

## APY Lands Consultation Feedback Report – Income Management

Attachment A

Location Date	Approximate number of Attendees at meeting	General notes, key themes and observations	Messages received from community on income management	Additional discussions and key messages received
Mimili 8 May 2012	40 people.	<ul style="list-style-type: none"> <li>Consultation on income management was combined with Regional Partnership Agreement (RPA) consultation.</li> <li>People are worried about the children in the communities.</li> <li>Some concerns that the government isn't listening to people. People adamant that they don't want an NTER-style intervention (note: departmental officials reiterated several times that any possible introduction of income management was not part of a broader NTER style Intervention).</li> <li>Income management could be good for young women with children.</li> </ul>	<p><u>Positive views</u></p> <ul style="list-style-type: none"> <li><sup>s47F - personal privacy</sup> the BasicsCard could help with food, clothing and rent. <sup>s47F - personal privacy</sup> a lot of money is currently spent on grog, 'gunja' and gambling. The kids want their mothers to buy food but mothers often have no money.</li> <li>The problem of lump sum payments was also raised – people who get a large sum of money go to Mintabie to buy a car.</li> </ul> <p><u>Issues raised</u></p> <ul style="list-style-type: none"> <li><sup>s47F - personal privacy</sup> people without young kids don't want the BasicsCard – their kids are grownup and they use key cards to get food. They need these keycards so that they can travel.</li> <li>People advised that another meeting is needed to talk with the young mothers / families, and grandparents, as these are mainly the people who would be impacted by income management.</li> </ul>	
Fregon 9 May 2012	60 people.	<ul style="list-style-type: none"> <li>Consultation on income management was combined with RPA consultation. There was feedback that the RPA and income management should not be talked about at the same time – it is confusing.</li> <li>There was a strong view that income management would be introduced as part of an Intervention (even when it was explained that this is not the case, several men still put this view forward).</li> <li><sup>s47F - personal privacy</sup> the Government should start with the little things (like the RPA), and that adding big things like income management to the consultations is confusing the issues. These big things should be talked about in a couple of years.</li> <li>Income management could help people look after their kids.</li> </ul> <p><i>Note: after this meeting, consultations on income management and RPA were held separately.</i></p>	<p><u>Positive views</u></p> <ul style="list-style-type: none"> <li><sup>s47F - personal privacy</sup> income management will help a lot of kids – there are kids standing around the store because their parents have gone drinking / on 'ganja'. This will help people on the APY Lands be able to look after them.</li> <li>There were some women there who were on BasicsCard and didn't understand all the fuss that some of the men were making. It is believed that they had kept their NT addresses to keep the BasicsCard and a DHS representative confirmed that this was most likely the case.</li> </ul> <p><u>Issues raised</u></p> <ul style="list-style-type: none"> <li><sup>s47F - personal privacy</sup> life on the APY Lands is different to life in the city, and that people from the city can't tell APY Lands residents what to do <sup>s47F</sup> why we have started talking about BasicsCard in the APY Lands and where it all started from <sup>s47F</sup> advised the history of income management, including that it doesn't only apply in remote communities any more. <sup>s47F - personal privacy</sup> challenged this idea saying that it does come from the Intervention <sup>s47F - personal privacy</sup> people in the APY Lands don't drink, there is no pub in the community.</li> </ul>	
Amata 22 May 2012	60 people.	<ul style="list-style-type: none"> <li>People said they need more time to think and discuss issues amongst themselves.</li> <li>Community members were really engaged and interested in sharing their views.</li> <li>It was mostly older men who spoke up about income management. Women were present but remained quiet.</li> <li>Most people had heard of BasicsCard but didn't know much about how income management worked.</li> <li>No interpreter present so departmental officials relied on older men in the community to translate.</li> </ul>	<p><u>Positive views</u></p> <ul style="list-style-type: none"> <li><sup>s47F - personal privacy</sup> they had lived in the Northern Territory when income management was rolled out and thought it was really good.</li> <li>Income management could help deal with the gambling problems on the Lands.</li> <li>Centrelink money could be safer with BasicsCard as sometimes people use other people's Centrepay money at the store.</li> <li>Income management could help ensure there is money for the kids.</li> <li>BasicsCard could help people save for big things like Christmas and big shops.</li> <li>Grandparents thought their children and grandchildren could benefit.</li> <li>People liked the fact BasicsCard is fee free because banks charge transaction fees.</li> <li>People had families living in Northern Territory who have BasicsCard and like it.</li> </ul> <p><u>Issues raised</u></p> <ul style="list-style-type: none"> <li>Should be able to use BasicsCard at roadhouses and petrol stations for food.</li> <li>BasicsCard should cover take-away food.</li> <li>Should be more shops which accept BasicsCard.</li> <li>Some people thought people on Community Development Employment Projects program (CDEP) wages should be able to access income management.</li> <li>Some men felt that the Government was just targeting Indigenous people.</li> <li>People were worried that stores would charge people for repairs or maintenance of kiosk machines and phones that allow people to check the balance of their BasicsCard. <sup>s47F - personal privacy</sup> it was a white fella's idea and this means that it would cost Indigenous people somehow.</li> <li><sup>s47F - personal privacy</sup> concerned about whether income management would require people</li> </ul>	

## APY Lands Consultation Feedback Report – Income Management

Attachment A

			<p>to contact Centrelink more regularly because people already find it difficult to speak to Centrelink workers on the phone.</p> <ul style="list-style-type: none"> <li>People at the meeting who often travel to the NT, Kimberley, and Adelaide wanted to know if they could use BasicsCard when they travel.</li> <li><sup>s47F</sup> wanted to know if <sup>s47F</sup> could move some <sup>s47F</sup> income managed money into <sup>s47F</sup> EFTPOS account.</li> <li><sup>s47F</sup> - personal privacy suggested that people on income management should get a general discount on food because food is too expensive on the APY Lands.</li> </ul>	
Pipalyatjara 23 May 2012	25 people. Mainly older men and women.	<ul style="list-style-type: none"> <li>High levels of understanding about BasicsCard and income management. People willingly shared their views.</li> <li>There was a lot of support for the child protection measure.</li> <li>People thought income management could help stop parents gambling away all their kids money.</li> </ul>	<p><u>Positive views</u></p> <ul style="list-style-type: none"> <li>Income management could help ensure kids have clothes and blankets.</li> <li>BasicsCard would be good to buy petrol, diesel fuel, clothes, food, and medicine.</li> <li>Grandparents who are working would like their unemployed children to go onto income management.</li> <li><sup>s47F</sup> - personal privacy thought income management could help stop people bothering other people for money.</li> <li>Income management could help people stretch their money between pay days because people often waste their Centrelink money in one day.</li> <li>It could help young parents who don't buy their kids clothes and food.</li> <li>Income management could keep money safe because people go into stores and use other people's Centrepay money.</li> </ul> <p><u>Issues raised</u></p> <ul style="list-style-type: none"> <li>People on CDEP should have access to income management.</li> <li>Income management may not reduce incidence of humbugging because if a family member knows someone else in their family has BasicsCard, they may spend all their money knowing this.</li> </ul>	<p><sup>s47F</sup> - personal privacy young mums constantly come to the school saying that they can't feed their children. The schools provide meals programs to cater for this.</p> <p><sup>s47F</sup> - personal privacy people with jobs also need the help of income management. <sup>s47F</sup> - personal privacy there needs to be more support for people who weren't on Centrelink payments.</p>
Ernabella 24 May 2012	50 people. Mainly older men and women.	<ul style="list-style-type: none"> <li>Centrelink and Money Mob workers were helping lots of people manage their money. A lot of older women already used Centrepay to make sure \$100/\$200 dollars went to the store for food automatically.</li> <li>Officials spoke to mainly older men and women.</li> <li>Quite a few older women spoke out at the community meeting in strong support of income management.</li> <li>Officials agreed that there may be no need to come back to Ernabella.</li> </ul>	<p><u>Positive views</u></p> <ul style="list-style-type: none"> <li><sup>s47F</sup> - personal privacy BasicsCard could help stop people (especially young parents) gambling away all their money.</li> <li>Income management could help people save money.</li> <li><sup>s47F</sup> - personal privacy sick of other people asking <sup>s47F</sup> for money all the time. BasicsCard could help stop this.</li> <li>Could help ensure some Centrelink money goes to the school to make sure kids have food.</li> </ul> <p><u>Issues raised</u></p> <ul style="list-style-type: none"> <li>While people want to manage a family member's Centrelink money, nominee arrangements can be subject to family exploitation.</li> <li><sup>s47F</sup> - personal privacy concerned that income management only applied to Indigenous people.</li> <li>that Government needs to introduce things like income management step-by-step and not really quickly.</li> <li>Some people can manage their money well and so income management cannot be a blanket approach like the NT.</li> <li>People on CDEP should be able to get BasicsCard because lots of people in Ernabella are on CDEP and receive CDEP payment through Centrelink. There were concerns that if income management didn't apply to CDEP recipients, it would not target enough people in the community.</li> </ul>	<p><sup>s47F</sup> - personal privacy some women said they already manage their money and use Centrepay to ensure they have money to buy things at the store. The women all agreed that the BasicsCard would be good as lots of people travel around to visit family.</p> <p><sup>s47F</sup> - personal privacy said that income management could help very vulnerable people in the community who are waiting to have a public guardian/trustee appointed.</p>
Mimili 29th May 2012	60 people – Attendees from a broad cross section of the community, but seniors were more vocal.	<ul style="list-style-type: none"> <li>Women very vocal about the need for parents to take more responsibility for their children and they believed that income management could assist. A key message said by some people to others in the room was, "Don't worry about yourself, worry about the kids".</li> <li>The men were most concerned, but most concerns were not in relation to income management, more about CDEP, Municipal Services(MUNS), RPA and Government services in general.</li> <li>Some men acknowledged a need to take the decision back to APY Executive meeting.</li> </ul> <p><sup>s47F</sup> - personal privacy expressed frustration about over-consultation and constant traffic of Government staff talking about different business.</p>	<p><u>Positive views</u></p> <ul style="list-style-type: none"> <li>Income management would not just be beneficial for kids, but would also assist people on Age and Disability Support Pension.</li> <li>Community members made the links between income management and Money Management services.</li> <li>Income management would help people have more control of their money and stop other family members taking their money. Then there would be more money for things like food and travel.</li> </ul> <p><u>Issues raised</u></p> <ul style="list-style-type: none"> <li><sup>s47F</sup> - personal privacy</li> <li>Some linkages were made to the NTER and the lack of consultation.</li> <li>Issues around Centrelink (DHS) servicing. Wait times excessive for accessing Centrelink call centres and when lodging forms with Centrelink remote servicing teams.</li> </ul>	<ul style="list-style-type: none"> <li><sup>s47F</sup> - personal privacy Supportive of income management. especially for their clients.</li> <li>MoneyMob <sup>s47F</sup> - personal privacy – met to discuss the services being delivered on the ground and future financial wellbeing centre. Discussed income management and possible linkages with MoneyMob services. Neutral opinion on income management, but saw how it could benefit, especially with regard to Mintabie. MoneyMob has already been working to assist people with general finance arrangements including setting up bank accounts, filling in Centrelink forms and working with people (including the employed) to create sustainable budgets.</li> <li>Health Clinic – Discussed the types of cases coming</li> </ul>



## APY Lands Consultation Feedback Report – Income Management

## Attachment A

				<p>through the doors of the clinic and how income management could potentially help with Failure To Thrive (FTT) and child neglect.<sup>s47F</sup> raised humbug as a big issue, and saw that income management could assist with this.</p> <ul style="list-style-type: none"> <li>Preschool/school – The new canteen is making a big difference to children’s health. Even adults are buying food from the canteen. We made the link to income management and how funds could potentially be paid to the canteen (similar to SNP).<sup>s47F - personal privacy</sup> supportive of income management as children are turning up hungry and without clothes/shoes.<sup>s47F - personal privacy</sup></li> <li><sup>s47F - personal privacy</sup> had noticed a large, positive difference pre and post income management in the NT and that income management was desperately needed in the APY Lands.</li> </ul>
Fregon 30th May 2012	50 people. Adults of all ages.	<ul style="list-style-type: none"> <li>Fregon community well informed about income management.</li> <li>Everybody consulted (both men and women) were positive about income management and could see benefits for the community.</li> <li>Fregon’s local governance structure appeared strong, and was representative of the different families and age groups across the community.</li> <li>Some people in the Fregon community said they did not need further consultation as the community had already decided they wanted income management.</li> </ul>	<p><u>Positive views</u></p> <ul style="list-style-type: none"> <li>Concerns that currently, some parents are spending children’s money on the wrong things. Income management would help so more money is spent on the right things and for the children.</li> <li>Community members and the Fregon Community Council chairman called for the SA Families Social Worker to be able to make referrals to Centrelink for income management.</li> <li>All people we interacted with wanted to know when income management was coming.</li> </ul> <p><u>Issues raised</u></p> <ul style="list-style-type: none"> <li>No issues were raised. There was full support for income management from community and Council members.</li> <li>Gambling not a major issue in this community and only raises its head as an issue on occasion.</li> </ul>	
Indulkana 31st May 2012	55 in attendance, mainly older men and women.	<ul style="list-style-type: none"> <li>Men and women all said that food for kids was very important.</li> <li>Some men strongly acknowledged a need to take the decision back to APY Executive.</li> <li>Some people expressed frustration about over-consultation and constant traffic of Government staff talking about different business.</li> <li><sup>s22 - irrelevant information</sup></li> </ul>	<p><u>Positive views</u></p> <ul style="list-style-type: none"> <li><sup>s47F - personal privacy</sup> how income management could help stop kids going hungry and cold. It would ensure kids do not go to school with no food, no clothes and no shoes.<sup>s47F - personal privacy</sup> changed their tone and many supported the idea of income management, but really wanted time to think about it.<sup>s47F - personal privacy</sup> “we were informed, government came and told us they were coming to talk about income management and there were notices put around”.</li> <li>Most women who engaged in discussions following the community meeting had positive views of income management and thought it would help provide for children’s needs.</li> <li>Some women talked about how parents leave the community when they are paid and leave their children with no money or food. Other relatives then have to care for the children. Income management will help ensure there is some money for food and clothes for the children.</li> </ul> <p><u>Issues raised</u></p> <ul style="list-style-type: none"> <li>Some men discussed the need for one voice from whole APY, not individual voices.</li> <li>Some men spoke about the government coming in and taking control and how they are worried that income management is a front for other things to come (similar to NTER).<sup>s47F - personal privacy</sup> “we were not informed that consultations were occurring”.</li> <li>Some men did not want to talk about income management,<sup>s22 - irrelevant information</sup></li> <li>Many women were concerned that the decision would be made at APY Executive meeting when they are not representative of all the “mouths,” saying “this is a decision for every person to make for themselves”.</li> <li><sup>s47F - personal privacy</sup></li> </ul>	<p>School and art centre - talked and gave them information and factsheets to help disseminate info about income management.</p> <p><sup>s47F - personal privacy</sup> seemed supportive of income management. Court was stopped to have the income management meeting as the people running the court perceived discussions about people’s money as more important than court proceedings for that time.</p>