

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

Outcome Number: 3

Question No: 428

Topic: Income Management

Hansard Page: Written

Senator Polley asked:

Please provide a list of stakeholders participating in the evaluation of income management in the Northern Territory. How many consumers or client groups were involved? How could individuals participate in the review?

Answer:

A total of 1,123 income support recipients participated in the first stage of fieldwork for the evaluation of income management in the Northern Territory, including 818 income managed clients and 305 clients who are on income support but not on income management. Clients could participate in the evaluation through face-to face surveys or in-depth interviews. A second stage of fieldwork is underway as at 21 November 2013 and is expected to continue until March 2014.

Stakeholders participating in the evaluation of income management in the Northern Territory include:

- Department of Human Services (Centrelink)
- Northern Territory Department of Children and Families
- Commonwealth funded money management and financial counselling services
- Merchants who are registered to accept the BasicsCard
- Service providers (including legal services, family support services, homelessness services and emergency relief services) and
- Peak bodies.

Stakeholders are participating in the evaluation through surveys (online and telephone), qualitative interviews and focus groups (face to face and telephone).