's assessment of early outcomes	Overall, based on your experience, has New Income Management led to an increase or decrease in the incidence of people seeking emergency relief, emergency payments or other financial crisis support?	Large decrease Moderate decrease Small decrease No change Small increase Moderate increase Large increase Too early to say Don't know	✓	✓	✓	ORIMA - WA Survey of Financial Counsellors & Money Management Advisers (modified)

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32	Outcomes Respondent's assessment of early outcomes	Overall, based on your experience, how do the following elements of New Income Management impact on financial management among New Income Management clients: Compulsory income management of fortnightly payments from Centrelink? Compulsory income management of lump sum payments from Centrelink? Financial counselling and money management services for clients who use them? Access to the Basics Card? Access to Centrepay?	Highly Negative Negative Neutral/No Material Impact Positive Highly Positive Too early to say Don't know	✓	✓	✓	ORIMA question - modified
33	Outcomes Respondent's assessment of early outcomes	In your opinion, what are some of the barriers to New Income Management clients accessing financial counselling and money management services? Please select all that apply A lack of understanding by clients of the purpose of financial counselling and money management services Services are not available Services provided are not specifically tailored to families on very low incomes Families cannot get to services Referral processes do not work well Services are not culturally appropriate There are language barriers for some clients	Selected Not selected	✓	✓	✓	New item

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34	Background	Are you of Aboriginal or Torres Strait Islander background? [Please select one]	No Yes, Aboriginal Yes, Torres Strait Islander Yes, both Prefer not to say	✓	✓	✓	AIFS Family Law Evaluation, Survey of FRSP Staff 2009
35	Respondent's role	How long have you worked [at Centrelink/at the Department of Children and Families/for this service]?	Less than 1 year 1 to 2 years 2 to 3 years 3 to 4 years 4 to 5 years More than 5 years Can't say/don't know Prefer not to say	✓	✓	✓	AIFS Family Law Evaluation, Survey of FRSP Staff 2009