

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2014-15 Supplementary Estimates Hearings

Outcome Number: 2 **Question No:** 576

Topic: Income Management

Hansard Page: Written

Senator Edwards asked:

- A) I refer to the response provided to Question 108 (Outcome Number 2, CA 60, 5 June 2014) and ask for an update on the following in the same format:
- 1) How many income management participants in Playford exited the program?
 - 2) How many are continuing with the program?
 - 3) Is it being well marketed locally so people are joining voluntarily?
 - 4) How many people do we still have do we still involved in the programme voluntarily?
 - 5) How many people have qualified in Playford for the matched savings since the program has been implemented?
- B) Referring to the Place Based Income Management - Process and short term outcomes evaluation report of August 2014, is there any indication that those in Playford who are placed on income management programs involuntarily performing any better or worse according to the evaluation criteria than those who join the programs voluntarily?

Answer:

A)

1. Table 1: Number of people on Income Management, number who have exited and total number of occurrences of people commencing income management in the five Place-based locations as at 29 August 2014:

Location	Number of people ON income management	Number of people who have EXITED income management	Number of occurrences of people commencing income management*
Bankstown	173	118	291
Greater Shepparton	351	155	506
Logan	1,017	467	1,484
Playford	624	199	823
Rockhampton	523	173	696

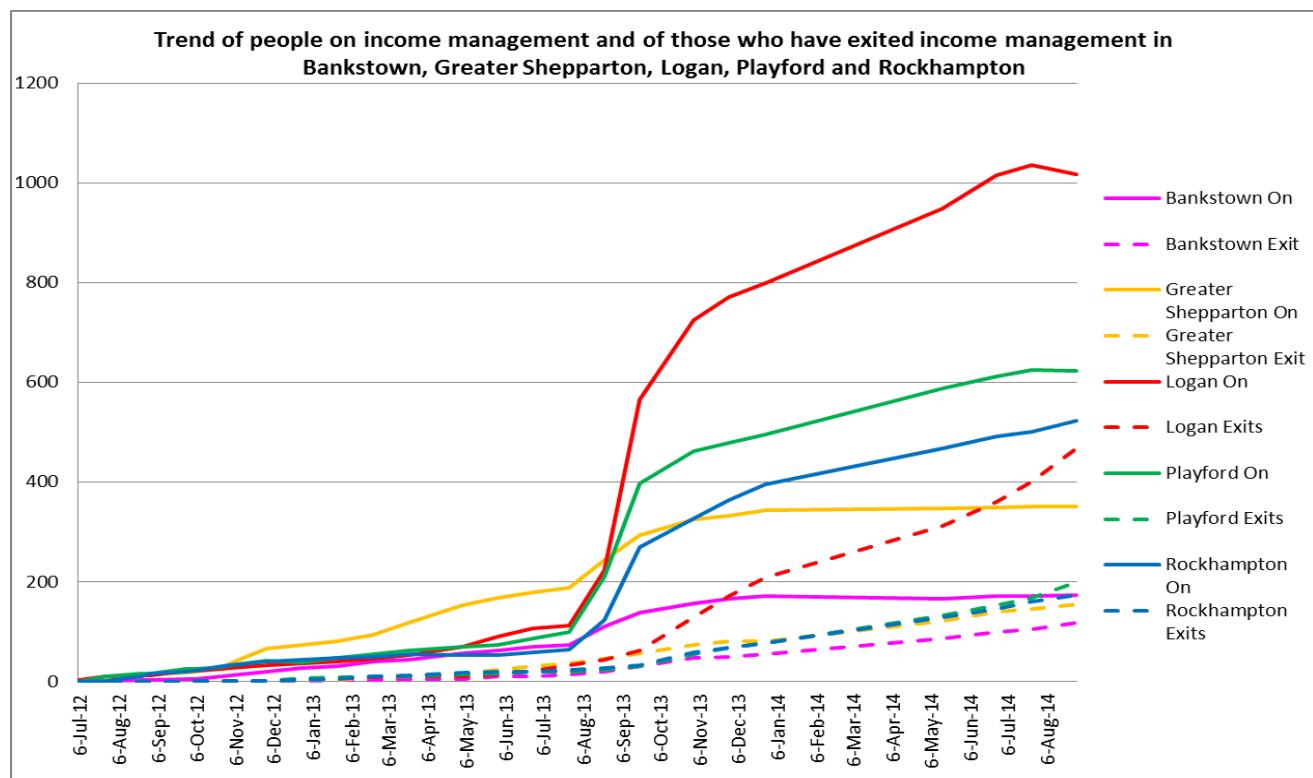
*These figures may include repeat customers.

2. As can be seen in the graph 2.1 (on the following page), there are increasing numbers of people going on income management and exiting income management in the five Place-based income management locations.

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3. Marketing material is available at relevant Centrelink offices to promote income management to potential participants. Additionally, DSS and DHS promote income management to the community organisations via information packs and regular national and local stakeholder meetings.
4. Please refer to the following link for the number of people who are on income management voluntarily:
http://www.aph.gov.au/Parliamentary_Business/Senate_Estimates/claccte/estimates/sup1415/DSS/index
5. Fewer than twenty people have qualified for the Matched Savings Payment in each of the five Place-based income management locations.

Graph 2.1



- B) There is no analysis of results for Playford specifically. The *Place Based Income Management – Process and short term outcomes* report findings are based on an examination of short term outcomes for Voluntary and Vulnerable income managed customers across all five trial sites. It shows that those who volunteer for income management achieve better outcomes according to the evaluation criteria than those whose type of payment means they are automatically placed on Vulnerable Income Management.