

Senate Community Affairs Legislation Committee

Inquiry into Welfare Reform and Reinstatement of the Racial Discrimination Act

Canberra Hearing, Thursday 4 February 2010

ANSWERS TO QUESTIONS ON NOTICE

Question No: WR7b

Topic: Evaluation methodology for the Western Australia income management trials

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Senator Siewert asked:

Any update on progress on the evaluation methodology in Western Australia would be appreciated. I understand there are not any results yet, but I would appreciate that.

Answer:

Orima Research has been engaged to conduct a comprehensive evaluation of the income management trials in WA. Work is currently in the planning and methodology-design phase, with fieldwork to commence in late March to early April 2010. The evaluation will cover both the compulsory scheme of income management (CPSIM) and voluntary income management (VIM) in both metropolitan Perth and the Kimberley region.

The evaluation will comprise the following:

- face-to-face and telephone interviews with individuals on income management;
- focus groups with community leaders and financial counselling service providers;
- online surveys with staff at Centrelink and the WA Department for Child Protection (WA DCP);
- an analysis of administrative data from Centrelink, WA DCP, and other sources, such as the WA and Commonwealth Ombudsman's offices; and
- the results of an interim review conducted in 2009.

A comprehensive communications strategy has been employed to encourage customer participation in the evaluation. Posters, postcards and brochures outlining information about the evaluation and inviting income management customers have been distributed to Centrelink and WA DCP offices, financial counselling service providers, and Indigenous Coordination Centres for dissemination across WA.

Orima will provide a report on the results of the evaluation by 30 June 2010.