

Online survey of DHS staff

DHS staff survey

Thank you for taking the time to participate in this online survey of DHS workers who are involved in the delivery of the trial of Place Based Income Management (PBIM). This survey is being conducted as part of the Deloitte Access Economics independent evaluation of the PBIM trial.

This survey is intended for social workers, Customer Service Officers (in both Service Centres and Call Centres) and Income Management Coordinators (ZIMCOs and IMCOs). Your views and experiences are very important to the evaluation of PBIM. This survey forms one component of the evaluation and is focused on any issues which may have arisen through implementation and administration of Income Management as well as the impacts of Income Management on customers.

Your responses to the survey will be confidential to Deloitte. The survey should only take 20 minutes to complete. Individual responses will not be reported, and survey findings will be aggregated to preserve confidentiality. The findings will only be used to inform the evaluation of PBIM.

1. In which trial site are you located?
 - a. Rockhampton
 - b. Logan
 - c. Bankstown
 - d. Greater Shepparton
 - e. Playford
2. What is your role at DHS?
 - a. Social worker
 - b. Customer Service Officer <skip to Q8>
 - c. ZIMCO/IMCO <skip to Q8>

Questions only for Social Worker respondents

These questions relate to your experience assessing clients for the Vulnerable Income Management measure.

3. Have you assessed any customers for Income Management under the Vulnerable Income Management measure in the past year?
 - a. Yes
 - b. No <skip to Q6>
4. Approximately how many customers have you assessed for Income Management under the vulnerable measure in **the past year**?

- a. 1
 - b. 2
 - c. 3-4
 - d. 5-6
 - e. 7-9
 - f. 10-19
 - g. 20-29
 - h. 30-39
 - i. 40-49
 - j. 50-59
5. What have been the main reasons for deciding to apply Income Management under the vulnerable measure? *<please select all that apply>*
- a. Financial hardship
 - b. Financial exploitation
 - c. Failure to undertake reasonable self-care
 - d. Homelessness or risk of homelessness
 - e. Another reason not listed above
6. Have you provided support to, or referrals for, Child Protection Income Management customers?
- a. Yes
 - b. No *<skip to Q27>*
7. What kinds of support or referrals have you provided to Child Protection Income Management customers? *<please select any that apply>*
- a. Not applicable – I have not provided support or referrals to Child Protection Income Management Customers
 - b. Financial counselling
 - c. A money management course
 - d. A social worker
 - e. Reconnected them to the Child Protection authority
 - f. Welfare or crisis support service
 - g. Education or training provider
 - h. Care Coordination (Centrelink)
 - i. Family support service
 - j. Other specialist staff
 - k. Other service not listed

Questions only for Customer Service Officer and ZIMCO respondents

8. Have you conducted any allocation interviews (initial or review) with Income Management customers?
 - a. Yes
 - b. No <skip to Q10>
 - c. Not applicable (this is not part of my role) <skip to Q10>
9. In the **past year**, approximately how many allocation interviews have you conducted for:
 - a. Customers placed on Voluntary Income Management <number>
 - b. Customers placed on Vulnerable Income Management <number>
 - c. Customers placed on Child Protection Income Management <number>
10. What are the most common priorities for the allocation of income managed funds? <please select all that apply>
 - a. Rent
 - b. Utilities (e.g. gas, electricity)
 - c. Food
 - d. Debts, including loan repayments
 - e. Clothing
 - f. Whitegoods or household items
 - g. Other goods or services
11. In your experience, what have been the three most useful services or programs for Voluntary Income Management customers? <please select 3 answers>
 - a. Not applicable – I haven't worked with these clients
 - b. Financial counselling
 - c. Money management courses
 - d. Communities for children services
 - e. Case Coordination (Centrelink)
 - f. Social Work (Centrelink)
 - g. Family support services
 - h. Language, literacy and numeracy program
 - i. Work for the Dole
 - j. Voluntary Work
 - k. Green Corps
 - l. Education or training courses
 - m. Emergency relief
 - n. Housing/homelessness services

- o. Not sure/can't say
12. In your experience, what have been the three most useful services or programs for Vulnerable Income Management customers? *<please select 3 answers>*
- a. Not applicable – I haven't worked with these clients
 - b. Financial counselling
 - c. Money management courses
 - d. Communities for children services
 - e. Case Coordination (Centrelink)
 - f. Social Work (Centrelink)
 - g. Family support services
 - h. Language, literacy and numeracy program
 - i. Work for the Dole
 - j. Voluntary Work
 - k. Green Corps
 - l. Education or training courses
 - m. Emergency relief
 - n. Housing/homelessness services
 - o. Not sure/can't say
13. In your experience, what have been the three most useful services or programs for Child Protection Income Management customers? *<please select 3 answers>*
- a. Not applicable – I haven't worked with these clients
 - b. Financial counselling
 - c. Money management courses
 - d. Communities for children services
 - e. Case Coordination (Centrelink)
 - f. Social Work (Centrelink)
 - g. Family support services
 - h. Language, literacy and numeracy program
 - i. Work for the Dole
 - j. Voluntary Work
 - k. Green Corps
 - l. Education or training courses
 - m. Emergency relief
 - n. Housing/homelessness services
 - o. Not sure/can't say

14. In general, do Income Management customers, either compulsory or voluntary, require more or less of your time (including both face to face and after contact work time) compared with other income support customers?
- a. A great deal more time is required
 - b. Some additional time is required
 - c. No real difference
 - d. Somewhat less time is required
 - e. A lot less time is required
 - f. Not sure/can't say
15. Please approximate how much additional time (both face to face and after contact work time) is required for an Income Management customer in a given month compared with other support customers. For example, if you spend 2 hours per month on average with an Income Management customer, but only 1 hour per month on average with an income support customer (who is not on income management) then your response would be 1 hour per month.
- a. 0-1
 - b. 2-3
 - c. 4-5
 - d. 6-9
 - e. 10-14
 - f. 15-19
 - g. 20-24
 - h. 25-29
 - i. 30-34
 - j. 35-39
 - k. 40-44
 - l. 45-49
 - m. 50 or more
16. Have you experienced any problems related to the administration of Income Management (i.e. DHS internal processes and procedures)?
- a. Yes
 - b. No <skip to 18>
17. If yes what kinds of problems have you experienced?
- a. IT issues (e.g. workflows too complex, or not working)
 - b. Internal policies and procedures difficult to implement in practice
 - c. Policies and procedure are not clear, or are hard to understand
 - d. Processes and procedure are time consuming

- e. Other issue, not listed above

BasicsCards and other payment methods

18. In your experience, approximately what proportion (%) of customers has chosen to use the BasicsCard? *<enter number between 0 and 100>*
19. Have customers reported any difficulties with using the BasicsCard?
 - a. Yes
 - b. No *<skip to 21>*
 - c. Not sure/can't say *<skip to 21>*
20. What kinds of difficulties have customers reported with using the BasicsCard *<please select all that apply>*
 - a. Difficulty understanding how to use the BasicsCard
 - b. Not able to use the BasicsCard at local merchants they would normally purchase from
 - c. Losing the BasicsCard
 - d. Difficulty in checking their balance on the BasicsCard
 - e. Problems using merchants' BasicsCard facilities
 - f. Feeling embarrassed or ashamed of using the BasicsCard
21. Have customers reported difficulties with any of the other payment methods for income managed funds (e.g. direct debits, cheques, one-off payments).
 - a. Yes
 - b. No *<skip to Q23>*
22. How would you describe the issues customers have reported with other payment methods (e.g. direct debits, cheques, one-off payments) *<please select all that apply>*
 - a. The money transfer does not occur quickly enough for customers to pay bills or for other items on time
 - b. Timing (date) of money transfer is not convenient
 - c. The process is not convenient for customers
 - d. Customers can't use the fund to pay for desired (but not prohibited) items
 - e. None of the above

Referral to financial counselling and money management courses

23. Thinking about the Income Management customers you have worked with, approximately what proportion (%) have:
 - a. taken up referrals to financial counselling? *<enter number between 0 and 100>*
 - b. taken up referrals to a money management course? *<enter number between 0 and 100>*

24. To the best of your knowledge, what are the reasons that customers do not take up financial counselling or money management courses? *<please select all that apply>*
- a. Not interested
 - b. Lack of understanding about the course
 - c. Don't agree that they need to attend
 - d. Don't understand the benefits of attending the course
 - e. Voluntary to attend so no commitment from the customer to attend
 - f. Not sure
25. Do you have any suggestions for ways to improve customer take up of these courses? *<please select all that apply>*
- a. Provide DHS staff with targeted resources (e.g. brochure) to promote courses to clients
 - b. Strengthen local referral pathways between DHS and course or service providers
 - c. Co-location of services with DHS to improves access and communication about clients between DHS and services
 - d. Other, not mentioned above
26. Please select your agreement with the following statements:
- a. I have seen improvements in customers' knowledge and skills in money management as a result of attending financial counselling or money management courses.
 - i. *Strongly agree*
 - ii. *Agree*
 - iii. *Neither agree nor disagree*
 - iv. *Disagree*
 - v. *Strongly disagree*
 - b. The Matched Savings Scheme Payment has motivated customers to take up referrals to money management courses.
 - i. *Strongly agree*
 - ii. *Agree*
 - iii. *Neither agree nor disagree*
 - iv. *Disagree*
 - v. *Strongly disagree*
 - c. The Voluntary Incentive Payment has motivated customers to stay on Voluntary Income Management.
 - i. *Strongly agree*
 - ii. *Agree*
 - iii. *Neither agree nor disagree*

- ## Options for Social Workers, Customer Service Officers and ZIMCOs

- a. Reduce immediate hardship and deprivation by directing income support payments to the priority needs of recipients (and their partners, children and any other dependents):

- d. Reduce the likelihood that income support payment recipients will be subject to harassment and abuse in relation to their welfare payments;
 - i. 1 (not at all useful)
 - ii. 2
 - iii. 3 not sure
 - iv. 4
 - v. 5 (very useful)
- e. Encourage socially responsible behaviour, particularly in relation to the care and education of children
 - i. 1 (not at all useful)
 - ii. 2
 - iii. 3 not sure
 - iv. 4
 - v. 5 (very useful)_____
- 28. Do you have any concerns about customers going onto Income Management (either compulsory or voluntary)?
 - a. No, I don't have any concerns.
 - b. Yes, I have some concerns with Compulsory Income Management
 - c. Yes, I have some concerns with Voluntary Income Management
 - d. Yes, I have some concerns with both Compulsory and Voluntary Income Management
 - e. I'm not sure
- 29. Please indicate the nature of your concerns about customers going on to Income Management. <please select all that apply>
 - a. I believe customers will be less likely to disclose any issues to DHS social workers and customer service officers for fear of being placed on Income Management.
 - b. I believe customers will face discrimination because of the stigma attached to Income Management.
 - c. I believe that Income Management will not help customers to make long term changes in how they manage their money.
 - d. I believe Income Management may encourage dependency amongst customers.
 - e. Other not listed here
- 30. Do you believe the current eligibility criteria for Voluntary Income Management targets income support recipients who are most likely to benefit from it?
 - a. Yes
 - b. No <skip to Q32>
 - c. Not sure

31. How do you think the eligibility criteria for Voluntary Income Management should be adjusted? *<please select all that apply>*
- a. Allow more flexibility in who can be eligible for income management
 - b. Prioritise customers with a history of requesting urgent payments or different pay days
 - c. Prioritise customers with more than 2 years unemployment
 - d. Prioritise customers with significant drug and alcohol problems
 - e. Prioritise customers with significant intellectual disability who have difficulty caring for themselves or living independently
 - f. Prioritise customers with significant mental illness who have difficulty caring for themselves or living independently
 - g. Prioritise families with children who are having difficulties managing money
 - h. Other, not listed above
32. Do you believe the current eligibility criteria for Vulnerable Income Management targets income support recipients who are most likely to benefit from it?
- a. Yes
 - b. No *<skip to Q34>*
 - c. Not sure
33. How do you think the eligibility criteria for Vulnerable Income Management should be adjusted? *<please select all that apply>*
- a. Allow more flexibility in who can be eligible for income management
 - b. Prioritise customers with a history of requesting urgent payments or different pay days
 - c. Prioritise customers with more than 2 years unemployment
 - d. Prioritise customers with significant drug and alcohol problems
 - e. Prioritise customers with significant intellectual disability who have difficulty caring for themselves or living independently
 - f. Prioritise customers with significant mental illness who have difficulty caring for themselves or living independently
 - g. Prioritise families with children who are having difficulties managing money
 - h. Other, not listed above
34. Do you believe the current eligibility criteria for Child Protection Income Management targets income support recipients who are most likely to benefit from it?
- a. Yes
 - b. No *<skip to Q36>*
 - c. Not sure
35. How do you think the eligibility criteria for Child Protection Income Management should be adjusted? *<please select all that apply>*

- a. Allow more flexibility in who can be eligible for income management
- b. Prioritise customers with a history of requesting urgent payments or different pay days
- c. Prioritise customers with more than 2 years unemployment
- d. Prioritise customers with significant drug and alcohol problems
- e. Prioritise customers with significant intellectual disability who have difficulty caring for themselves or living independently
- f. Prioritise customers with significant mental illness who have difficulty caring for themselves or living independently
- g. Prioritise families with children who are having difficulties managing money
- h. Other, not listed above

Questions for Social Workers, CSOs and ZIMCOs - impact of Income Management on customers

We are interested in understanding any positive or negative impacts you may have seen for customers referred for Income Management.

36. Have you seen positive impacts for customers who have been placed on Voluntary Income Management
- a. Yes
 - b. No <skip to Q38>
 - c. Not sure/can't say <skip to Q38>
 - d. Not applicable (haven't worked with any Voluntary Income Management customers) <skip to Q38>
37. Please indicate what kinds of positive impacts you have seen for Voluntary Income Management customers <please select all that apply>
- a. Improved financial stability
 - b. Has enabled customers to save money
 - c. Improved housing stability
 - d. Avoidance of financial exploitation
 - e. Improved ability to provide for children or dependents
 - f. Improved ability to provide for self (such as ensuring money is available food)
 - g. Reduced expenditure on harmful goods or services (such as alcohol, tobacco, gambling or pornography)
 - h. Reduced use of welfare or emergency payment services
38. Have you seen positive impacts for customers who have been placed on Vulnerable Income Management
- a. Yes
 - b. No <skip to Q40>

- c. Not sure <skip to Q40>
 - d. Not applicable (haven't worked with any Vulnerable Income Management customers) <skip to Q40>
- 39. Please indicate what kinds of positive impacts you have seen for Vulnerable Income Management customers <please select all that apply>
 - a. Improved financial stability
 - b. Has enabled customers to save money
 - c. Improved housing stability
 - d. Avoidance of financial exploitation
 - e. Improved ability to provide for children or dependents
 - f. Improved ability to provide for self (such as ensuring money is available food)
 - g. Reduced expenditure on harmful goods or services (such as alcohol, tobacco, gambling or pornography)
 - h. Reduced use of welfare or emergency payment services
- 40. Have you seen positive impacts for customers who have been placed on Child Protection Income Management
 - a. Yes
 - b. No <skip to Q42>
 - c. Not sure <skip to Q42>
 - d. Not applicable (haven't worked with any Child Protection Income Management customers) <skip to Q42>
- 41. Please indicate what kinds of positive impacts you have seen for Child Protection Income Management customers <please select all that apply>
 - a. Improved financial stability
 - b. Has enabled customers to save money
 - c. Improved housing stability
 - d. Avoidance of financial exploitation
 - e. Improved ability to provide for children or dependents
 - f. Improved ability to provide for self (such as ensuring money is available food)
 - g. Reduced expenditure on harmful goods or services (such as alcohol, tobacco, gambling or pornography)
 - h. Reduced use of welfare or emergency payment services
- 42. Have you seen any negative impacts for customers on Voluntary Income Management?
 - a. Yes
 - b. No <skip to Q44>
 - c. Not sure <skip to Q44>

- d. Not applicable (haven't worked with any Voluntary Income Management customers) *<skip to Q44>*
- 43. Please describe what kinds of negative impacts you have seen for Voluntary Income Management customers *<please select all that apply>*
 - a. The timing of the payment of allocated funds, or the use of direct debits, can cause customers to incur additional costs
 - b. I believe Income Management can encourage dependency among customers
 - c. Income Management does not allow customers flexibility to pay their rent, utilities, or basic goods and services in a way that suits them best
 - d. As the percentage of managed income cannot be varied, customer are unable to change the allocation of income support required for basic needs
 - e. Income management places a strain on the relationship between customers and DHS staff
 - f. Other negative impacts that are not covered above
- 44. Have you seen any negative impacts for customers on Vulnerable Income Management?
 - a. Yes
 - b. No *<skip to Q46>*
 - c. Not sure *<skip to Q46>*
 - d. Not applicable (haven't worked with any Vulnerable Income Management customers) *<skip to Q46>*
- 45. Please describe what kinds of negative impacts you have seen for Vulnerable Income Management *<please select all that apply>*
 - a. The timing of the payment of allocated funds, or the use of direct debits, can cause customers to incur additional costs
 - b. I believe Income Management can encourage dependency among customers
 - c. Income Management does not allow customers flexibility to pay their rent, utilities, or basic goods and services in a way that suits them best
 - d. As the percentage of managed income cannot be varied, customer are unable to change the allocation of income support required for basic needs
 - e. Income management places a strain on the relationship between customers and DHS staff
 - f. Other negative impacts that are not covered above
- 46. Have you seen any negative impacts for customers on Child Protection Income Management?
 - a. Yes
 - b. No *<skip to end survey>*
 - c. Not sure *<skip to end survey>*
 - d. Not applicable (haven't worked with any Child Protection Income Management customers) *<skip to end survey>*

47. Please describe what kinds of negative impacts you have seen for Child Protection Income Management customers.
- a. The timing of the payment of allocated funds, or the use of direct debits, can cause customers to incur additional costs
 - b. I believe Income Management can encourage dependency among customers
 - c. Income Management does not allow customers flexibility to pay their rent, utilities, or basic goods and services in a way that suits them best
 - d. As the percentage of managed income cannot be varied, customer are unable to change the allocation of income support required for basic needs
 - e. Income management places a strain on the relationship between customers and DHS staff
 - f. Other negative impacts that are not covered above

End of survey

Thank you for taking the time to complete this survey. If you have any questions about this survey or the evaluation please email PBIMevaluation@deloitte.com.au.