

LEWINGTON, Jana

From: JOHNSTON, Mathew
Sent: Tuesday, 4 December 2012 2:20 PM
To: HEFREN-WEBB, Elizabeth; ANYON, Bridget; PURDY, Lara
Cc: HUME, Emily
Subject: RE: Feedback from ^{s47F - personal privacy} on the Consultation Factsheet [DLM=Sensitive]

Security Classification:
Sensitive

s22 - irrelevant information

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^{s47F - personal privacy}

s22 - irrelevant information

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P: 02 6146 0070 | ^{s47F - personal privacy} **E:** Elizabeth.Hefren-Webb@fahcsia.gov.au

From: JOHNSTON, Mathew
Sent: Tuesday, 4 December 2012 2:11 PM
To: HEFREN-WEBB, Elizabeth; ANYON, Bridget; PURDY, Lara
Cc: HUME, Emily
Subject: Feedback from ^{s47F - personal privacy} on the Consultation Factsheet [DLM=Sensitive]

Hi All

FYI

Jen Benson from WASO called to let me know that Richard received some feedback from ^{s47F} about a couple of points on the consultation factsheet. Richard and Jen don't think there is too much to be concerned about or "to do" at this stage, it may be more a matter of thank ^{s47F} for ^{s47F} further feedback/contributions.

^{s47F} feedback was:

- That the use of "humbug" is the "language of the intervention" and is not a word used by Ngaanyatjarra people. ^{s47F} told us this in one of our early meetings during consultations and advised us to not use it during consultations. We followed ^{s47F} advice but consistently the people we were talking with in the communities used and understood "humbug" better than financial harassment which was the alternative we used on ^{s47F} advice. We also checked with other leaders in the community who were Ngaanyatjarra people and they confirmed that "humbug" is used commonly.
- That one of points about income management helping people to become motivated to do work in the community and take responsibility for their lives was the "language of the government's policy of mutual responsibility" and not something Ngaanyatjarra people say. Both Jen and I both have a number of examples that we recorded in the trip report of this view being expressed by Ngaanyatjarra people. It was one particularly expressed by older men and women about young parents, particularly where grandparents have been left with children to care for.
- He also had a comment about the point where it was noted people found BasicsCard attractive because it did not attract fees – he said that ATM/EFTPOS fees weren't an issue. Jen updated me that there is a now an ATM policy/scheme in remote communities (I wonder if it is similar to the one announced for APY Lands a few months back) and that the scheme is being rolled out to six Ng stores to ensure that people are protected from high fees.
- He was also disappointed about the lack of mention of ^{s47F - personal privacy} who operated an unlicensed money lending business in Laverton. ^{s47F} raised this during our meeting with ^{s47F} and I noted these concerns down in the trip report and indeed this is an issue we fed back to the Minister in the further info about Laverton and financial vulnerability in the decision brief. I mentioned to Jen (and she agreed) that didn't really feature as an issue in consultations (except in Kai's meeting in Laverton) with the community apart from ^{s47F} and that we had reflected ^{s47F} concerns about the payment type to be IM'd but that we needed to acknowledge the wider and more common views of the communities.

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No action for us at this stage.

Thanks,

Mat

Mathew Johnston

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^{s47F - personal privacy}
