

East Kimberley Community Consultation Summary

Consultation Overview

Meetings Held:

Since the Parliamentary Secretary's visit in August 2015, regular meetings have been held. Three meetings were held on the 2nd of September 2015.

Consultation Outcomes

- s22 agreed to discuss the proposal with s22 and provide feedback. Assistance with provision of information was offered.
- The Leadership group requested an update on the proposal and feedback from other consultations.

There was support from the group to continue to work on the proposal.

The group was reminded of the approach Mr Tudge presented at the 21st August meeting where the support of individual incorporated bodies and organisations would be the next step. An offer was made to present information to these groups if requested.

The group indicated they would continue to provide feedback to and from the community and requested fortnightly meetings to review the progress of the proposal.

s22 made a request that the next meeting include service providers and this could be considered as a two-phase meeting. Leaders meet and then meet with service providers.

Action: Follow up with individual corporation Chairs is required.

Summary details of community consultations held to date:

Community/Person Consulted	Overview of Consultation
s22	<p>s22 were supportive of the proposed trial. Their main issues were:</p> <ul style="list-style-type: none"> • getting better support for parents of kids not going to school and making people more responsible for the welfare of their children. • lack of employment opportunities in the town. • the possible rise in the crime rate with people wanting access cash. • a third site focused on an urban area. • the idea of a panel to increase the percentage of cash available to individuals was not supported if it was local people but more acceptable as an incentive if this was an independent body making that decision. • s22 agreed to discuss the proposal with the s22 and provide feedback. Assistance with provision of information was offered. <p>s22 discussed ideas for a "warden" type of</p>

	program that his group could work on and a range of business opportunities to create employment.
s22 s22 of the Wvndham community and	s22 was not in favour of the proposal as he saw alternative solutions to the social issues based on a spiritual connection to the land. He identified possible issues that the proposal may create around a black market and increase in theft.
s22	<p>Discussion:</p> <ul style="list-style-type: none"> • The issue of children unsupervised on the streets at night was and discussed and solutions proposed. • Services for those people affected by alcohol may need to be expanded particularly the detox facilities. • Support for the transition of people out of the rehabilitation facility back into life in the town was identified as a gap. • Book up with merchants requires follow up. • Education of the job seekers is important do they understand the new card system. There was discussion that this may be addressed in conjunction with the CDP provider. Visual communication and promotional material was raised as important and could involve the CDP provider. • A good news story about a chronic alcoholic reformed was outlined.

Follow-up Questions

Question	Raised by (Community member, service provider merchant)	Response (Answer, agency responsible, timeframe)
Will statistical information on the progress of the trial be available for review by leaders on a regular basis, say six monthly.	s22	This can be considered bearing in mind statistics may not show an immediate improvement.
Will people be able to purchase home brew kits in the card?	s22	Response to be provided.
Can more visual communication and promotional material be provided.	s22	Response to be provided. There was discussion that this may be addressed in conjunction with the CDP provider.
Will there be education for those individuals using the card.	s22	Response to be provided. There was discussion that this may be addressed in conjunction with the CDP provider.
How will information be provided to the pensioners on the possible impacts and the option to opt in to the trial.	Discussion in Leadership group	Response to be provided.

s22

MeetingCashless Debit Card Discussion - Friday, 9th October 2015

Attendees: s22

Commonwealth are consulting with community leaders and relevant stakeholders in the region to bring in the cashless debit card. A new card would be issued to all welfare recipients, excluding age pensioners & veterans, where 80% of welfare payments would be restricted to the purchase of alcohol products or gambling venues, cash outs at ATM's will also be banned. Legislation for the cashless debit card trial has passed through the lower house of parliament. Before the Opposition supports the bill in the Senate, they want to see a support package, tailored to local needs, for each location that may be in the trial.

Discussion Points & Concerns Raised:

- How the leadership group of Kununurra was selected & concerns with no female representation in Kununurra.
- s47E Where is the time to undertake consultations with the community?
- The commonwealth want to have the cashless debit card trialled in 3 locations. Ceduna, a location to be advised by Alan Tudge in the Kimberley region & a third location to be in an urban site. s47E s47E
- Concern with welfare recipients that are high risk & services that will be required for these people. The cashless debit card will not resolve the issues; there are ways people will circumnavigate the system to get alcohol & drugs. There will be payments such as royalties that won't be controlled.
- Concerns with s22 clients that consume high levels of alcohol and are at the high end of post-traumatic stress, we would need additional services for these clients. Discussion re the support package to assist with the implementation of the cashless debit card.
- Discussion re the basic card & cashless debit card. Provided the difference of benefits of the cashless debit card, EFTPOS use, normal looking credit card to avoid identification & possible stigma attached, ability for centre pay arrangements & compulsory for all excluding, the age pensioners & veterans, associated bank fees are waived & account can be linked to mobile phones.
- Evaluation plan hasn't been finalised yet however the department plan to collate data prior to 12 month trial, during trial period & post evaluations to gauge if successful & if targets have been achieved.
- Third party, yet to be identified, will have multiple copies of card for each person to accommodate individuals losing/misplacing cards & the longer timeframe with the post services in the remote regions. Individuals can receive a new card within their town or community, where the old card will be turned off & a new card activated.
- Discussion re the Australian Council of Social Services report & letter.
- Talk of the current Aboriginal Police Liaison Officers (APLO'S) & the work they currently do in community. There needs to be a stronger link with the police, community & relevant agencies. This would help with the current & possible increase of Domestic Violence.

- Discussion re, past programs that were successful however funding money was cut. Positive example of Marrilum community in the Northern Territory, the activities & facilities it provided for Aboriginal families. Nulla Nulla was also mentioned as a place that community people & families could visit as a 'dry or time out' place for families.
- Current interagency meetings in place, their role & success. WIP & WING meetings that SHIRE lead. These meetings need to focus on purpose & outcomes again.
- The elders will be more protected if they could have the option of 'opting out' rather than 'opting in'.
- Discussion re the Gordon inquiry – family violence & child abuse in Aboriginal communities.
- Concern raised with information flyer too comprehensive. Suggestions of conveying this information in pictures & diagrams.
- Discussion re Closure of Communities. The government are not closing communities but looking at the municipal support services delivered in communities & engaging the best possible way to spend funding money in these communities, there are 120 communities that current don't receive funding from the government.
- Canvassed the idea of a community panel to be established with the cashless debit card. Idea of panel would be local authority representatives to advise & make decisions in regards to how the cashless debit card could work better in the community & possible ratio changes of 80/20% payments to be modified pending if individuals & families are doing the right thing. The idea of a panel group is in draft stages if & when it would be a component to the cashless debit card proposal.
- The cashless debit card will not get kids into school & there will be a percentage of individuals at high risk.

Questions:

- Q: What leaders in Kununurra have supported the CDC? A: s22
s22
- Q: How did these leaders express their interest? A: Proposed legislation has come from the Andrew Forrest review & recommendation was initially 100% restrictive. The cashless dbit card proposal is support by these leaders. The government is proposing 80% restrictive & 20% of a cash component. The purpose is to target social harm & help create safer communities through limiting the access to alcohol & gambling.
- Q: How have the community's related, both Kununurra & Wyndham? A: Leaders in both Kununurra & Wyndham generally support the idea, there have been questions with how it would work & concerns in regards to what support would be implemented in communities to assist with possible side effects.
- Q: What support will there be? A: Nothing has been confirmed yet. This could look different for each community. Support services around health; counselling, drug & alcohol & rehabilitation.
- Q: How has the department got feedback? A: PM&C have had public meetings in Halls Creek, feedback from the Kununurra leadership group, consultations in Wyndham with a community representative groups & the department has consulted a number of service providers & merchants in Kununurra.
- Q: What will happen with the basic card? A: The cashless debit card will replace the basic card.
- Q: What will happen after the 12 months? A: Unknown at this stage. Legislation stipulates 12 months, with a possible extension of 12 months. Depends on the evaluations & how successful

the trial period is at all three locations. Ceduna in South Australia, a Kimberley location/region & a third trial site, in an urban setting.

Additional Support required with CDC:

- Mental Health. Psychiatrist based in Kununurra. Discussion re current commute work to Kununurra.
- Money Management Services.
- Housing availability.
- Youth activities.
- Employment opportunities.
- Individuals with purpose, life skills.
- Effective communication & information to community people.

PM&C to follow-up:

- s22 requested feedback with the community consultations in Kununurra.

East Kimberley Community Consultation Summary

Consultation Overview

Meetings Held: Kalumburu 12 November 2015

Consultation Outcomes

Community/Person Consulted	Overview of Consultation
s22	

Questions

Question		Response DSS / PMC
How much will be 20% in dollars		Depends on how much you receive from Centrelink but if you were receiving say Age Pension of around \$788 pf 20% of this available in cash would be around \$155pf
How will we pay for flights and buses that we normally pay cash for		Discussions are taking place with the airlines and bus lines to accept the card
Is the CDC like the basics card		Similar but the only things that cannot be purchased on CDC is alcohol and gambling products and the amounts are 80% of your Centrelink payment on the card 20% cash into your normal bank account
Will the CDC replace the basics card		Yes, you will not have two cards – you will still have your centrepay deductions come out of the card and any deductions you wish to have.
Does it affect everyone on Centrelink		Yes people who are receiving Newstart, Youth Allowance, DSP, Parenting Payments and carer's payment. People who receive Age pension or Vet Affairs Pension can take part if they wish to. It will be for everyone on these payments, Indigenous and Non-Indigenous
Is there any place trying it first in WA		No – Discussion with community that East Kimberley will be the trial place – possibly Kalumburu

		will not be in the start as more consultations need to take place
Will people receiving Centrelink have a say		The government will consult with the community, listen to concerns and questions and then make a decision
How long is the trial		The trial will be for 12 months
What happens if we don't want it		Once the consultations have finished the decision will be made by government on how to manage Centrelink payments that are there to ensure people have a place to live, food on the tables and the children go to school
Is government aware of the impact on community		Government is gathering information how community feel and today's talk is part of that process. We will come out again and talk more. Across the East Kimberley there have been concerns but also communities are in favour of the CDC as community leaders see this as maybe a way to stop the alcohol related violence and behaviours that are causing problems in communities.
What areas will it be trialled		Three sites in Australia – Ceduna is commencing next year, East Kimberley possibly with the minister soon to make an announcement and a third site yet to be announced but likely to be a higher percentage of non-indigenous population area.
Government is making another problem, Government is again controlling us – why don't we have a vote on it		Government is consulting with community and taking views and opinions into account.
How will the Government find out if the trial is working		The Government will do evaluations that will be looking at increased number of children into school, less alcohol violence related crimes and rents being paid.
How can Government have a solution before data is collected		Data is already available and has been used to work out where trial sites might be best
What are the support packages		Packages could include: Counselling, money management, addiction

		supports, teenage rehabs
Someone needs to talk to families one on one – will someone come out again to do this for people who are not here today		We will come out again and talk to community members once people have had time to think and discuss amongst yourselves. You can ring me s22 anytime if you have a question or a concern
Will there be more talks		As above

East Kimberley Community Consultation Summary

Consultation Overview

Meetings Held: Kalumburu

Since the Parliamentary Secretary's visit in August 2015, regular meeting have been held. Meetings have been held on 04/09/15

Consultation Outcomes

- Very brief discussion held in front of the Kalumburu store – s22 wanted to know what the trial was about. s22 has been in the community working for s22. He believes historically s22 has always kept the community peaceful and it should always be that way.
-

Summary details of community consultations held to date:

Community/Person Consulted	Overview of Consultation
s22	Was a bit cynical of getting this to work, was told that the community was fine until government support services came here to work with the community. He thought s22 kept the community friendly. It wouldn't affect him, wasn't too sure it would work but if they want to try something, then why not.

Follow-up Questions

Question	Raised by (Community member, service provider merchant)	Response (Answer, agency responsible, timeframe)

East Kimberley Community Consultation Summary

Consultation Overview

Meetings Held: Kalumburu

Since the Parliamentary Secretary's visit in August 2015, regular meeting have been held. Meetings have been held on 04/09/15

Consultation Outcomes

- Introduced the proposed trial and information available on it to date. s22 was supportive of the trial though reiterated the need for support services, and those support services to be permanent not just visiting on an irregular basis.
-

Summary details of community consultations held to date:

Community/Person Consulted	Overview of Consultation
s22	Very positive that this should be given a trial, people need to be more responsible in their actions. Kalumburu is a community in crisis and requires permanent counsellors to provide the support needed in the community. Many of the adult community members aren't able to make responsible decisions, which effects getting children to school, the amount of violence in the community

Follow-up Questions

Question	Raised by (Community member, service provider merchant)	Response (Answer, agency responsible, timeframe)

East Kimberley Community Consultation Summary

Consultation Overview

Meetings Held: Kalumburu

Since the Parliamentary Secretary's visit in August 2015, regular meetings have been held across the East Kimberley.

Consultation Outcomes

- Met with s22 on 17/09/2015
- Cautious support though had some concerns
-

Summary details of community consultations held to date:

Community/Person Consulted	Overview of Consultation
s22	<p>Cautiously supportive of trial, had concerns re:</p> <ul style="list-style-type: none"> • Alcohol in Kalumburu only during dry, how will the card slow this down? • Gambling is very big • Why is Kalumburu being involved? • What is the support package consisting of, and will it be tailored for Kalumburu? • What about education around the community regarding the card and how it works • Will there be a trial in a large city • Support for Centrelink staff – they will bear the brunt of queries when the card is implemented • Concerned the Directors will be blamed if the card is implemented and the community doesn't agree • Don't agree to local panel being used to make decisions on debit card percentages

Follow-up Questions

Question	Raised by (Community member, service provider merchant)	Response (Answer, agency responsible, timeframe)
Those receiving an allowance and are over 50, before going on Aged Care – will they be on the card?		DSS / PMC
Is there a possibility of having 100% of support pension placed on card (e.g. 100% of allowance received goes to her 2 daughters at boarding school)	s22	

East Kimberley Community Consultation Summary

Consultation Overview

Meetings Held: Kalumburu

Since the Parliamentary Secretary's visit in August 2015, regular meeting have been held. Meetings have been held on 04/09/15

Consultation Outcomes

- There will be more consultations held in Kalumburu over the coming weeks – a s22 meeting is planned for week beginning 14th September
-

Summary details of community consultations held to date:

Community/Person Consulted	Overview of Consultation
s22	Very supportive of the trial, thought that if it went ahead could bring some positive results. Was concerned about additional support required, the fact the crime might rise in the first instance and playing cards sales were huge, would they be on the list of gambling services not available on the card?

Follow-up Questions

Question	Raised by (Community member, service provider merchant)	Response (Answer, agency responsible, timeframe)
How will the purchase of playing (gambling) cards be stopped (pack of cards can be purchased for up to \$200 on the black market if needed) s22 s22 can sell up to 24 packs per day currently selling at \$7.40)	s22	DSS / PMC
Have PMC been in contact with s22 head office	s22	PMC Coordinator?

East Kimberley Community Consultation Summary

Consultation Overview

Meetings Held: Kalumburu

Since the Parliamentary Secretary's visit in August 2015, regular meeting have been held. Meetings have been held on 04/09/15

Consultation Outcomes

- Overall, s22 thought it was a good starting point as things needed to change and this could be a starting step. s22 was not supportive, was concerned about the rights of people and this took away their rights to spend money on whatever they liked.
- More consultations in Kalumburu will occur over the next couple of weeks.

Summary details of community consultations held to date:

Community/Person Consulted	Overview of Consultation
s22	s22 was very hopeful the card might help bring change in some peoples circumstances and thought the trial would be a good idea. Look forward to hear more about the trial and expectations plus support services
s22	Was concerned that it was taking away people's rights, would not have much of a positive effect on people's lives and not really supportive of the card.

Follow-up Questions

Question	Raised by (Community member, service provider merchant)	Response (Answer, agency responsible, timeframe)
Ability to book flights for Kalumburu – will debit card act like a credit card in these circumstances – traditionally Kalumburu members can pay cash for seat contributions	s22	DSS?

East Kimberley Community Consultation Summary

Consultation Overview

Meetings Held: Kalumburu

Since the Parliamentary Secretary's visit in August 2015, regular meeting have been held. Meetings have been held on 04/09/15

Consultation Outcomes

- The s22 were very uncommitted to any real response on a possible trail, they want to see that the community is consulted more
- Possible meeting with s22 on 17th September

Summary details of community consultations held to date:

Community/Person Consulted	Overview of Consultation
s22	Brief meeting with s22 to provide information on the proposed trial of the card. This is the first meeting with s22 they would like to see more consultation in the community happening. A meeting with the s22 has been decided for week of 14 th September.

Follow-up Questions

Question	Raised by (Community member, service provider merchant)	Response (Answer, agency responsible, timeframe)

East Kimberley Community Consultation Summary

Consultation Overview

Meetings Held: Kununurra

Since the Parliamentary Secretary's visit in August 2015, regular meeting have been held. Meetings have been held on 08/09/15

Consultation Outcomes

- Information session with small number of service providers based in Kununurra, who provide services across the whole of the East Kimberley
- Positive response towards the trial – understand that this is one part of a greater picture and that something has to change
- Some concerns regarding the chance of work arounds, however do realise that these can never be totally stopped and this card won't solve all social issues
- Consensus that the trial should occur, and would like to see that if it is working well the trial get extended
-

Summary details of community consultations held to date:

[illegible]

Follow-up Questions

Question	Raised by (Community member, service provider merchant)	Response (Answer, agency responsible, timeframe)
What fees will Merchants have to pay and will they be able to set a minimum?	s22	DSS
Will there be a phone number for participants to call to determine support services available and where?		DSS
How is a card triggered if there		DHS/ DSS

is an address change with Centrelink?	s22		
Cost benefit analysis – e.g. fees / agent to hold cards, administrative costs; costs versus overall benefit			DSS / PMC

s22

From: s22
Sent: Monday, 24 August 2015 12:34 PM
To: s22
Subject: FW: Summary of Wyndham and Kununurra Trip [SEC=UNCLASSIFIED]

FYI

s22

Kimberley Regional Office
 Indigenous Affairs Network | Department of the Prime Minister and Cabinet

s22

www.dpmc.gov.au | www.indigenous.gov.au
 PO Box 613 BROOME WA 6725

The Department acknowledges the traditional owners of country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them and their cultures and to their elders both past and present.

From: s22
Sent: Monday, 24 August 2015 11:12 AM
To: s22
Subject: FW: Summary of Wyndham and Kununurra Trip [SEC=UNCLASSIFIED]

s22

Employment and Economic Development Branch | Broome Office
 Indigenous Affairs Group | Department of Prime Minister and Cabinet

s22

www.dpmc.gov.au | www.indigenous.gov.au
 PO Box 613 BROOME WA 6725

Prime Minister and Cabinet acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

From: s22
Sent: Monday, 24 August 2015 10:21 AM
To: s22 SHERWIN, Alistair
Cc: Matthews, Gavin; BAXTER, Roslyn; Edwards, Caroline; JOHNSTON, Mathew; s22
Subject: Summary of Wyndham and Kununurra Trip [SEC=UNCLASSIFIED]

Afternoon all,

Just a quick summary of Friday / Saturday last week and some actions coming out of the trip.

Actions (see below summaries for further background)

- PMC s22 to develop "mud map" of not only key leaders (indig and non) across the region, but also considering the "thought leaders" ie. those who are influential but who may not be recognised as leaders, to ensure full coverage of consultations. PS wanted this asap (Monday). Inc s22 in this map if possible.
- DSS s22 to source funds to assist s22 to fund travel arrangements for consultations.

- DSS s22 to investigate royalties further.
- DSS to update EK factsheet to cover off the panel and retest with Ian.
- PSO s22 to book in meeting with s22 to provide update on the trial.
- PMC s22 to follow up on "Opportunity 30" proposal status.

Wyndham

- Overall very positive in Wyndham. A little negativity from one or two indigenous leaders, however the mood was positive on the whole. The positives prevailed, and only a single negative voice remained. Others suggested that the negative individual was not a leader and should not have been involved.
- s22 were very supportive, but suggested this will not deal with the underlying issues of D&A.
- Need for Mental Health supports.
- s22 (provider of D&A counselling and rehab as well as sobering up and other family programmes) do not have a capacity issue. Currently at 75% capacity and see the card helping them to achieve a higher level of take-up.

Kununurra

- s22 remain strongly supportive and would like to continue to focus on EC as well as the card.
- s22 working on project "Opportunity 30" to get 30 local indigenous people into employment. Working closely with s22 have submitted a proposal, PS suggested that we would follow up.
- s22 suggested that the support services funding be split into:
 - 1/3 - A&D / Emergency Relief
 - 1/3 – Economic Projects focussing on things like social enterprise and local employers.
 - 1/3 – Welfare to work initiatives such as work readiness and removing non-vocational barriers – PS suggested that CDP will address this.
- s22 and the Indigenous leadership s22 remain supportive. Offered to take responsibility of all Indigenous engagement on the trial across the EK, with support from the Cth for travel arrangements. Leaving the Cth to focus on the rest of the community.
- s22 also agreed the card is a good idea. Suggested that our Merchant education not only focus on the positives, but outlines the compliance to ensure awareness from day 1.
- Royalties still a huge issue, with large sums of cash entering communities.

Other things of note (either from discussions with locals or discussion with the PS)

- s22 is attending Halls Creek on 10/11 September to take part in a leadership group. It was suggested that the PS may be able to visit for a part of the discussion if available.
- s22 was suggested as a contact for the PS by s22 reps. It was suggested that s22 is connected into both sides of politics.
- s22 suggested as a key contact in Warmun.
- Consistent message that the entire EK (including surrounding communities) is the best way to ensure the trial is effective. Some suggestions that the entire Kimberley is better, but an understanding that a larger area may not be possible.

Thanks,

s22

s22

Welfare Debit Card Taskforce
Department of Social Services
s22

s22

From: s22
Sent: Monday, 16 November 2015 11:10 AM
To: s22
Subject: s22 Cashless Debit Card Meeting-s22 [SEC=UNOFFICIAL]

Hi s22

Brief notes from our meeting with s22 re Cashless Debit Card. I have put everything in here, thought it to be easier & where you could just cut & paste what you want ☺

- Cashless Debit Card 12 month trial proposal on all welfare recipients (Indigenous & Non-Indigenous) excluding pensioners & veterans to target reduction of social harm.
- Recommendation from Andrew Forrest review, however 80% restricted & 20% cash component.
- 80% of payment onto CDC, where alcohol can't be purchased, no cash outs or to be used at gambling venues.
- Announcement will be made in regards to Kununurra & Wyndham in near future. With further consultations in Kalumburu and Halls Creek regions.
- No fees or interest associated with debit card.
- Unlike Basic Card, you can use debit card anywhere, with the exception of gambling venues, alcohol purchases & cash outs. It could be connected to mobile phone & details accesses via the internet.
 - Q: Is Kununurra a unique venue? A: No. Commonwealth has prosposed a 12 month trial period in Wyndham & Kununurra with continued consultations with community members in the shire of Halls Creek & Kalumburu.
- Community consultations have discussed the gaps in current services to offer a support package to be introduced with the debit card. Additional service identified have been, strong families, mental health, youth rehabilitation, activities for youth & personal helpers & mentors.
 - Q: People will have access to a health care card? A: Yes.
 - Q: Similar to the Basic Card? A: The basic card will be repalced.
- s22
- Youth Engagement Strategy (YES) Program, patnership with Department of Corrective Services. Targets at risk youth, 6 week trial for remaining of term, with great attendance in first week. A teacher will be designated for this program in 2016.

I think that is eveything?! ☺ Thanks,

s22

East Kimberley Regional Office
 Indigenous Affairs Network | Department of the Prime Minister and Cabinet

s22

www.dpmc.gov.au | www.indigenous.gov.au
 PO Box 260 Kununurra WA 6743

The Department of Prime Minister and Cabinet acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respect to them and their cultures, and elders past, present and future.

Consultation in the East Kimberley

Sector/Organisation type	Organisation	Location	Format	No. of times consulted
Indigenous leaders (incl. Aboriginal Corporations)	s22	Halls Creek, Kununurra	Face-to-face meeting Teleconference	15
		Kununurra	Face-to-face meeting	4
		Kununurra	Face-to-face meeting	2
		Kununurra	Face-to-face meeting	3
		Kununurra	Face-to-face meeting	4
		Kununurra	Teleconference	5
		Kununurra	Face-to-face meeting Teleconference	4
		Kununurra	Face-to-face meeting	1
		Kalumburu	Face-to-face meeting Community Meeting	3
		Warmun	Teleconference Face-to-face meeting	2
Shire/District Council	Shire Wyndham East Kimberley	Kununurra	Face-to-face meeting	4
Service providers	East Kimberley Job Pathways	Kununurra	Face-to-face meeting	2
	Kimberley Aged and Community Services	Kununurra	Face-to-face meeting	2
	Kununurra Community Legal Service	Kununurra	Face-to-face meeting	2
	Kununurra Agricultural Investments	Kununurra	Face-to-face meeting	1
	Kimberley Group Training	Kununurra	Face-to-face meeting	1

Sector/Organisation type	Organisation	Location	Format	No. of times consulted
	Save the Children	Kununurra	Face-to-face meeting	2
	One Tree Community Services (formerly CSSU)	Kununurra	Face-to-face meeting	1
	Aboriginal Legal Services	Kununurra	Face-to-face meeting	1
	East Kimberley Job Pathways	Kalumburu	Face-to-face meeting	1
	Community Focus National	Kalumburu	Face-to-face meeting	2
State Government	Department of Child Protection & Family Services	Kalumburu	Face-to-face meeting	2
	WA Police	Kalumburu	Face-to-face meeting	3
	WA Education Department	Kalumburu	Face-to-face meeting	2
	Department of Corrective Services	Kununurra	Face-to-face meeting	3
	Kimberley Development Commission	Kununurra	Face-to-face meeting	5
	WA Police	Kununurra	Face-to-face meeting	2
	Department of Aboriginal Affairs	Kununurra	Face-to-face meeting	3
	Department of Housing	Kununurra	Face-to-face meeting	3
	Department of Human Services	Kununurra	Face-to-face meeting	3
	Department of Regional Development	Kununurra	Face-to-face meeting	1
	WA Reform Unit	Kununurra	Face-to-face meeting	2
	Kimberley Mental Health & Drug Service	Kununurra	Face-to-face meeting	1
	WA Country Health Service	Kununurra	Face-to-face meeting	1
	WA Education Department	Kununurra	Face-to-face meeting	1
	WA Health (Kununurra Hospital)	Kununurra	Face-to-face meeting	1

Sector/Organisation type	Organisation	Location	Format	No. of times consulted
Chamber of Commerce	East Kimberley Chamber of Commerce & Industry	Kununurra	Face-to-face meeting	2
Local merchants	Kalumburu Mission	Kalumburu	Face-to-face meeting	1
	Uraro Store	Kalumburu	Face-to-face meeting	1
	VA Clothing Store	Kununurra	Face-to-face meeting	1
	Kimberley Café	Kununurra	Face-to-face meeting	1
	Retravisision Store	Kununurra	Face-to-face meeting	1
	Betta Electrical	Kununurra	Face-to-face meeting	1
General public	s22	Kalumburu	Face-to-face meeting	1
		Kununurra	Face-to-face meeting	1
Indigenous leaders (incl. Aboriginal Corporations)		Wyndham	Face-to-face meeting	9
		Wyndham	Face-to-face meeting	4
		Wyndham	Face-to-face meeting	5
		Wyndham	Face-to-face meeting	8
		Wyndham	Face-to-face meeting	6
People of Influence		Wyndham	Face-to-face meeting	7

Sector/Organisation type	Organisation	Location	Format	No. of times consulted
	Job Seekers & Pensioners	Wyndham	Face-to-face meeting	2 meetings (35 people)
Shire/District Council	Shire of Wyndham East Kimberley Staff	Wyndham	Face-to-face meeting	3
Service providers	WA Police Dept	Wyndham	Face-to-face meeting Face-to face meeting Teleconference	6
	Ngnowah Aerwah Aboriginal Corporation (Drug and Alcohol)	Wyndham	Face-to-face meeting	5
	Department of Corrective Services	Wyndham	Face-to-face meeting	2
	Department for Child Protection	Wyndham	Face-to-face meeting	3
	Wyndham District High School	Wyndham	Face-to-face meeting	3
	Wyndham family Support (Financial)	Wyndham	Face-to-face meeting	3
	St Joseph's School	Wyndham	Face-to-face meeting	3
	East Kimberley Job Pathways (CDP provider)	Wyndham	Face-to-face meeting	10
	Marlgu Village & Wyndham HACC Services	Wyndham	Teleconference and Face-to-face meeting	2
	Wyndham Early Learning Activity (WELA) Centre	Wyndham	Face-to-face meeting	2
Local merchants	Vagg's Liquor Store	Wyndham	Face-to-face meeting	1
	Five Rivers Café	Wyndham	Face-to-face meeting	1
	Wyndham Community Club	Wyndham	Face-to-face meeting	1
	Wyndham Town Hotel	Wyndham	Face-to-face meeting	1
	Thorley's Store	Wyndham	Face-to-face meeting	1
	IGA Supermarket	Wyndham	Face-to-face meeting	1
	Rusty Shed Café	Wyndham	Face-to-face meeting	1
	Post Office	Wyndham	Face-to-face meeting	1

Sector/Organisation type	Organisation	Location	Format	No. of times consulted
	BP Service Station	Wyndham	Face-to-face meeting	1
Indigenous leaders (incl. Aboriginal Corporations)	s22	Halls Creek	Teleconference	2
		Halls Creek	Face-to-face meeting	3
		Halls Creek	Face-to-face meeting	1
		Halls Creek	Face-to-face meeting	1
		Halls Creek	Face-to-face meeting	1
		Halls Creek	Face-to-face meeting	1
		Halls Creek	Face-to-face meeting	1
		Halls Creek	Face-to-face meeting	1
		Halls Creek	Face-to-face meeting	2
		Halls Creek	Teleconference Face-to-face meeting	2
		Halls Creek	Face-to-face meeting	3
Shire/District Council	HC SHIRE	Halls Creek	Face-to-face meeting	3
	Shire of Halls Creek (Licensing)	Halls Creek	Face-to-face meeting	1
	Shire of Halls Creek (Youth Services)	Halls Creek	Face-to-face meeting	1

Sector/Organisation type	Organisation	Location	Format	No. of times consulted
Service providers	Halls Creek Hospital & Community Health.	Halls Creek	Face-to-face meeting	2
	Halls Creek Healing Taskforce	Halls Creek	Face-to-face meeting	3
	Halls Creek Family and Children's Centre	Halls Creek	Face-to-face meeting	2
	Kimberley Group Training	Halls Creek	Face-to-face meeting	1
	East Kimberley Job Pathways	Halls Creek	Face-to-face meeting	1
	Kimberley Alcohol and Drug Service	Halls Creek	Face-to face meeting Teleconference	3
	School Council and Independent Consultant	Halls Creek	Face-to-face meeting	2
	Little Nuggets Early Learning Centre	Halls Creek	Face-to-face meeting	2
	WA Police Department	Halls Creek	Face-to-face meeting	2
Local Merchants	Kimberley Hotel	Halls Creek	Face-to-face meeting	1
	D & T Hardware	Halls Creek	Face-to-face meeting	1
	Rampage Clothing	Halls Creek	Face-to-face meeting	1
	Baz Industries	Halls Creek	Face-to-face meeting	1
	Halls Creek Coles Xpress s22	Halls Creek	Face-to-face meeting	1
	Halls Creek Caravan Park	Halls Creek	Face-to-face meeting	1
	Poinciana Roadhouse	Halls Creek	Face-to-face meeting	1
	Halls Creek Meat Supplies	Halls Creek	Face-to-face meeting	1
	Halls Creek Pharmacy	Halls Creek	Face-to-face meeting	1
	Halls Creek Home Hardware	Halls Creek	Face-to-face meeting	1
	Halls Creek IGA Xpress	Halls Creek	Face-to-face meeting	1
	Halls Creek Bakery	Halls Creek	Face-to-face meeting	1

Sector/Organisation type	Organisation	Location	Format	No. of times consulted
Other	Wirrimanu Store	Balgo	Face-to-face meeting	1
	Wirrimanu Office	Balgo	Face-to-face meeting	1
	Wirrimanu Clinic	Balgo	Face-to-face meeting	1
	Balgo Police	Balgo	Face-to-face meeting	1
	Balgo DCP	Balgo	Face-to-face meeting	1
	Wirrimanu School	Balgo	Face-to-face meeting	1
	Wirrimanu Trade Training Centre	Balgo	Face-to-face meeting	1
	Balgo Parish	Balgo	Face-to-face meeting	1
	Mulan Clinic	Mulan	Face-to-face meeting	1
	Mulan Store	Mulan	Face-to-face meeting	1
	Mulan School	Mulan	Face-to-face meeting	1
	Mulan Office	Mulan	Face-to-face meeting	1
	Billiluna Office	Billiluna	Face-to-face meeting	1
	s22	Moongardie	Face-to-face meeting	1
		Yiyilli	Face-to-face meeting	1

Terms of Reference for the Wyndham Community Representatives Cashless Debit Card Implementation Group

It was agreed at the meeting on the 17th December 2015 of the Wyndham Community Representatives Group at the s22 Office Wyndham that the same group would continue to be involved in the Cashless Debit Card Implementation.

There are three levels of Activities the group will be required to participate in:

1. Areas where the group may be asked to make a decision about the appropriate way implement some processes. eg. Communication with the community.
2. Areas where the group can influence the way things are done. eg Advice on how support services could best be shaped to meet the needs of the community.
3. Areas that are for information only so the group are aware of the process and timelines. eg The creation of the cards, setting up accounts and call centres.

Role of Department of the Prime Minister and Cabinet (PM&C)

1. Work with the group to provide information on the process.
2. Prepare information for the Implementation Group and record outcomes of the meetings.
3. Seek guidance and advice from the group and provide feedback to PM&C and DSS.
4. Provide information to service providers and merchants.

Role of Department of Social Services (DSS)

1. Work within the current legislation and develop new legislation covering the Community Panel.
2. Manage the contract with INDUE.
3. Oversee the structure of the Community Panel.
4. Attend meetings of the Implementation Group to provide information and seek feedback.

Role of INDUE

1. Build the card
2. Manage the distribution and activation of the card
3. Manage the operation of the card.

Membership

1. Members will make the commitment to attend all meetings.
2. The Shire is to be represented. An invitation will be extended.
3. The State government is to be represented An invitation will be extended.
4. Service providers to be invited where appropriate throughout the implementation process.

How do we make meetings work effectively

1. Distribution of information will depend on the amount. If there is a lot of information, then a week before a meeting. If only a few documents, 3 days before a meeting.
2. There will need to be a Quorum of four members to make decisions.
3. The members do not want to have proxy arrangements.

Schedule of Meetings

1. Meetings to be held fortnightly on a Wednesday at 3pm.
2. A Half a day meeting scheduled for Wednesday, 13th January 2016 to complete Community Panel workshop.

Wyndham Community Representatives

Cashless Debit Card

Implementation Meeting

Document 15

Wednesday, 13th January, 2016

Venue: S22 Office Wyndham

Agenda

1.	Welcome, Introductions and apologies	
2.	a. Review the Key Issues and Actions from the previous meeting 16 th December 2015: <ul style="list-style-type: none"> • Role of the Wyndham Implementation Group for the Cashless Debit Card • Role of PM&C, DSS and INDUE • Membership • Effective meetings • Work plan • Action List • Schedule of meetings 	
3.	Community Panel idea: Update from last meeting and discuss the workshop to be held by DSS.	
	a. An example of how a panel might work	Discussion Points: <ul style="list-style-type: none"> • Panel/No Panel • Who might be on the Panel • Review of the example • Confidentiality of the panel members • How many people on the panel need to give advice to DSS • Who should be a panel member – are they the community representatives or a different group of people? • If a person is refused a variation do the community representatives want to be able to recommend some action/support for the person
	b. Workshop on the Community Panel to be held by DSS	<ul style="list-style-type: none"> • Wednesday, 10th February , 3pm • Outline of the Workshop
4.	The Support Package	
	a. Review the Support Package	<ul style="list-style-type: none"> • Drug and Alcohol Counselling for Youth: Update on advice and options sought from the Drug & Alcohol Committee (DAC), as subcommittee of the Kimberley Aboriginal Health Planning Forum (KAHPF) • Working with families and extended families on changing behaviours: The group can suggest an approach that may suit Wyndham. Go through the examples of ideas from previous meetings.
5.	Other Business	Any Other Business/Issues/Questions
	a. Brokerage Fund	<ul style="list-style-type: none"> • Funding discussion in Kununurra, Thursday 21st January.

Support Package Details Kununurra & Wyndham

A Better Life Program

\$500,000

Specialised drug and alcohol workers to provide support to people suffering from mental health issues and ensure that people are connected with the visiting services.

Children & Parenting Services (CaPS)

\$200,000

Support children/youth through prevention and early intervention plans.

Brokerage Fund

\$100,000

Flexible funding pool to allow existing providers to purchase urgent support for people with substance misuse problems.

One Family at a Time

\$250,000

Expansion of existing holistic case management approach that support families to address a range of barriers that impact their lives.

Adolescent Rehabilitation

\$250,000

To deliver tailored assistance to adolescents who currently are unable to access age-appropriate services in the region.

Wyndham Implementation Group

Cashless Debit Card

Wednesday, 13th January 2016, ^{s22} Office Wyndham

1. Welcome, Introduction & Apologies:

a) **Attendees:** ^{s22} ^{s22}

^{s22}

Apologies: ^{s22}

b) **Meeting opened:** 1:30pm **Meeting closed:** 4:30pm

2. Key Topics:

a) Overview of Previous Meeting (16th December 2015)

- DSS are still considering feedback that was provided at the last meeting on flyer and letter. CDC will be operational come the 26th April.
- Review of the roles of, Wyndham Implementation Group, Dept. Social Services, INDUE and Dept. Prime Minister & Cabinet.
- Three different types of communication with the Wyndham Implementation group.
 - Information to provide decisions/feedback.
 - Information where decision/feedback can have influence.
 - Information only.
- Members of the group are to be committed and attend. Distribution of Information, if a lot a week before. If only a few documents, 3 days before. No proxies and a quorum of 4 members.
- Decision made regarding the state government and a member of the SHIRE to be represented.
- Members raised concern with the lack of knowledge about the CDC in the Wyndham community and stressed the importance of community information sessions to start. During information sessions, representatives need to share why the government is introducing the CDC and its purpose.
- During the implementation phase we need to work through the service package and actions that will support the community when the card is operational.
- PM&C went through the action list and schedule of meetings.

b) Community Panel

- Feedback from the community has been; why can't the participant start on 50/50 ration rather than 80/20 ratio with a possibility of increase or decrease depending on criteria. Discussion of what people receive and how this benefit payment is to be used for essentials.
- A few of the members made clear, it's important to be united when dealing with Indigenous issues. A few members of the group raised the Wyndham group to join the Kununurra group. Not all members agreed and this to be a discussion point at the next meeting.
- Question asked about who is responsible for the road maintenance on town based reserves, Warrayu and 9 Mile. Discussion in regards to the land tenure currently with ALT and current conversations between Federal and State Government in order to transfer leases.

- Member raised the sewerage pond and the issue at Warrayu. PM&C to follow/up with housing, CHL or Environmental Health and advise the community on action required.

c) Support Package

- Refer to separate document.
 - Meetings to be held fortnightly. Half a day meeting scheduled for Wednesday, 13th January 2016 to complete Community Panel workshop. Time to be confirmed.

d) Other Business

- There will be a meeting held in Kununurra next Thursday to discuss the Brokerage funding, if members from the Wyndham Group could attend to discuss together. Time to be confirmed.

3. Question & Answers

- What is the timeframe for change? Work with DSS on workshop as soon as possible.
- Would you have just the one credit card? No. You would be issued a new debit card, where 80% of the payment is deposited into that account. You would also have your own card where 20% would be deposited into.

4. Actions

- Information sessions with community members is a priority, during these sessions, representatives need to share why the government is introducing the CDC and its purpose.
- PM&C to approach other family groups again to extend invite to the Implementation Group Meetings.
- PM&C to provide folders for paperwork and meeting schedules

5. Next Meeting

- Thursday, 28th January 2016. s22 at 3pm.

s22

From: s22
Sent: Thursday, 11 February 2016 7:56 AM
To: s22
Cc:
Subject: EK community leaders meeting [DLM-For Official Use Only]

Hi s22

Forwarded to you as requested by s22

Regards

s22

s22

Income Management Operations
Welfare Debit Card Taskforce
Department of Social Services
s22

From: s22
Sent: Thursday, 11 February 2016 10:53 AM
To: s22
Cc:
Subject: FW: EK community leaders meeting [DLM-For Official Use Only]

~~[For-Official-Use-Only]~~

Hi s22 can you forward this to s22 its fiddly on the phone and I got her address wrong.

Sent with Good (www.good.com)

From: s22
Sent: Thursday, 11 February 2016 10:50:31 AM
To: s22
Cc:
Subject: RE: EK community leaders meeting [DLM-For Official Use Only]

~~[For-Official-Use-Only]~~

Hi s22 sorry this item was deferred to today (the team is specifically heading out just to talk about the support services).

s47E

s22 can you please advise whether we can proceed when you get the chance to discuss.

Sent with Good (www.good.com)

From: s22
Sent: Thursday, 11 February 2016 10:41:01 AM
To: s22
Cc:
Subject: RE: EK community leaders meeting [DLM - For Official Use Only]

Hi s22

I know you're travelling, but are you able to advise the outcome of yesterday's meeting in Wyndham? Can we proceed with the request for proposals?

Regards

s22

From: s22
Sent: Tuesday, 9 February 2016 5:45 PM
To: s22
Cc:
Subject: RE: EK community leaders meeting [DLM - For Official Use Only]

Thanks s22 I agree we can do that.

s22 Thanks for your feedback. I hope that the s22 were not confused about our intention. I told both of them that we were holding off till the meetings with the community and that I anticipated proceeding once those discussions had happened. We will await your feedback from the Wyndham meeting.

s22

From: s22
Sent: Tuesday, 9 February 2016 5:38 PM
To: s22
Cc:
Subject: RE: EK community leaders meeting [DLM - For Official Use Only]

Hi s22

I'm sure we can include suitable wording in the grant agreements

s22

From: s22
Sent: Tuesday, 9 February 2016 5:35 PM

Wyndham Action Items:

#	Item:	When:
1	SHIRE to be represented at WCRG fortnightly meetings, PM&C F/U with s22	End of next week, 22 nd Jan.
2	State Government to be represented at WCRG.	End of next week, 22 Jan.
3	EKJP or PM&C to provide general information to community members.	Ongoing
4	PMC to provide feedback to DSS on flyer & letter.	End of next week, 22 Jan.
5	Approach Waringarri Media to advertise.	Included in Communications Strategy discussions.
6	PM&C to map Wyndham services.	Mid Feb
7	Next meeting, 13th January 2016. Time to be confirmed & advise all members.	Complete. 11/01/2016

Wyndham Scheduled Meetings:

Community Panel Workshop Day: Wednesday, 10th February, 3pm

Community Scheduled Meetings:

- 1) Thursday, 28th January
- 2) Wednesday, 10th February
- 3) Wednesday, 24th February
- 4) Wednesday, 9th March
- 5) Wednesday, 23rd March
- 6) Wednesday, 6th April
- 7) Wednesday, 20th May
- 8) Wednesday, 11th May

s22

From: s22
Sent: Wednesday, 25 November 2015 12:07 PM
To: s22 SHERWIN, Alistair
Subject: FW: Community Mental Health - A Better Life (ABLe) [SEC=UNCLASSIFIED]

Security Classification: UNCLASSIFIED

s22

Let's discuss at the telecon tomorrow

From: s22
Sent: Wednesday, 25 November 2015 2:59 PM
To: s22
Cc:
Subject: RE: Community Mental Health - A Better Life (ABLe) [SEC=UNCLASSIFIED]

The other ones from our perspective are FWC (which we were dealing with yesterday) and CaPS which we spoke about this morning.

I will try and stay on top of any other funding rounds that might come up in the future in the area – but there shouldn't be much as the big bulk round just finished in the last 6 months for most of the Depts grants.

Happy if as a part of your response you want to provide any feedback about how to manage (like we spoke about with the CaPS guys this morning).

Thanks,

s22

s22

Welfare Debit Card Taskforce
Department of Social Services

s22

From: s22
Sent: Wednesday, 25 November 2015 2:53 PM
To: s22
Cc:
Subject: RE: Community Mental Health - A Better Life (ABLe) [SEC=UNCLASSIFIED]

Ok, thanks

s22 will follow-up with them and provide some intel particularly on ARAFMI.

One of our challenges I think s22 will be to make sure that we are able to identify all of the programs/funding (& keep the implementation group informed) so that the support package is well integrated and does not duplicate other services.

Any thoughts on how we try to stay on top of this? Is this likely to be a one off or do you think there will be more programs to be rolled out?

s22

From: s22
Sent: Wednesday, 25 November 2015 2:32 PM
To: s22
Cc:
Subject: RE: Community Mental Health - A Better Life (ABLE) [SEC=UNCLASSIFIED]

Depends what else you want to know... I didn't realise they had mobilised so quickly s22 and I only spoke to them on Friday midday – and mainly about Ceduna arrangements) – but they have been really helpful throughout this process, so I should have expected them to be straight onto this.

Good that they are going straight to PMC for intel – well-oiled machine!

Ultimately they seemed to think from their initial analysis that ARAFMI might be most appropriate to deliver, but they are seeking advice to check their initial analysis.

s22

Welfare Debit Card Taskforce
Department of Social Services
s22

From: s22
Sent: Wednesday, 25 November 2015 2:24 PM
To: s22
Cc:
Subject: Community Mental Health - A Better Life (ABLE) [SEC=UNCLASSIFIED]

s22

Do you know anything more about the funding arrangements for this program? It is good that the DSS state office was consulting the ICC just conscious of how we make sure all these programs fit in together to improve the outcomes

s22

From: s22
Sent: Tuesday, 24 November 2015 1:27 PM
To: s22
Cc: SHERWIN, Alistair
Subject: Community Mental Health - A Better Life (ABLE) [SEC=UNCLASSIFIED]

Hi s22

We would appreciate some local intelligence to assist us with identifying suitable potential organisations who could deliver the Department of Social Security's (DSS) ABLe programme in Kununurra & Wyndham.

As you well know, Kununurra & Wyndham will become the second trial site for the Welfare Debit Card. The introduction of the card will be part of the larger package of reform.

In support of the reform, the Department of Social Services will provide assistance under our *A Better Life* (ABLe) programme. ABLe aims to 'improve the independence, participation and lifetime wellbeing of people severely affected by mental illness, including drug and alcohol misuse and/or gambling. This includes building personal resilience and supporting them to sustainably manage the impacts of their illness.'

A number of potential service providers have been identified who may have the capacity to deliver the ABLe programme in Kununurra and Wyndham including ARAFMI (through its partner *Children's Services Support Unit*), Anglicare, Red Cross and Yuri Yungi. I also understand that the Ord Valley Aboriginal Health Service (OVAHS) and Boab Health Service deliver mental health services in Kununurra & Wyndham.

To assist us, we would appreciate your local knowledge to guide us in relation to the completion of the following Table:

Organisation Name:

Criteria	Comments
Ability to deliver services effectively (particularly mental health).	
Acceptance (credibility) of the organisation by the Kununurra & Wyndham communities.	
Organisation's strengths, weaknesses, opportunities & threats (SWOT) – particularly risks.	
Ability to be delivering ABLe by April 2016.	

It would be greatly appreciated if you could provide a brief outline for each organisation mentioned above, or any other organisation you are aware of with the capacity to deliver ABLe, by noon Friday. I apologise for the tight deadline as the Department is keen to commence asap its support of Minister Tudge's recent media release.

Happy to discuss.

Regards, s22

s22

Departmental Officer
DSS State Office (WA)

s22

Wyndham Action Items:

Document 21

#	Item:	When:	Who
1	Advise of DSS staff and where staff is based.	9th March Options are being considered, including how to support the community of Wyndham.	DSS
2	Provide draft guidelines on Community Panel information.	24 th February First draft ready for comment. This includes; Community Panel Guidelines, Application Form & Selection Criteria for community panel members.	DSS
3	CDC information to be as 'user friendly' as possible. Include lots of pictures.	9 th March- next fortnight meeting.	DSS
4	Provide update on how temporary card would work and does this have an automatic time limit.	24th February	DSS
5	Provide statistics break-up between Kununurra and Wyndham participants.	9th March	PM&C
6	Will there be Indigenous people employed at the INDUE call centre.	End April	INDUE/DSS
7	During Information Sessions; <ul style="list-style-type: none"> Share 'why' CDC has been introduced. It has not been the decision of Wyndham representatives rather the government. CDC concerns to call centre. Other matters to Centrelink. 	Continuous During all information sessions. Completed, Wyndham information session was last week, 17 th Feb. Information sessions, week of 29 th Feb Start again late March- TBC	PM&C/DSS
8	During community consultations and evaluations- PM&C/DSS to have local person employed.	End of April	PM&C/DSS
9	Group raised creation of Sub-Committee around guidance/direction of funding into Wyndham: <ul style="list-style-type: none"> Work with Ngnowar Aerwah & other relevant organisations re development & delivery of project. Be involved in discussions on performance during the trial. Voice around performance and outcomes with programs being delivered. 	PM&C advised appropriate- yet to provide update to group. Continuous	PM&C/DSS

	<ul style="list-style-type: none"> • Collaboration of services. 		
10	SHIRE to be represented at WCRG fortnightly meetings, PM&C F/U with s22	s22 waiting advice from SHIRE.	s22
11	State Government to be represented at WCRG.	s22 waiting advice from state government.	
12	Approach Waringarri Media to advertise.	Included in Communications Strategy. Complete	DSS
13	PM&C to map Wyndham services.	Complete- working document.	PM&C
14	<p>Provide advice re INDUE's service. I.e.; where will the call centre be based, how will service operate, who works here, will there be employment opportunities for local people, what about translators, concerns with the help line demand & 1 phone line (pressure back to EKJP).</p> <p>Advise group how INDUE monitors the transfers from restricted to un-restricted accounts. Is there a process to monitor the purchases? How often can these transfers take place? INDUE will monitor transfers but how will they monitor the purchases?</p> <p>Provide information of how INDUE were selected and if they have the experience working with community people.</p> <p>PM&C to invite INDUE to community meetings.</p>	Complete	DSS.
15	Provide a reference page of abbreviations.	Complete	s22
16	Advise group on collection of statistics process (community panel) and how information is accurate?	9 th Feb	DSS.

Wyndham Community Representatives

Cashless Debit Card

Implementation Meeting

Document 22

Wednesday, 24th February, 2016
 Venue: s22 Office Wyndham

Agenda

1.	Welcome, Introductions and apologies	
2.	Review of previous meeting 10 & 11 th February 2016: <ul style="list-style-type: none"> • Actions from the last meeting 	
3.	Support Services.	
	One Family at a Time- KWAC Children and Parenting Services (CaPS) Brokerage Fund Youth Rehabilitation A Better Life Program (ABLe) Sub-Committee Group	Feedback opportunity of meeting last week with Waringarri regarding One Family at a Time model in Wyndham. PM&C to provide update of process. Discussion of the multiple advisory groups & how this looks and works.
4.	Community Panel.	
	Draft Documents- Wyndham Community Panel Guidelines and Application form to vary percentage.	Draft documents for consideration and discussion at the next meeting.
5.	Disallowable Instrument	PM&C to provide update- location/map & date.
6.	Other Business	Any Other Business/Issues/Questions
7.	Next Meeting	Community Panel Workshop Wednesday – 9 th of March.

Wyndham Community Representatives Cashless Debit Card Implementation Meeting

Thursday, 28th January, 2016
Venue: s22 Office Wyndham

Agenda

1.	Welcome, Introductions and apologies	
2.	Review the Key Issues and Actions from the previous meeting 13 th January 2016: <ul style="list-style-type: none"> • Overview for new members of the process so far and the role of the Wyndham Implementation Group for the Cashless Debit Card. • Actions from the last meeting • Feedback on the letter and the flyer • Information sessions • Schedule of meetings 	
3.	Community Panel idea: Update from last meeting and discuss the workshop to be held by DSS.	
	a. An example of how a panel might work	Discussion Points: <ul style="list-style-type: none"> • Update of Community Panel options
	b. Workshop on the Community Panel to be held by DSS	<ul style="list-style-type: none"> • Wednesday 10th & Thursday 11th January. From 3pm (times to be discussed). • Outline of the Workshop to be confirmed.
4.	The Support Package	
	a. Review the Support Package	<ul style="list-style-type: none"> • Update on Support Package. • Drug and Alcohol Counselling for Youth: Update on advice and options sought from the Drug & Alcohol Committee (DAC), as subcommittee of the Kimberley Aboriginal Health Planning Forum (KAHPF) • Working with families and extended families on changing behaviours: The group can suggest an approach that may suit Wyndham.
5.	Other Business	Any Other Business/Issues/Questions
6.	Next Meeting	Community Panel Workshop Wednesday & Thursday – 10 th & 11 th of February.

Wyndham Action Items:

#	Item:	When:
1	SHIRE to be represented at WCRG fortnightly meetings, PM&C F/U with s22	End of next week, 22 nd Jan.
2	State Government to be represented at WCRG.	End of next week, 22 Jan.
3	PMC to provide feedback to DSS on flyer & letter & provide feedback to IG.	End of next week, 22 Jan. Complete, 28 th Jan.
4	Approach Waringarri Media to advertise.	Included in Communications Strategy discussions.
5	PM&C to map Wyndham services.	Mid Feb
6	Information sessions with community members.	<ul style="list-style-type: none"> • Flyers out, 8th Feb. • Information sessions, week of 15th Feb. • Letters posted, 22 Feb. • Information sessions, week of 29th Feb & 7th Mar.
7	PM&C to approach other family groups again to extend invite to the Implementation Group Meetings.	Complete, 25 th Feb.
8	PM&C to provide folders for paperwork and meeting schedules.	Complete, 27 th Feb.

Wyndham Implementation Group - Cashless Debit Card

Wednesday, 13th January 2016, ^{s22} Office Wyndham

Brainstorm of Examples

Over the time we have been working with the Wyndham Representatives Group where suggestions have been made about how services could be delivered differently to better suit the people in Wyndham. The following brainstorm is an activity to 1). Check that we are understanding the ideas you have had and how you are thinking things could be done more effectively and 2). Talk with service providers that work with families about how they are currently delivering with what they have and what they would like to do better or coordinate with other services. PM&C plan to invite the service providers to a meeting with the Implementation Group to discuss the ideas the group has and see what can be done with current resources and where the support package can add value.

Ex:	Issue:	Previous Suggestions:	Feedback:
1. a)	Kids roaming the streets late at night.	<ul style="list-style-type: none"> • A night patrol of sorts to take kids home. • More Activities for kids and youth to keep them occupied. • Rewarding those doing the right thing. • Group not in favour of the night patrol because this is a family responsibility. The families need to be involved in the solution. 	<ul style="list-style-type: none"> • Target group; youth on streets, parents and care givers. • Interagency communications. • Reward positive behaviour, discussion in regards to Ngnowar Aerwah excursions. • Target parents, opportunities for parents to talk openly. • Name & shame families. • Positive stories in the newsletters/newspaper. • Open community meetings. • Discussion regarding the lack of supervision at the recreational centre (SHIRE responsibility). Male youth worker to compliment female youth worker. Have rules in place for kids to use the recreational centre. • Neighbourhood watch. • Continuously address issues with parents, not just a one off activity/information session. • Kids caught need to be made accountable (pay for damage done or clean property that has been dirtied). • Police and parents need to have one on one communications. • Restrict payments for those individuals doing the wrong thing. • A safe facility for family to go and talk about issues & solutions. • Parents to be held accountable, fines/warning from authorities, otherwise this becomes normal. • Working hours of police and their duties within the community.

1. b)	Activities where possible to involve the family or extended family.		<ul style="list-style-type: none"> • Target group; youth, families and extended families. • Educational activities, online learnings. Talk to other students. • Workshop on general information. • Review of what was learnt, for example, kids are asked questions about what they learnt after a recreational activity. • PM&C to talk with EKJP and SHIRE regarding opportunities. Male youth worker at the recreational centre and SHIRE to monitor their workers.
2.	Families/extended families not working together to solve problems like school attendance, drugs, alcohol and crime.	<ul style="list-style-type: none"> • Have a program that includes a residential part somewhere out of town so families can work through things with professional support away from distractions. 	<ul style="list-style-type: none"> • Target group youth; families and extended families. • Discussion about why Wyndham have just the 'sober up shelter', this encourages negative and repetitive behaviour. Where do people go to from here? • Family centre for parents and children. • Counselling referrals. • One on one intensive case management of families.
3.	Working with the Kids at Risk Group.	<ul style="list-style-type: none"> • Community members and extended families to be involved and support activities for the kids at risk. • Good to hear there is a group of professional service providers meeting to discuss case management of a specific group of kids at risk in the community. • Understand the sharing of confidential information between service providers is to assist the case management. • Idea of a community group of some sort that could assist with the development and delivery of programs for the kids at risk. 	<ul style="list-style-type: none"> • All agreed the brainstorm of example 1 is the same for example 3.

4.	<p>People in Wyndham not accessing services being provided (visiting services mainly). This was for a number of reasons:</p>	<ul style="list-style-type: none"> • Visiting times not well known or advertised. • Visiting services needs to be better coordinated. • Support for a referral pathway to access appropriate services located somewhere central. <p><i>Thought Bubble:</i></p> <ul style="list-style-type: none"> • A discussion with Dept. Housing about the possibility of a house to be renovated with CDP to be used as a location for a support person to connect people to visiting services. 	<ul style="list-style-type: none"> • Work opportunities for Wyndham people. • Work with CDC & be open to training opportunities. • Community housing to contract work to EKJP or Ngnowar Aerwah (housing maintenance, clean up's, yard work). • CHL to have ALO with home visits. • More opportunities to build on skills for Wyndham people.
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Wyndham Action Items for the 4 May 2016:

Document 26

#	Item:	When:	Who
1	PM&C to map Wyndham services.	Ongoing	PM&C
2	PMC to look at how to improve the time it takes to manage an organisation if they are not performing well	Ongoing	PM&C
3	Advisory Group ToR / Guidelines developed – determine who will sit on which Advisory Group	End May	WCRG
4	Community Panel - WCRG agreed: <ul style="list-style-type: none">• Wyndham Community Reference Group be the body that selects the members for the Community Panel (members to confirm process to manage)• EOI for all positions – can be verbal or written• A pool of 8 individuals to draw from for panel• Will be a mix of 50/50 Indigenous / Non-Indigenous• WWCC / WAPoI Checks for all• Reference Check x 2 Timeframe to aim toward to have panel up and running – end May	End May	DSS
5	Explore possibility of using donga at SWEK for thought bubble	End May	PMC s22
6	Provide Update on Gift Cards – technical solution found?		DSS
7	DHS Executive Meeting – 2 June in Wyndham in the morning if WCRG is available	18 May	

s22

From: s22
Sent: Thursday, 28 January 2016 4:59 PM
To: s22
Subject: DLG [SEC=UNCLASSIFIED]

I thought I would provide an overview from today's DGL meeting and some of my reflections. Where there are *TBC on the notes below, s22 said he would get back to the group with more information. Overall, it appeared the chairs of the meeting s22 discussed the card without making reference to all the work that has already been undertaken – despite assurances from myself, s22 that many issues have been recognized and will be addressed through the upcoming implementation process. Happy to discuss further.....

Overall views:

- s22 expressed the view that there is a lot to be done in the timeframe to implement the card. He queried whether it was a realistic timeframe
- Service providers have a deep interest in the support package, and the money involved, and opportunities for their organisations
- Feedback loops to CDC implementation group may be required on some items e.g why wasn't their feedback to include age pension taken onboard,
- Service providers could be a cohort addressed early in the communication plan, so that they can be educated and forward information to their client groups
- Service providers could be potentially pushed to capacity when the card is implemented. Communication about increased uptake in services, correct staffing allocations and capability may be useful

DLG

28 January 2016

Questions asked during presentation:

Basic Mechanics of the card/policy

- * what presence (physical) will INDUE have in region /shopfront
- * replacements
- * how will cards be activated
- * is there a transition period for uptake of the card *TBC
- * what happens for people who leave their card at (for example) the shop
- * will people will be able to buy alcohol online *TBC
- * questions around moving into/out of the region after the switch on date - possibility at using a separate date to capture participants ... Census or whatever
- * can you transfer from restricted account to another persons restricted account *TBC
- * questions on possibility of and mechanics of exemptions
- * voluntary nature for on AND off *TBC
- * humbugging for people (eg aged) who are not on trial *TBC* _ Explored with s22 possible administrative changes that could circumvent this issue.
- * other service providers to step up and monitor gaps (eg selling diesel of cash)
- * 8 weeks time - short implementation period!!!!!! Short time to fund services, roll out card, etc

Support Services

- * will support services be enough ... Need proper analysis and consultation
- * consultation on youth services *TBC
- * confirm EC leadership on scan/mapping on existing funding and services
- * need to have new \$ used in coordinated/integrated way

Options from other service providers to support the rollout

- * Leverage with Housing informing client group and information around financial counselling
- * OVAHS to support information
- * Child protection - internal communication strategy to reduce career humbug -provide strategies/ options
- * feedback loop from service delivery orgs
- * youth services happy to support information provision with their client group
- * backbone organisation to also support and engage
- * s22 to convene a forum with Health Providers to highlight issues expected, concerns etc
- * WA Reform team to distribute a draft listing for potential issues associated with the Debit Card, and then Agencies to provide additions/comments

Suggestions raised for the implementation:

- * special engagement for people already on voluntary income management (they will lose the budgeting support that IM provides)
- * info sessions weekly at Waringarri community
- * stall at OVAHS on daily basis
- * visual tools would be better to communicate changes
- * pensioners should be included in trial - needs extra consultation with pensioners to determine either change or supports required
- * information should be provided through child protection - carers may be targeted for humbugging for children/caring subsidies ... May need extra consultation with client group around voluntarily taking part in the trial
- * organisation with lead up to meeting / invite etc s22 to take part in Implementation Committee)

Key messages from the forum to consider

- importance of having support services in place within 2 months
- Importance of bringing the service providers /state govt along with the implementation
- s22 to join/meet with the Implementation committee
- DSS to provide info on support package of \$1.3
- Reform group have standing item for CDC (monthly meeting)

Other issues raised:

- *Funding duplication - Wunan has collected information from Indigenous organisations on funding/service provision
- * opportunity for community to tackle issue of humbugging

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s22

From: s22
Sent: Friday, 12 February 2016 11:03 AM
To: s22
Subject: FW: East Kimberley DLG - Minutes and attachments 28th January 2016
Attachments: Minutes 28Jan2016 - East Kimberley District Leadership Group Meeting.docx; Attachment D - Agency ideas for the Cashless Debit Card.docx; Attachment B - Notes from discussion - Cashless Debit Card.docx; Attachment A - Presentation Cashless Debit Card - DSS s22 pdf; Attachment E - 2016 Meeting Schedule - East Kimberley District Leadership Group.docx; Attachment C - Empowered Communities Presentation to the EK DLG - Rescheduled for February 2016.pdf

Hi s22

This is the info from the DLG meeting for you. Can you particularly take a look at both the minutes and at Attachment D – I am assuming that Attachment D is what s22 will expect agencies to respond to at the next meeting.

Cheers

s22



Government of Western Australia
Department of Aboriginal Affairs

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From: s22
Sent: Wednesday, 10 February 2016 5:05 PM
To: Alistair.Sherwin@network.pmc.gov.au; s22
 s22

Cc: s22
 s22

s22

Subject: East Kimberley DLG - Minutes and attachments 28th January 2016

Hello East Kimberley DLG members.

On behalf of s22 I would like to thank you for your attendance and valuable input into the DLG meeting in Kununurra on 28th January 2016.

Please find attached a copy of the minutes from that meeting.

There are also several attachments to these minutes as follows:

- Attachment A: Copy of the Presentation by s22 from DSS on the Cashless Debit Card Trial
- Attachment B: Write up of the notes and questions from the white board.
- Attachment C: Copy of the Empowered Communities presentation that was on the agenda and has been rescheduled for discussion at the February meeting.
- Attachment D: Template for agencies – Cashless Debit Card Implementation Planning
- Attachment E: Proposed Schedule for DLG Meetings 2016

Please advise any corrections or amendments to the minutes at your earliest convenience.

Please note also that attachments D and E require your input.

Regards,

s22

Department of Regional Development | 1 Short Street | Broome WA 6725

s22

s22

W www.drd.wa.gov.au



**Government of Western Australia
Regional Services Reform Unit**

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s22 has sent you copies of the following 6 documents from Objective:

"Minutes 28Jan2016 - East Kimberley District Leadership Group Meeting" (A5598454) v3.0

"Attachment D - Agency ideas for the Cashless Debit Card" (A5598731) v1.0

"Attachment B - Notes from discussion - Cashless Debit Card" (A5598451) v1.0

"Attachment A - Presentation Cashless Debit Card - DSS s22 (A5598449) v2.0

"Attachment E - 2016 Meeting Schedule - East Kimberley District Leadership Group" (A5598549) v1.0

"Attachment C - Empowered Communities Presentation to the EK DLG - Rescheduled for February 2016" (A5598655) v1.0

DISTRICT LEADERSHIP GROUP MINUTES
East Kimberley - Kununurra
28th January 2016

Attendees:

Name	Title	Organisation	Email	Notes
s22				

Apologies:

Name	Title	Organisation	Email	Proxy
s22				

Invited Participants not in attendance:

Name	Title	Organisation	Email
s22			

Item	Discussion/Outcome	Actions/Status	Who	By When
1. RECORD OF PROCEEDINGS FROM THE PREVIOUS MEETING HELD ON 26/11/15 AND ACTION TRACKING SHEET	<p>The following documents of the meeting held 26/11/15 were circulated to DLG members and proxy attendees via email, and included:</p> <p>s22</p>	<p>s22 – Reminder of two actions from the last meeting:</p> <ol style="list-style-type: none"> 1. Consider the upcoming implementation of the Cashless Debit Card and speak with agency staff and community about potential impacts including secondary impacts, in the community. Bring to the next meeting ideas on ways this group can work together to prevent or address any negative consequences. 2. s22 	All members	<p><i>For discussion on 28/1/16 – ongoing (Refer to Attachment B)</i></p>

Item s22	Discussion/Outcome	Actions/Status	Who	By When
6. PAPERS & INCOMING CORRO (a) PAPER TITLE (b) PAPER TITLE	Nil			
7. PRIORITY LOCATIONS a) Priority Locations Report b) Working Party(s) update	To be determined – initial focus on Cashless Debit Card and across agency initiatives			
8. PRIORITY ACTION AREAS a) Cashless Debit Card (CDC) Implementation	<p>a) Presentation by s22 DSS. Refer to copy of power point slides at <u>Attachment A</u>. Discussion of issues, ideas and questions - Refer to notes taken from discussion at <u>Attachment B</u>.</p> <p>Implementation committee meeting in Kununurra and Wyndham on 8th and 10th of February 2016.</p> <p>Questions raised by group to DSS and PM & C</p>	<ul style="list-style-type: none"> • s22 to coordinate a 'health professional' meeting to consider health impacts and coordinated management of responses • s22 s22 to represent the state government on the implementation committee and attend meeting on 8th February 2016. • s22 to provide response to questions raised about the CDC, via RSRU • PM&C to provide information regarding the 1.3million support package from the Commonwealth for the trial 	<p>s22</p> <p>s22 DSS</p> <p>s22 PM & C</p>	<p>25/02/2016</p> <p>08/02/ 2016</p> <p>25/02/2016</p> <p>25/02/2015</p>

Item	Discussion/Outcome	Actions/Status	Who	By When
s22		sites. • RSRU to circulate feedback template for agencies completion – with particular focus on ideas to support implementation and ongoing support to families ATTACHMENT D	s22	12/02/16 Feedback from agencies by 21/02/16
9.				
10		s22		
11				
12				

Attachment B – Cashless Debit Card implementation discussion.

Issues	Ideas / Questions for follow up
<ul style="list-style-type: none"> • The Cashless Debit Card (CDC) will replace all other forms of Income Management in the trial sites. As such it will impact differently on those who are on Voluntary or Compulsory Income Management. • What happens when people leave their card with the local community store (this is something that people do in communities) – how do we address this? • How do we plan for people trading card value with others for cash / alcohol? • People can link their card to a paypal account – how will people be prevented from purchasing alcohol using paypal or other means online? Or gambling online? • <u>Transience</u> – Community foresee issues with implementation due to transient population. Many people do not update their home address with DSS and may have be residing in the catchment area however have a home address listed outside the catchment area for the trial or vice versa. Also people move between areas for a number of cultural and other reasons, and the time can vary from days to months – what determinants are being used to determine a persons' address. How to ensure stakeholder/customer engagements and supports are maintained when people remain on the trial but are moving into areas not covered. • <u>Humbugging</u> – pressure / exploitation of and/or threats to people not on the card for their cash. 	<p>Question for community</p> <ul style="list-style-type: none"> • Where should the replacement cards be distributed from In Kununurra and Wyndham? What would be the best points of contact about the card for people in the communities? <p>Questions for PM&C / DSS</p> <ul style="list-style-type: none"> • Will there be any transition period for people when the card is introduced? If so what is the transition timeframe? • More information required on how the card usage will be monitored and how online purchasing will be locked? • More clarity needed around options available for online banking? • What was the evidence from the NT? What were the proven benefits of restricted income models like the NT – what worked and what didn't? How have these things been changed and planned for in EK? • Discussion that the provider will be monitoring expenditure as a part of the trial and can "block websites" but unclear what or if actions can be taken promptly to address situations where people find ways to "get around" the restrictions. • Discussion regarding potential issues of reliance on DSS registered address for customers and the boundaries of the geographical catchment areas unclear. Noted potential for monitoring expenditure in the community to determine who is residing in community? • Potential for a 'Census- like' date to be determined prior to the commencement of the trial date itself. • Advice from DSS that that those who are put on trial will remain on trial for full 12 months. Those who relocate to trial area will be added to trial within the 12months. <p><u>Support Package from Commonwealth</u></p> <ul style="list-style-type: none"> • Group requested more information regarding the 1.3million support package

Attachment B – Cashless Debit Card implementation discussion.

<p>This is already happening to many vulnerable members of the community such as elderly people and people with disabilities.</p> <ul style="list-style-type: none"> • Who is already funded and for what services? Move to increase partnerships and integrate existing services and programs. • Some DLG members felt that that they have not been part of that consultation to date • Empowered Communities and other stakeholders have already raised all of the above concerns / expected issues with PM&C throughout the consultation phase and these issues are being discussed and addressed through the Implementation Committee. 	<p>from the Commonwealth for East Kimberley trial sites. Is 1.3m enough given the likely Health (MH/AOD) supports that will be required?</p> <ul style="list-style-type: none"> • What specific consultations have occurred or are planned to occur in regards to activities and family supports listed as parts of the support package? <p><u>Overarching support for the card</u></p> <ul style="list-style-type: none"> • The CDC is supported by Aboriginal leaders and is seen as a significant tool to be able to shift and build social norms. • There is an implementation committee meeting in Kununurra and Wyndham on the 8th and 10th of Feb. This committee has invited RSRU/state government representation – s22 has agreed to be a representative on this committee. • DLG members are keen to provide support and coordination of service delivery 	<p>Pres enta tion – s22 Dep art men t of Soci</p>
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al Services (DSS) – Cashless Debit Card Trial for East Kimberley. Refer to power point presentation hand out for details of presentation.

Attachment B – Cashless Debit Card implementation discussion.

What are the expected local risks and what ideas can the group suggest for ways of working differently, in partnership to have localised strategies to mitigate these potential impacts	Opportunities to work differently	Actions and Support options
<ul style="list-style-type: none"> • Missing information for service providers locally. Need for sharing of information across services and planning around a feedback mechanism for information both pre and post implementation. • Very short lead in timeframe to implementation. 8 - 10 weeks and group is seeking guidance and direction on partnerships / integration strategies to support the implementation and/or mitigate unintended consequences in a timely manner. • Clarity of current roles of people who are already providing support to customers. • Planning for the alternatives. When there is no access to alcohol – example of people who would congregate at a park and drink on a daily basis– what are their options for positively and safely channelling their energy with pro social and purposeful activities and how will they be supported into these options? Who will provide these supports – including individual level supports – to prevent anti-social consequences and harm. What is our plan across services locally for this? 	<ul style="list-style-type: none"> • Different agency/ department opportunities to lever from Implementation – E.g. Housing staff could partner with implementation support workers – to visit customers together for dual outcomes. Housing can help tenant with debt recovering planning and update household information and support to reduce confusion. – • Agency specific communication strategies and need for consistent messaging. For example the need to support and inform foster carers who will be placed on card yet still have access to foster subsidy as cash - could be targeted by others for cash. • Linking up – State and Commonwealth supports. Prevent duplication and gaps. Service mapping will assist with this, including service mapping that has already been conducted by Wunan • Opportunities in this group – the DLG feeding into the process and supporting the Implementation Committee. What does the implementation committee and the EC leadership need from the DLG group to support successful outcomes? • Cashless Debit Card is a significant tool to support the bigger picture Empowered Communities goals – and 5 norms. 	<ul style="list-style-type: none"> • Links between this group and the Implementation Group – Information feedback mechanisms and communication strategies. • RSRU can act as a conduit for information to the group. • EK DLG and State government rep to the implementation group – s22 has committed to this. • RSRU will seek information from DLG group regarding what each service can contribute to support the implementation committee • PM&C and DSS to provide information and responses to unanswered questions from today. • s22 has committed to speaking with all relevant health services in EK (AMS / WACHS (MH / AOD)/ Hospitals / BOAB / PHN/ Private/rehab services) to coordinate the 'health' response and needs to the implementation • CDC trial to remain as a standing agenda item for the EK DLG group.

A brief overview about the trial and how the card will work in Kununurra and Wyndham

s22

The Forrest Review

- In 2015, Mr Andrew Forrest suggested a number of ways of empowering vulnerable Australians
- One suggestion was the **Healthy Welfare Card** which would restrict 100% of welfare payment to a cashless debit card
- This card would restrict the purchase of alcohol, gambling products, and cash that could be spent on drugs

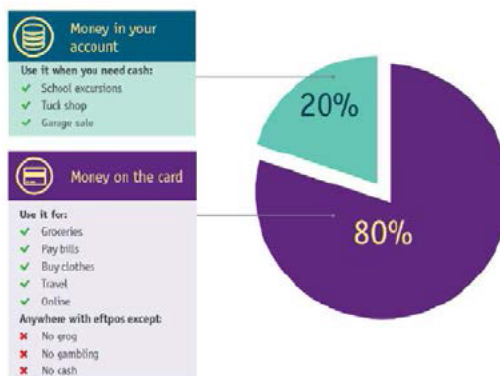
What is the Cashless Debit Card?

The Cashless Debit Card builds on Forrest's recommendation but rather than 100 percent, only 80 per cent of your usual payment will be paid to a separate account with the Debit Card attached

This part of your payment will be restricted

- You won't be able to buy alcohol or gambling goods, or withdraw cash.

The remaining 20 per cent will be paid to your usual account and you can use this however you wish



Where will I be able to use my card?

The Cashless Debit Card will look like any other Visa Debit card

You can use your card anywhere that takes EFTPOS except at bottle shops or gambling houses, and at ATMs

You can also use it online

The card will be accepted nationwide, so if you travel outside of the trial location, your card will still work

There are a range of flexible options available with the card:

Online transfers
Online shopping
BPAY
Setting up direct debits

Why are we introducing a Cashless Debit Card?

The Government is targeting areas where high levels of community harm co-exist with high levels of welfare dependence

To minimise this harm, the Government is trialling a new system of receiving welfare

Community leaders in Kununurra and Wyndham have asked to take part in the trial

Who will take part in the trial?

- Anyone receiving a working age welfare payment and lives in the Kununurra and Wyndham region
- Those receiving the Age Pension or Veteran's payment will **not** be automatically triggered, but can volunteer
- Wage earners may also volunteer to participate

Payments which will be included in the trial:

- Abstudy (includes an amount identified as living allowance)
- Austudy
- Benefit PP (partnered)
- Bereavement allowance (so long as the recipient has not reached pension age)
- Carer Payment
- Disability support pension
- Newstart Allowance
- Parenting Allowance (other than non benefit allowance)
- Partner allowance
- Pension PP (single)
- Sickness allowance
- Special Benefit
- Widow allowance
- Widow B pension
- Wife Pension
- Youth Allowance

How will the Cashless Debit Card be implemented?

The trial is set to begin in late April

Once you receive and activate your card, you will then be able to use it at any shops that take EFTPOS

The card provider will include details on how to activate, set up direct debits, and any other information to help you get started

What support is being offered?

Community Support

The Government is providing an extra \$1.3 million dollars of funding to boost support services in Kununurra and Wyndham

This will help support:

- Drug and alcohol rehabilitation
- Mental health services
- Additional family supports
- Targeted youth activities
- Financial counselling services

Card Support

Support for the card will include:

- A customer support centre
- A mobile phone app and text alerts
- Community workshops

Information for Merchants

How will this affect my business?

The new card will look and operate like an ordinary debit card

If you accept EFTPOS, you won't need to change anything

It will work in all businesses that accept card and do not sell alcohol or gambling products

Most of the welfare payment will be on the card, meaning more money to be spent on goods and services not related to alcohol or gambling

What if my business sells alcohol and/or gambling products?

If your business sells alcohol and/or gambling products, as well as other goods, you may be able to accept the card

If your business only sells alcohol or offers gambling products, you will not be able to take part in the trial

Questions?



Want to find out more? Visit www.dss.gov.au/cashlessdebitcard or contact the Department of Social Services on **1800 252 604** or at **debitcardtrial@dss.gov.au**

CASHLESS DEBIT CARD

ISSUES	CHALLENGES	OPPORTUNITIES	CONSIDERATIONS and IDEAS FOR IMPLEMENTATION (noted that at the time of recording, implementation notes were not available)	AGENCY COMMENTS – What can you contribute to support the CDC?
Stakeholder engagement – what do the recipients understand and what options do they have to understand more fully	<p>Different processes required for transition</p> <p>Different information and communication strategy for VIM and CPIM clients – transition required</p>	<p>Community education and awareness</p> <p>Opportunity for to support the need to move away from welfare dependency; to reinforce the 5 social norms; and to change behaviour to a positive end</p> <p>Opportunities for better service coordination</p>	<p>Engagement/communication strategy - Will require different strategies for different audiences eg relative carers; people not automatically on the card; people who are not permanent residents within the SWEK boundary</p> <p>Other community targets – say No to Violence; No School, No Service during school hours; No Hum Bugging – refer to EC social norms</p> <p>Visual PowerPoints and pamphlets – use of Aboriginal organisations to assist with design</p> <p>Joint workshops – with PM&C and agencies - broader based information giving eg payment of rent/arrears; ARP</p> <p>Hot lines?</p> <p>Utilising places where people access and use frequently eg OVAH's; Waringarri, parks</p> <p>One pamphlet that all agencies can distribute; be at their front desks etc – provides consistent messaging</p> <p>DLG – can be one of the feedback mechanisms for implementation group</p>	

ISSUES	CHALLENGES	OPPORTUNITIES	CONSIDERATIONS and IDEAS FOR IMPLEMENTATION (noted that at the time of recording, implementation notes were not available)	AGENCY COMMENTS – What can you contribute to support the CDC?
			DLG rep on the Implementation Committee?	
Behaviour changes - alcohol consumption; family & domestic violence incidences & role of men in particular	For people who have cognitive disabilities - FASD; alcohol related brain impairment; lack of education	Local initiatives to support people through access to cultural and family empowerment opportunities Pre-release prison programs for men returning to Knx or Wyndham?	A whole of community campaign required around alcohol misuse – use of local media; Knx facebook; small groups; links to existing organisations – ie CRC, Waringarri; OVAH's Coordination of intel from TAMS; links to Alcohol Accord around alcohol restrictions	
Financial management	Access to financial counselling - holistic to achieve financial management literacy and/or financial well being Historically low take up rates of services; and unclear referral processes People think they do not need counselling as on limited cash	People can have financial certainty around rent; food; utilities; other bills Spending patterns may change – more likely to save money Joined up services with financial counselling – in home support ie homemaker program Opportunities for automatic deduction of Court imposed fines to reduce unnecessary incarceration for		

ISSUES	CHALLENGES	OPPORTUNITIES	CONSIDERATIONS and IDEAS FOR IMPLEMENTATION (noted that at the time of recording, implementation notes were not available)	AGENCY COMMENTS – What can you contribute to support the CDC?
		non payment of fines		
Income management as a tool for child protection case management	<p>Useful tool in relation to the protection of children that can result in statutory intervention (particularly around neglect)</p> <p>Useful incentive strategy to either prevent chn coming into care or to assist with re-unification of children</p> <p>Household is often undermined by other people living in the house, who are not on CPIM - often difficult to place 'long term household visitors' on CPIM</p>	<p>Voluntary income management has increased people's motivation for change – some good inbuilt incentives eg cash incentives</p>	<p>Management of transition of clients already on VIM or CPIM required</p>	
Economic opportunities	<p>Limited job options or access to employment/training in some areas – people need access at many levels</p> <p>Mechanisms to assess people's capability for training and employment</p>	<p>Building of capacity and financial independence</p> <p>Opportunities to work with local businesses to assist</p>	<p>Links to CDP and other work support and development agencies – good possibilities</p>	
Hum Bug prevalence amongst families	<p>Strong hand/exploitation of by others for money and food – increase in FDV</p> <p>Bartering or stand over tactics for prohibited goods</p>	<p>Opportunity for community to introduce a whole of community initiative</p>		

ISSUES	CHALLENGES	OPPORTUNITIES	CONSIDERATIONS and IDEAS FOR IMPLEMENTATION (noted that at the time of recording, implementation notes were not available)	AGENCY COMMENTS – What can you contribute to support the CDC?
Increase in criminal behaviour	<p>Stealing to obtain alcohol and tobacco</p> <p>Selling of prohibitive items at inflated prices – sly grogging</p> <p>Physical assaults/FDV incidences – people going through withdrawal</p> <p>Fraud related activities</p>	<p>Will impact on WAPOL however the current situation equally impacts on Police operations and resourcing and the Police are in full support of initiatives that will improve outcomes for individual and community safety</p>		
Integrated service delivery	<p>Readiness of the services to respond – particularly in relation to alcohol/drug withdrawal services; mental health</p> <p>Limited number of services; already stretched</p> <p>Lack of integrated and holistic models of service delivery</p> <p>Increase in other addictive behaviours ie solvents – different services required for emerging issues</p>	<p>Opportunity for services to be delivered differently - development of the family by family concept – top 50 families for individual case management; strong families principles</p> <p>Engagement of Mental Health/DAO in the strategies</p> <p>Resourcing implications ie WAPOL and other State Govt agencies and community sector agencies</p> <p>Focus on education;</p>	<p>Need to ensure that services are in place at the commencement of the trial – current recruitment freeze within the public sector and HR processes can take several months from selection to in situ arrangements</p> <p>What other Commonwealth additional funding has been provided to support service delivery?</p> <p>Ongoing State Govt funding – ie Youth Justice; contract funding</p> <p>Role of DLG – support by collective agencies</p> <p>Different agency/ department opportunities to leverage from Implementation – Eg Housing staff could partner with implementation support workers – to visit</p>	

ISSUES	CHALLENGES	OPPORTUNITIES	CONSIDERATIONS and IDEAS FOR IMPLEMENTATION (noted that at the time of recording, implementation notes were not available)	AGENCY COMMENTS – What can you contribute to support the CDC?
		<p>building parental capacity; family support; environmental and health improvement; budgeting and household management</p> <p>Development of early childhood initiatives</p> <p>Opportunity to look at local service providers (ACCO's) to build capacity – partnership arrangements with NGO</p> <p>Opportunities to look at duplication and gaps in service delivery</p>	<p>customers together for dual outcomes. Housing can help tenant with debt recovering planning and update household information and support to reduce confusion.</p> <p>Targeted Initiative in Knx and Wyndham for families with complex needs; what are the triggers for inclusion: ie</p> <p>Non school attendance Child neglect FDV reports Anti social/criminal behvr of children/young people</p> <p>Role of schools and other agencies in relation to disengaged, at risk and transient children</p> <p>Role of health agencies – Grahame to convene a meeting of health professionals - state and AMS (include GP's/Hospital) to discuss resources and services – may require own working group</p> <p>Use of existing tools and supports – Alcohol restricted premises – either voluntary or by CPFS applications; Responsible Parenting Agreements; Aboriginal Culture and Lore Framework around FDV – s22 s22</p> <p>RSRU service mapping – will be closer to finalisation in approx. May 2016</p> <p>Commonwealth mapping –</p>	

ISSUES	CHALLENGES	OPPORTUNITIES	CONSIDERATIONS and IDEAS FOR IMPLEMENTATION (noted that at the time of recording, implementation notes were not available)	AGENCY COMMENTS – What can you contribute to support the CDC?
			what has been identified?	
Participation Outlets	<p>Replacement of lost cards – outlets for this?</p> <p>Minimum cash withdrawals</p> <p>Use of cards outside of Wyndham and Knx?</p> <p>Use of on-line – more information needed on monitoring expenditure and blocking websites eg around alcohol purchases and gambling</p> <p>Purchasing on line and store purchased gift cards, that can be utilised as a cash transaction in liquor outlets</p>		<p>Consultation with EK merchants required – ongoing training/guidance needed</p> <p>Information provided to other potential outlets – ie Broome/Halls Creek/Derby/Fitzroy/NT – where people travel to most frequently</p> <p>Banking - Inju – good to have local Aboriginal staff attached to the provider – computer kiosks inside local sites ie Waringarri/AMS staff employed to assist</p>	
DSS recipients NOT on the card ie Disability/Aged pension	<p>Higher incidences of hum bug</p> <p>Exploitation of people on disability pensions</p>		<p>Some confusion around whether or not disability pensions were on the list? Confirmation required.</p> <p>Streamlined and clear processes for people in this situation to go onto the card if they wish to do so – needs to happen ahead of implementation date, to not reach a situation where aged pensioners have been exploited</p>	
DSS EK recipients NOT on the card	Warmun; Balgo; and some residents in Halls Creek wish to			

ISSUES	CHALLENGES	OPPORTUNITIES	CONSIDERATIONS and IDEAS FOR IMPLEMENTATION (noted that at the time of recording, implementation notes were not available)	AGENCY COMMENTS – What can you contribute to support the CDC?
	<p>be on the card</p> <p>Exemption criteria – need to be focussed on positives. Other strategies required for managing situations where people are self harming or threatening to do so</p>			
Mobility outside the SWEK Shire & non SWEK residents living inside the area	<p>How will mobility be managed? People may leave the area, query what support is available to them outside the area</p> <p>Mail correspondence not always reliable – will need other means of communication</p>		Provide info at DSS and CDP appnts	
Family Panels	<p>The timing of setting these up – how can the initiatives be aligned</p> <p>Different models – no legislative base</p>	<p>What can be in place for incentives to change? Housing? Fines? Reduced amounts on income management</p>	<p>Service providers to be informed about another aligned initiatives</p> <p>5 Norms of Empowered Communities to be front and centre of all objectives – these are also closely aligned to RSRU objectives</p>	
Measuring outcomes	<p>May not be able to measure in isolation, but would be good to do so alongside other initiatives</p> <p>Quantitative vis qualitative data – what is the intention?</p>	Action research??	<ul style="list-style-type: none"> • Closing the gap data • Hospital admissions, due to FDV; assaults • Alcohol sales • School attendance • No of chn in care • Police crime stats • No of YP on orders/custody <p>What has been measured in</p>	<ul style="list-style-type: none"> •

ISSUES	CHALLENGES	OPPORTUNITIES	CONSIDERATIONS and IDEAS FOR IMPLEMENTATION (noted that at the time of recording, implementation notes were not available)	AGENCY COMMENTS – What can you contribute to support the CDC?
	Need to be thinking beyond a 12 month pilot		<p>previous evaluations and learnings from this?</p> <p>What data is required from the State?</p> <p>Evaluation to commence before the trial implementation date</p> <p>Is it also possible to include in the research, specific evaluations of targeted initiatives implemented alongside the CDC – ie target case management for families?</p>	

Item 2 Update on Action items from 8 February meeting

Item	Responsible agency/ person
1. Department of Social Services (DSS) to provide advice as to whether the Community Panel is able to exemption individuals from participating in the trial of the CDC (Note – legislation does not currently support this approach)	Department of Social Services - Community Panel Model Options distributed
2. Dept Prime Minister & Cabinet (PM&C) to quantify data needed to demonstrate social norms.	Department of Prime Minister & Cabinet - Information to be tabled at meeting on 1 March
3. Provide advice on the community panel in Ceduna including any selection criteria for members or any role description/conditions	Department of Social Services - template for Panel Member selection distributed
4. Draft options for the operation of a community panel in Kununurra for March meeting	Department of Social Services - Community Panel Guidelines distributed
5. Support Package - Children & Parenting Service (CaPS) – implementation group members to provide description of a programme that they believe would support the trial and could be funded through this programme. • PM&C and DSS to provide advice/options back to Implementation group after 19 Feb on program options	Implementation group members by COB 19 February - Two proposals received - To be discussed at meeting on Tuesday 1 March
6. Guidelines to be drafted for next meeting re brokerage funds (\$100,000)	Department of Prime Minister & Cabinet - Draft guidelines distributed
7. Radio advertising is needed in February and March - fast-track sign off of radio advertising to make this happen	Department of Social Services - EK radio script distributed
8. Update the 'Ceduna' 'Questions & answers' document for Kununurra and use during information sessions • Distribute to Implementation Group members	Department of Social services Department of Prime Minister & Cabinet - Q&A Doc distributed
9. Map of trial region – edit so the region is clearer • Update once sessions held at Doon Doon (Woolah) & Glen Hill	Department of Social Services - Map distributed
10. Funding Agreements for the programs included in the Community Support Package to include the Empowered	Department of Social Services Department of Prime Minister & Cabinet - Agreed in principal, this will be

Item 2 Update on Action items from 8 February meeting

<p>Communities 5 social norms</p> <ul style="list-style-type: none"> Consider these to be included in all future funding agreements in the region 	<p>implemented when drafting agreements.</p>
<p>11. Revise schedule for Information Sessions in week commencing 15 February based on feedback from Implementation Group</p>	<p>Department of Prime Minister & Cabinet Department of Social Services</p> <ul style="list-style-type: none"> Revised plan to be tabled at 1 March meeting
<p>12. Debit card distribution – check whether there was a Statement of Requirement for local organisations to distribute debit cards in Ceduna</p> <ul style="list-style-type: none"> Provide to Implementation Group if there was a ‘Statement of Requirement’ 	<p>Department of Social Services</p> <ul style="list-style-type: none"> -
<p>13. Provide Implementation group with options for delivery and activation of the debit card</p> <ul style="list-style-type: none"> Timeframes How to link to other services Hand/delivery or pick up Options for a local service provider be contracted to do this work 	<p>Department of Social Services</p> <ul style="list-style-type: none"> For discussion at the meeting
<p>14. Proactive engagement of pensioners – develop a plan (for Feb & March) to ensure age pensioners understand their options with the CDC</p>	<p>Department of Prime Minister & Cabinet</p> <ul style="list-style-type: none"> To be discussed at meeting
<p>15. DSS to organise a discussion with s22 regarding liability issues with using debit cards and financial providers such as Indue</p>	<p>Department of Social Services</p> <ul style="list-style-type: none"> underway
<p>16. Follow-up with Mirima Language Centre regarding translation of communication materials into language (radio ads)</p>	<p>Department of Social Services</p> <ul style="list-style-type: none"> DSS talking points
<p>17. Employment – collate data on the numbers referred to CDP, classifications (work ready, barriers), type of barriers they face , job/training outcomes</p>	<p>Department of Prime Minister & Cabinet</p> <ul style="list-style-type: none"> Information to be tabled at meeting on 1 March
<p>18. Provide explanation, including funding, for organisations to host CDP participants</p>	<p>Department of Prime Minister & Cabinet</p> <ul style="list-style-type: none"> Information to be tabled at meeting on 1 March

KUNUNURRA SERVICE PROVIDERS MEETING

CASHLESS DEBIT CARD UPDATE

1. Welcome, Introduction & Apologies:

a) Attendees: s22

s22

s22

Apologies: s22

b) Meeting opened: 10:00am Meeting closed: 11:30am

2. Key Topics:

This meeting is an opportunity to provide the service providers with an update on the multi facets of the Cashless Debit Card. Department of Social Services is the lead agency with the Department of Prime Minister and Cabinet being involved with the community engagement aspect. The implementation group consists of s22

s22

s22

These meetings are held every month

with the next one on Monday 8th February.

a) Community Panel

- A community panel that will administer participant applications to change the ratio from 80% restricted and 20% cash, pending individuals doing the right thing.
- What the panel looks like, guidelines and internal processes are yet to be confirmed.
- Community Panel will operate in alliance with the 5 Empowered Communities norms.

b) Information Sessions

- There are Information Sessions about the Cashless Debit Card, information including; who it applies to, how the card works and other general information of the card.
- DSS have a general information flyer that will go to all PO Boxes within the trial site locations, including both those who are affected and those who are not.
- A letter will follow and be sent out to all participants involved.
- Information sessions in Kununurra will occur on Tuesday and Thursday, 16th and 18th of February. Wyndham information sessions will be held on Wednesday and Friday, 17th and 19th February. There will be the opportunity for question and answer time during information sessions held. DSS representative will be present at all information sessions.
- There will be radio advertisements on Waringarri.
- Information sessions will be planned for all outstations. As far south as Doon Doon, including Glen Hill and Wuggabun.
- These information sessions will be held from now until the end of March.

c) Footprint

- Boundary of the trial sites include, Wyndham and town based reserves, Kununurra and outstations counting Doon Doon, Glen Hill Wuggabun. Extending to the NT boarder but not including the Duncan Highway communities. The trial

will not include Turkey Creek as this is in the Shire of Halls Creek or Kalumburu. Kalumburu requires additional support and negotiations are to be continued here.

- DLG are aware of what's going on and have been informed of the progress of the Cashless Debit Card.
- Discussion around the difference between the Basic Card and the Cashless Debit Card. The leadership in Kununurra requested this card however will be compulsory for all on welfare benefits.

d) Support Package

- There will be 1.3 million in support service for the duration of the trial of 12 months for both Kununurra and Wyndham.
- No services have been approached to deliver any services in support of the Cashless Debit Card. This is yet to be discussed and relevant processes to be followed.
- There will be 5 categories of funding:
 - Youth rehabilitation
 - A better life program (ABLE)
 - Brokerage Fund
 - One Family at a Time (OFAT)
 - Children and Parent Services

e) Other Services

- A Challis Education program to commence next year. An education program that has a holistic approach that involves parents with the kids' education.
- Catholic education and the state school now have the 'Rock and water' embedded into their curriculum.
- Discussion about the \$800,000 of funding that Save the Children has been given. A 3 year contract that was re-newed last year in July. With Save the Children being the primary holder with 5 ancillary organisations that deliver activities (Warmun, WELA, Mirima, Pindan). Save the Children didn't receive money from the recent IAS round of contracts and this funding is separate to the Cashless Debit Card wrap around services support.
- INDUE is the financial institution that will look after the mechanics of the card. INDUE will liaise with the merchants and wider community.
- Centrelink will transition from income management to the Cashless Debit Card when required.
- Flyers will be posted to all next week with letters to all participants two weeks later.
- Empowered communities meeting is scheduled for the 9th March and the next Cashless Debit Card for the 8th February.
- Agreed that a service providers meeting will occur once every 3 to 4 weeks. Services requested that these service providers meetings are held 2 or 3 days before the DLG scheduled meetings.
- CPFS raised concerns with the additional pressures for the carers when the card is rolled out. Will the government support these people? Perhaps we look at what service is needed or the expectations of CPFS and other services that may need additional support during this time. This to be brainstormed at the next service providers update meeting.

- PM&C offered information sessions with relevant service providers and their staff.
- Service providers raised the importance of INDUE to have a 'pop up shop' for customers that may need assistance in setting up or using the card in early days.
- Service provider raised if the department has looked at a communications strategy for those people and families that are transient between the Kimberley regions. For example a person may be signed onto the Cashless Debit Card as they lived in Kununurra when the card is rolled out but they move to Halls Creek, what are the services for this person where their new place of residence is? How do they collect a new card if the card is lost? Only form of communication is the radio at this stage.

3. Other Business

- A service provider raised the 7 mile rehabilitation rejects participants on the police classification of individuals and their criminal history. With a high percentage that may have repeated offences, 7 mile rehabilitation refuses a lot of clients. For example a participant may have history that is tracked back 7 years and used against them and prevents enrolment into the rehabilitation facility. The police classification needs to be reviewed. Discussion re a decrease of alcohol this will decrease the high risk behaviour that is fuelled by alcohol.

4. Question & Answers

- Question rose about rolling out to Australia if successful. No decision has been made about the roll out to the rest of Australia as yet.
- Question asked if the 26th April in concrete. No, this date has been set but possibility of it being postponed depending if all infrastructure and logistics completed within given timeframes.
- Question raised, will there be additional activities for those who want to engage? There are CDP work for the dole activities that are compulsory for participants.
- How quick can the cards be replaced? INDUE will have a place in Kununurra and Wyndham with excess supply of cards, replacements of cards are instant, within a work day with a new card sent via the post.
- Can recipients of state money have their money transferred to the Cashless Debit Card? Transfers can take place from restricted to un-restricted, however this will be monitored. Royalty payments won't be affected by the Cashless Debit Card.
- Is there a way the support services can support those ones that may be at risk of sexual abuse. The ABLe program will support those with drug and alcohol addictions, support could possibly range to other at risks cohorts.
- How can Centrelink manage those customers with aggression that will be received from staff in the Centrelink office? Discussion regarding the Police to assist where possible.

5. Actions

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6. Next Meeting

- To be confirmed. Meeting to be scheduled 2 or 3 days before the next DLG meeting.

s22

From: s22
Sent: Monday, 18 April 2016 7:41 AM
To: s22
Cc: STRAPP, Eliza; Matthews, Gavin; SHERWIN, Alistair; s22
Subject: progress with information sessions in KNX & WYN [SEC=UNCLASSIFIED]

s22

As discussed on Friday the progress (numbers attending) with the information sessions has been slower than hoped for.

The radio ads are running, the schedule for sessions are distributed to key service providers and the places we are running the sessions have been quite varied – from White Gum Park to the leisure Centre to Waringarri to Centrelink.

The numbers have consistently been low which is of concern.

Suggest that we monitor this week given that the targeted participant letter should arrive in the mail this week and review on Thursday. If we review on Thursday it will allow us enough time to change the plan for the following week although I am not sure that there are many options for us other than a door knock. A doorknock in Kununurra would require significant resources and both agencies would probably need to include additional staff – not sure that options is feasible.

There might be a couple of reason for the low attendance:

- The town does not seem to be busy even though it is school holidays with low numbers of children around
- The police also mentioned that the town is quiet (in a recent mtg with our KNX office)
- Royalty payments were made a couple of weeks ago and there appears to be lots of people in Broome and Darwin (confirmed buy our office in Broome).

The numbers in Wyndham seem to be better and I understand that the CDP provider regularly answers questions as well s22

There have been a couple of large sessions including – years 10-12 at Kununurra District High School (80-90); OVAHS staff (approx. 20); CDP/EKJP participants (approx. 40) and Wunan staff meeting (65-70 staff). The team also continue to target key service providers such as community legal aid and others.

Do you think we need to put this on the agenda for the Tudge meeting? Thoughts on options?

Age pensioners

As you know s22 has consistently requested additional effort in respect of age pensioners given the concerns around elder bashing and humbugging of the pensioners.

To date the team have visited HACC and spoken with age pensioners in White Gum but this appears to be a small percentage of the total number of pensioners.

As discussed on Friday, the next two weeks will include a session where the team will visit age pensioners at home and discuss the CDC and the opportunity to 'opt in' to the card. I understand DSS will provide the data to the team in Kununurra. Be interesting to see if there are people at home while the town is so quiet.

s22

s22

Cashless Debit Card Trial | Kununurra Office
 Kimberley Region | Department of the Prime Minister and Cabinet

s22

s22

From: s22
Sent: Thursday, 21 April 2016 5:48 PM
To: s22
Cc: s22 s22 s22
Subject: s22 Local Partner- card collection/activation process [SEC=UNCLASSIFIED]

Hi s22

It was really good to meet you today at s22 and thank you for having the time to discuss some of the finer issues around implementation of the card, such as making sure participants are supported to activate their cards.

I have had some further discussions with INDUE about the Local Partner training and making sure that your staff are fully supported and equipped with the relevant knowledge and skills in the first week or so. INDUE have advised that it is crucial that on top of the pre-training, which is happening next Wednesday as you know, that your staff have practical training with INDUE in the first few days with customers.

Feedback from the Ceduna experience is that having the Local Partners sit alongside the INDUE staff for the first week or so paramount.

What we are proposing is that for the first week in Kununurra when participants are receiving their cards that all are directed to the shopfront in town and that your staff will sit in this shopfront- maybe 1 or 2 each day alongside the INDUE staff.

Then in the second week, they would return to s22 where they would be available to activate cards for your clients. We could also have a DSS person stationed there for extra support; for example someone like myself.

This means that there would be a few days in the beginning, when participants would not be able to activate their cards at s22. This is not necessarily a bad thing, there are a couple of messages such as, "come back next week with your car and we will activate it then" - which would be closer to their payment date, or of course if they are really keen, you would direct them to the shopfront in town.

What this would look like against key dates is as follows:

Monday May 9

- All cards will be distributed by Australia Post- you may receive the mail this day

Tuesday May 10

- Cards will be sitting at s22 ready for collection
- Shopfront in town will be open
- s22 staff with INDUE staff at shopfront

Wednesday May 11

- This is the date we are telling all participants that their cards will begin to be delivered/ready for collection
- Shopfront in town will be open
- s22 staff with INDUE staff at shopfront

Thursday May 12

- Shopfront in town will be open
- s22 staff with INDUE staff at shopfront

Friday May 13

- Shopfront in town will be open
- s22 staff with INDUE staff at shopfront

Monday May 16

- s22 fully operational as Local Provider ready to activate cards from your location
- DSS/INDUE support to s22 staff.

I am sorry this was a drawn out email, I just know we had discussed it a today and I wanted to get it down on paper as opposed to just calling you. I will give you a call tomorrow to follow up and talk through if need be.

Thanks

s22

Department of Social Services

s22

DSS acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

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s22

From: s22
Sent: Friday, 19 February 2016 3:11 PM
To: s22

Cc:
Subject: Week 1 - info sessions EK [SEC=UNCLASSIFIED]
Attachments: s22

Hi All

Just thought I'd provide a bit of a summary and some photos for those who haven't been out here, will hopefully give some context and showcase our first week of info sessions out here in sunny Kununurra & Wyndham:

Monday - Kununurra

Visited:

- EKJP (East Kimberley Job Pathways) – Presentation delivered to approx. 25 people. Feeling was fairly good with the men, a few questions asked and flyers/Q&As handed out
- Woman Centre – presentation delivered approx. 25 people – Beautiful art surrounds the room and they are gaining momentum in selling some of these items locally and online. In relation to the card there were a few questions and a few unhappy people surrounding the restrictions, but as we explained it in more depth people begun to understand.
- OVAHS (Aboriginal Health Service) – Stall type setup. Approx 15. General feel was tough to gauge considering the people who are there are generally seeking medical treatment and don't necessarily want to talk too much.
- Flyer drop off to Merchants & local providers

Tuesday – Kununurra

- OVAHS again – Approx 15 people. Fairly hot, so most people were inside somewhere. Some people were happy to chat to us.
- Leisure Centre – very limited due to location / promotion. We saw 1 person. As discussed, with more promotion this site would work much better. The Leisure centre consists of a Gym, Pool and Squash courts and is fairly well priced for customers.

Wednesday – Wyndham / Wuggubun

- EKJP - Presentation delivered to approx. 40 people. A little bit of push back, but mainly due to lack of education surrounding what the card can and can't do. We did set up the laptop and linked into the calculator, a few people came over and put their payment in to see the breakdown.
- Wuggubun community (40km from KUN approx) – Delivered a small presentation to approx. 5-6 people. A few questions asked, but the feeling was positive.

Thursday - Kununurra

- EKJP – Dropped in again to talk to some people that we missed at the Woman's centre. Also found a location for cards to be distributed from / replacement card holder place (photos attached). s22

seemed really keen when this was discussed, also the obvious surrounding the opportunity to create employment and use that as an activity. Further discussions to have with s22 around this option and also the community elders/leaders at the next implementation group meeting.

- OVAHS – s22 – Community Legal Services dropped by to ask a few questions.
- Mirima Language Centre – Caught up with s22 in relation to interpreter services and availability. Feedback sent through to s22. Some further investigation needs to happen around KIS (Kimberley Interpreting Service), as they are the likely provider that would be used for interpreting services.
- Anglican – delivered the key messages to staff, approx. 5. Flyers also dropped off.
- White Gum park – s22 had a chat with a group of people in the park. It's safe to say there was a 'mixed' bag of results for and against.

Friday – Kununurra

- End of week debrief 8am
- Resource Centre – Spent 15minutes speaking with staff about the trial and dropped off a few flyers
- s22 catch up – s22 has written numerous letters to AM Tudge wanting an exemption. He dropped into the PM&C office for a quick chat. I gave him a brief update and discussed the minister reshuffle that was currently holding up some of the processes for Gov. Our official response letter is being mailed to him next week.
- Local provider follow up – s22 and I dropped into a few of the local providers to gauge if any community members dropped in to get mail etc. Possibility in having flyers/Q&As handy for distribution. Further follow up required.
- Admin tasks / catch up

Well that was about it! Fairly busy week with a bit going on. We have had a few action items/questions that have come our way during the week also. These have filtered through to the specific teams asking for further info, so thank you for all your responses. We have been able to catch up with a few of the participants in relation to their questions, so it has been good to close those loops. PM&C are keeping a more comprehensive list of actions/questions in a spreadsheet. I also believe PM&C will look at other locations to run info sessions moving forward. OVAHS isn't one we probably want to be at regularly due to some of the health issues people may be experiencing and the fact that Government are there to talk to them, though a few were happy to have a chat. Also, a big thank you to all the people I contacted this week trying to follow things up ☺, it was most appreciated.

I'm finally heading to the big smoke on Monday and will be back in the office on Thursday. But If you have any questions, please feel free to flick me an email or give me a buzz.

Over and out from Kununurra, cheers.

s22

Department of Social Services

s22

DSS acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

s22

From: s22
 Sent: Tuesday, 26 April 2016 12:52 AM
 To: s22
 Cc:

Subject: Weekly update from the EK 18 - 22 April - Avocados in Taxis [SEC=UNCLASSIFIED]

Hi,

Apparently there are two kinds of people in life, those who would keep and eat an avocado they found in the back of a taxi, and those who wouldn't. s22 and I discovered this week that while we do share many things in common, such as a sense of humour, we do share some differences- I ate the avocado, and I am still here to give this update!

Despite being new to the team I was aware of the nervous energy coming into this week around the uncertainty of the revised implementation plan and the pressure to have the plan endorsed before it was executed on the 26th. I think I can say with confidence that thanks to the delicate and thorough delivery by s22 at both of the implementation meetings, the revised plan was endorsed by the leaders and it is now full steam ahead- and in the words of many this week, we are now ready to "just go and do it".

I had a fantastic first week in Kununurra full of successes and learnings as well as one BIG miss!

Consultation

s22 and I attended a meeting that PM&C had organised to update the relevant state government and other selected service delivery stakeholders on the progress off the CDC. The meeting included local reps from Kimberley Mental Health, Child Protection, Indigenous Affairs, Housing, DHS, the local police and Save the Children. Issues that were discussed included:

- Transient individuals and the recent influx of individuals from the NT and the impact on the trial regarding permanent/temporary addresses- CL will encourage temporary addresses as opposed to permanent ones
- Financial support services and the importance of ensuring these were easily accessible through the key implementation period
- Illicit substances – increased use of meth. amphetamine amongst blue collar workers, not so much amongst the cdc cohort, but may see an increase in the use of substances such aerosols for sniffing and methylated spirits for drinking as cash for alcohol and other substances is reduced. Police and others, i.e. Kimberley Mental Health will monitor these issues over the coming weeks.
- Potential for the increase in crime. The local Chamber of Commerce had enquired to the police about extra resources. The police confirmed they wouldn't necessarily need to 'pull extra' resources if this occurred and that they would monitor the situation.
- Child protection raised the risk of increases in the number of requests for food vouchers and that they wouldn't be able to support these requests and the likelihood of increased humbugging of pensioners.
- PM&C gave a thorough update on the support services package and s22 gave a general update on implementation.

We will provide to above stakeholder specific information in relation to the location off the INDUE shopfront; the process for pensioners to volunteer (i.e. the flyer) and the housing flyer this week.

We met with s22 from DHS and provided a general update on implementation. We received an update on DHS's training of their staff and the trainers confirmed, that generally the Centrelink staff here in Kununurra were positive about the card, aside from a few specific concerns in relation to specific customers. s22 briefed us on one specific customer and the unique way in which he uses the basics card to manage his money through daily deposits of a set amount to limit potential spend on alcohol. We discussed the potential for setting a spend limit with the CDC and later confirmed that this was possible. The issue of pensioners and their potential vulnerability once the

CDC kicks in was also raised. Comms products on volunteering specifically about pension recipients will be sent to DHS to feed into their staff training.

Community Information Sessions/Community Engagement

We made two visits to White Gum Park where most people had heard about the new "white card" - which they now know is actually very silver!

We held an information session at the Leisure Centre with minimal attendance and at Warringarri- where we met our friendly s22. While s22 took courageous carriage of that small issue, s22 kindly opened up his office for me to continue a chat about the card with an aged pensioner recipient who was keen as mustard to volunteer.

The significant community engagement work that PM&C has been doing on this is evident, and I will continue to take their lead and advice on where and when over the next couple of weeks- including on the best way to engage with the aged pensioners.

Shop-front

Kununurra – After my tutorial in retail-complex shop leasing legislation or something like that we successfully secured a premises in the Coles complex opposite Centrelink for the INDUE shopfront and we have sourced good quality chairs and tables. See attached pics.

Can we discuss this week the potential to open the shopfront earlier than the 11th to use it has a hub for pre-activation engagement with individuals i.e. setting up emails, info sessions with oldies etc.

Local Partner Training

We sourced and confirmed the location for the two days of local partner training which will be held at Kimberly Group Training about 1.5 kms out of town. They have quality training rooms and will provide laptops and projectors etc. We have four workers from Warringarri attending and we are yet to confirm how many from EKJP. The second day was planned to be held in Wyndham but we may hold it in Kununurra.

I was introduced to s22 from EKJP and we discussed the next steps for 'readying' EKJP as a local partner. We briefed him on the revised implementation plan to switch on Wyndham first as well as the plan in relation to training of his staff as part the overall local partner agreement. Staff capacity was discussed and s22 is yet to confirm who exactly from both EKJP in both Kununurra and Wyndham will be trained this week. s22 expressed that he did not think that many trial participants would have working email addresses and that EKJP had not been setting up email addresses with individuals in preparation.

Money Management Support

I was able to confirm with Wunan on Friday that they will provide financial counsellors for the shopfront in both Kununurra and Wyndham. I am meeting with them on Monday to firm up the details.

Implementation (Leaders) Meetings

The Kununurra meeting was held on Wednesday morning and went for 2 hours. The leaders had a lengthy discussion about the community panel and agreed that together they would be the authority who would select the panel members. As you all know they agreed to the revised implementation plan. Overall, all whom attended the meeting appeared relatively satisfied with the outcome from the discussion.

The Wyndham meeting on Wednesday afternoon appeared successful with the group all agreeing to the implementation plan.

I understand that s22 has forwarded specific actions for each of these meetings so I won't repeat- please let me know if this is not correct.

I would like to again thank s22 for holding my hand through this first week up here, I felt super supported and included. It was also fantastic to have s22 here to lead the way on all of the panel and evaluation discussions at the implementation meetings; and what can I say, having three people made the pre-leaders meeting role-plays much more realistic!

Apologies if this is not quite what a weekly update should look like and for everything I missed- s22 please step in. One thing I certainly did miss- was the GIANT croc in Wyndham. I drove straight past it , apparently twice, and parked right near it- and never saw a thing!

Cheers
s22

s22

Department of Social Services

s22

DSS acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

	Service gap	Comments	Possible Actions to be followed up.....
1	Youth activities	Limited youth services available. A youth night patrol Mon - Friday which is not directly funded but has been informally run. Broader range of youth and sport activities needed (only after school care currently funded).	There are several positions currently vacant to address sport interests for young people. Further discussions are required with Garnduwa and Department of Sport & Recreation on this issue. The Shire of Wyndham East Kimberley has a new Youth Worker in Wyndham, s22
1	Substance misuse services for young people including rehabilitation services	Currently no substance misuse services available for adolescents either acute, medium or low end of spectrum.	Rehabilitation service in Wyndham may be able to include adolescents (TBC) however additional targeted services may be required if rehabilitation for adolescents is feasible. What type of service would be best? WA government has a Drug and Alcohol Youth Service in Perth that includes a 12 week residential program supported over 12 months by case workers. Youth Justice are working on an idea of a supervised treatment intervention program where a magistrate may refer youth with chronic drug and alcohol use. This would not be residential but number of referrals could help the case for a residential facility.
2	Holistic family support services (for children >4 years of age)	Family support services to assist families who face challenges such as poor school attendance, poor behaviour , tenancy issues etc.	Suggest funding of a case management program that supports family groups. Ideally local services linking up with specialists when needed.
2	Transition from rehabilitation back to community	Currently no case management of individuals as they complete their rehabilitation and return to their community and family.	Are there two houses available for transitioning people back into the community from the rehabilitations facility? Out care support for up to 12 months after rehabilitation needs more investigation.

2	Employment and Work for the Dole activities	Lack of employment opportunities has an impact.	<p>EKJP will be talking with employers.</p> <p>Some options for discussion about possible CDP activities:</p> <ul style="list-style-type: none"> • Refurbish house • Community improvement activities • Ranger activities
3	Support for a referral pathways to access appropriate services	Low utilisation rate though demand is high for many visiting services in Wyndham particularly mental health ; need for assistance to access services and attend appointments and support for individuals to live independent lives.	Just a thought bubble.....a discussion with Dept. Housing about the possibility of a house to be renovated with CDP to be used as a location for a support person to connect people to visiting services.

The Approach Developed by the Wyndham Community Representatives to Effective Delivery of Support Services.

The delivery of the support services will be guided by the implementation group who can provide advice on how support services could best be shaped to meet the needs of the community:

- the approach is to focus on the **needs of the place** where the service will be located;
- the implementation group and the respective governments will work collaboratively on the implementation **to achieve best possible outcomes** from the additional investment in services in the region. This may include **seeking advice from specialist services**;
- wherever possible a **streamlined approach to selection of the service provider** should be utilised and the process should prioritise current service providers.
- the processes used should **support transparency** to the community and government and other stakeholders;

Working with the Wyndham representatives there have been a number of times where suggestions have been made about how services could be delivered differently to involve the people of Wyndham in the solutions. This has consistently been a community lead approach supported by the government and service providers. The message has been that building stronger families and extended families will be a sustainable way to implement the changes to behaviour.

Some examples of this approach include:

- The group did not support the idea of the night patrol because this is a family responsibility, and the families need to be involved in the solution.
- Activities for youth to involve the family and/or extended family.
- Families/extended families working together to solve problems like school attendance, drugs, alcohol and crime.
- Have a program that includes a residential part somewhere out of town so families can work through things with professional support away from distractions.
- Community members, families and extended families to be involved the support activities for the kids at risk.
- Where ever possible employ local community people to deliver services.

People in Wyndham not accessing services being provided (visiting services mainly). This was for a number of reasons including the issue that visiting times not well known or advertised and a lack of coordination.

- Low utilisation rate though demand is high for many visiting services in Wyndham particularly mental health ;
- need for assistance to access services and attend appointments and support for individuals to live independent lives.

Suggested solution:

Support for a referral pathway to access appropriate services located somewhere central.

Thought Bubble: A discussion with Dept of Housing about the possibility of a house to be renovated with CDP to be used as a location for a support person to connect people to visiting services.

s22

From: s22**Sent:** Saturday, 22 August 2015 6:59 PM**To:** Matthews, Gavin; Edwards, Caroline; Sherwin, Alistair; s22 Ryan, Robert**Cc:** s22**Subject:** East Kimberley update [SEC=UNOFFICIAL] [SEC=UNOFFICIAL] [SEC=UNOFFICIAL]

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Hi all

This is just a quick update on the two day visit to the East Kimberley:

Key outcomes

- The meetings went very well and overall, there was good support from local service providers, Indigenous leaders, the Shire and local Chamber of Commerce.
- East Kimberley leaders s22 were clear that they see the trial as part of a broader reform agenda which would also encompass implementation of Empowered Communities for the region.
- There was some disappointment about the time taken for government to respond to EC. The need for more resources to be provided to allow further consultations and work was raised, noting momentum is starting to be lost.
- East Kimberley leaders believe that they should take the lead in engaging with Indigenous elders in Halls Creek with PS and government officials to focus on service providers and the Shire.
- The community benefits package came up during in a separate meeting with s22 s22 advised they are looking at figure of around \$30M for three key priorities: health and community supports (I think this may have been mainly mental health and work readiness assistance); emergency relief (I think mainly for people with substance abuse); and Indigenous economic

development. This wasn't discussed in much further detail.

· PS has been invited to attend leaders meeting 10-11 September in Halls Creek. He would like to go but noted that this would require getting leave from parliament.

For follow up

· Agreed to provide East K leaders s22 with a list of who has been consulted already, including key Indigenous people who (while not necessarily leaders) are influential and should be spoken to. This is to be provided Monday-Tuesday next week to reach agreement on who should speak to who – for PM&C to follow up (Broome with help from NO)

· Engagement schedule needs to be updated as PS is very keen to get back to Halls Creek (I don't think the current schedule has him going out). Suggest possible 10-11 September trip be reflected to prompt a decision about whether he can get leave – for PM&C to follow up (Broome with help from NO)

· PS undertook to look at what funding could be provided to East Kimberley leaders to support them to undertake consultations on the card with other leaders in the region – s22 is following up.

· PS has very strong preference for single person to be point of contact during the consultation process. PS is keen for s22 to stay with Wyndham given the work that she has done out there already. - Broome

· Benefits package – I think PS is going to want to see progress on this and may even want to discuss it with leaders when he is next out there. If the gap analysis can be finished next week, that would be ideal. I suspect leaders will be looking for some kind of commitment around regional leadership in addition to the \$\$\$. Not sure what the answer is here although PS did mention the Ceduna Working Group as a possible model.- Broome with assistance from NO

Finally, s22 did a fantastic job, providing excellent briefing, trouble shooting and also making sure everyone was where they needed to be. The PS was very impressed with her and was extremely complimentary of work that both s22 had done to get the community ready. The trip went very smoothly and was very productive.

Sent with Good (www.good.com)

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s22

From: BAXTER, Roslyn [mailto:Roslyn.BAXTER@dss.gov.au]

Sent: Wednesday, 22 April 2015 7:59 PM

To: s22

Van

Der Steen, Kirsti; Edwards, Caroline; Sherwin, Alistair; BENNETT, Barbara

Subject: Spam Mail: FW: Discussion with Kununrra/HC reps today [DLM-Sensitive]

FYI everyone – rough notes from discussion with Kun/HC reps today. I sent to s22 as he and the Parl Sec both called this afternoon to see how this went.

s22 Alistair – pl feel free to add if you feel I missed anything vital.

PM&C – this is pretty down in the weeds, but you might be interested in boards part (it was mostly questions).

Ros☺

From: BAXTER, Roslyn

Sent: Wednesday, 22 April 2015 9:56 PM

To: s22

Subject: Discussion with Kununrra/HC reps today [DLM-Sensitive]

Hi s22

As you know, we met with the rep group of the Kun/HC Aboriginal Leadership today via telecon.

I thought I'd get some quick notes to you – they're a bit rough and ready (sorry)

s22

Attendees (I will ask s22 from PMC for full list – this is just what I could hear):

s22

We walked through the powerpoint and the following points were raised:

- Pensioner volunteers
 - – could include them in trial but at a lower rate – but discussion seemed to settle that keeping voluntary was best idea
 - There are a group of older people in HC who still use bankbooks – likely age pensioners – when they need to phone for something they would likely get a family member to do that for them
- Cardless merchants – 2nd hand shop in HC has no machine
- Post office is the only bank agent in HC
- Everyone has access to phone, but older people don't text and some people can't read them (literacy issues); people also go through phones regularly and don't realise you can keep your number, so numbers change frequently
- Lump sums – some people may want some cash from these – eg is they have been waiting for this money and need to pay back debts
 - Ros noted possible options for such payments
 - Group also noted already have some royalty and insurance payments, and also that 100% lump sum is also the basics model
- Charges – some noted there are charges on some accounts people have now – some people withdraw all their \$ on payday to avoid them
- Kununurra TAB in club does not accept cards – have to get cash out of ATM there
- Reps queried whether you would want to turn off clubs where people can get cheap meals? How would such a thing work in any future solution? (would not really be possible) – not really that community wants to turn everyone into teetotalers, just manage problem drinking
- Overdraw facilities are a problem – people can overdraw up to \$200 and it gets taken next time they get a deposit (noted that would be prevented with this model)
- s22 spoke strongly to the need for trust and sharing of info – discussed ways to share documents, recognising stage of development of trial
- Breaches – who is responsible for picking them up and actioning them? The gift card workaround with basicscard was mentioned
 - Ros said:
 - Continuing to develop list of potential workarounds with community advice
 - Identifying and actioning breaches would be shared responsibility – community advising as breaches become apparent; dept working with card provider to develop solutions
- Services
 - Need to think about services already being used by people behaving responsibly – would not eg want to see their access to financial and other counselling services crowded out by people needing help because of withdrawal or other problems related to trial
 - Participants discussed need to work well with state government to ensure service response
 - Alistair spoke to some of the work underway
- Local leadership boards – participants very interested in how this would work, what would be in legislation, how appeals would work
 - Ros explained basic legislative anchors and that PS had expressed openness to advice from communities re how members might be selected, criteria for decreasing% etc
 - Reps asked how community panels could avoid getting swamped by appeals; Ros explained likely pattern (cf Basicscard appeals) and that likely to be limited by opt-in arrangement
 - Reps said looking at these issues in workshop next month

- Reps also interested in interface with EC and Living change model – Ros reiterated thoughts from PS last week that Government still considering, but this could be a first step towards action in this one area which might start to drive different incentives and networks in community based on the 5 norms if that is what the community panel decides to use as basis of decisions

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s22

From: BAXTER, Roslyn [mailto:Roslyn.BAXTER@dss.gov.au]

Sent: Wednesday, 15 April 2015 4:33 AM

To: s22

Steen, Kirsti; Edwards, Caroline; s22

Sherwin, Alistair

Van Der

Subject: Kununurra trip: update on meetings day 2 [DLM-Sensitive]

Importance: High

Hi everyone,

Please find below notes from card-related discussions in Kununurra yesterday (note - also visited child care centre in morning – notes not included).

Notes below summarise card-related discussions only – in each meeting the PS also covered overall Forrest reforms, Government updates.

Please let me know if you'd like more detail of any of below.

Ros s22

1. s22

- This group was established to give a voice to the historical people of the area (cf TOs) who represent large slice of community but feel they have been left out of discussion and consultation, including on Empowered Communities (EC)
- View was that certain ideas (eg the basicscard) may have been good ideas, but there was not enough information and consultation leading up to their implementation, so people did not understand their purpose or operation
- A potential cashless card trial seems like a good idea – the group is keen to support initiatives which get food on the table for children – but good discussion and explanation is needed, and it should definitely be a trial rather than simply introduced

- Concern about whether communities are going to be 'closed' and potential impact for shifts of people (including on any trials)
- Group felt Gov should be aware that denying addicts access to cash will = increase in crime (need for thinking/services)
- However felt a cashless card could be an incentive for young people to get a job
- Overall, supported concept of cashless card trial, but wanted it to be planned/implemented collaboratively

2. s22

- Overall position of this group is that Kununurra/Halls Creek leadership is ready to take on big reforms, and v keen to be trial site – Living Change is the model that has brought them together and to which they are committed
- 7 or 8 local Aboriginal corps (ex AMS) have signed on to a charter of 5 community norms (based on Forrest) – their view is that this is a cohesive and keen leadership group ready to make hard decisions; very supportive of cashless card trial and wanting to be trial site should trials go ahead
- Strong view emerged again that both Kun and Halls Creek (HC) should be included in any trial if it were to be workable
- A wide ranging discussion of potential issues with a cashless card trial ensued:
 - Group very interested in potential role of a local panel which might provide advice re adjusting quarantining settings – felt it would need to include both Kun and Halls Creek people, and non-Indigenous reps given any card likely to have broad coverage
 - Seasonal workers – may be on benefits only part of the year and work hard rest of the year – would they go on card? Could you have a system where you have to be on benefits for a certain amount of time before you go on the card? [Discussion of how card could be positioned as desirable community product rather than punitive/negative]
 - Service response needs to be carefully considered – esp drug and alcohol services and whether sufficient to cope with expected need, as well as financial counselling and other
 - Local organisations may need some financial support to help communication and information about any trial
 - Concerns about how any person-to-person online payments might work – given history of people getting around systems like IM – perhaps rent payment could be dealt with via centapay instead (feeling online payments may be vulnerable to fraud)
 - Potential for people to use your card even with a PIN – could a signature be considered as an extra layer of protection? [discussion about why probably not feasible/desirable]
 - Getting account balances – most people do have phones but a few don't, or don't text if they do – could a community organisation be tasked to provide some support to older people or others who have trouble accessing their balance?
 - Is it possible to have a savings (hidden) wallet on card so, eg, if you give your daughter the card to get the groceries, you can limit what she might spend?
 - Things cash is required for – farmer's markets, café in shopping centre (hot takeaway) only takes cash
 - Issues for withdrawing addicts v real – including suicide – as extra supports are planned they should be placed in existing services, who are committed to reforms and understand the issues
 - A men's support service is desperately needed in Kun ahead of rollout of any trial (group said this was something they could work on)
- PS undertook to set up a meeting with small group whereby potential trial development issues (how any card might work on the ground if a trial were to be approved) could be consulted on – Ros to convene next week via telecom

3. Council groups

- This group included shire reps, Kimberley devt corp
- It echoed support of aboriginal leadership group for reform, including any potential cashless card trial
- Issues of concern raised included:
 - Movement of people between towns –

- history suggests alcohol restrictions shift problems to other communities (eg in this case Broome) – how could we deal with that?
- Also how do we deal with people who are transient – would not be picked up by centrelink triggers as address elsewhere so still have cash?
 - Some discussion (as per yesterday's meeting) of how you might use job network reporting triggers
- What would success look like? How would we evaluate it? (this discussion was quite detailed, including how could we ensure that people coming in from out of town did not skew results)
- How do we ensure a trial does not put unreasonable pressure on workers – some anecdotal discussion of people not wanting to work, or wanting to stay out of town at certain times, due to financial harassment
- Would royalty payments be in scope? But noted some work already being done by local organisation around a similar card for royalties
- Messaging in community crucial – should emphasise positives
- View also here that panel could be a useful circuit breaker, and that relationship between local service agencies and panel will be v important to ensure good information flows

s22 [Alistair please feel free to add if I have left anything significant out]

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s22

From: Sherwin, Alistair
Sent: Thursday, 16 April 2015 8:26 AM
To: 'BAXTER, Roslyn'
Subject: FW: Mr Tudge's visit to the East Kimberley (EK) [DLM-Sensitive]

~~Sensitive~~

Ros
 Share and share alike (note the praise for your work! – NB I did make a few little tweaks on a second read)
 A

From: Sherwin, Alistair
Sent: Wednesday, 15 April 2015 6:57 PM
To: s22
Subject: Mr Tudge's visit to the East Kimberley (EK) [DLM-Sensitive]

~~Sensitive~~

s22

In summary the visit went well and the PS said he was very happy.

As a result he is pushing ambitiously on timing for a healthy welfare card trial, which some of you already know from Ros Baxter.

Ros's dot points from the meetings (below) provide an excellent overview of issues raised.

Ros, me and about five of the EK leaders (or their reps) are going to have regular discussions over the next few weeks about the many details and decision points necessary to work through before a trial could take shape. These discussions will feed into thinking on the final form of the legislation.

I'll be in touch further no doubt.

Alistair

Tuesday

Meeting with s22 While the PS chatted through the broad suite of Government issues (forrest etc) he spent quite some time asking qs and testing the ground re any potential trial which might be approved, noting current stage of approval and development.

Please note the points below are summary and shorthand only and the discussion was held with continual reinforcement that this is just early thinking/consulting and nothing has been approved yet:

- s22 is v supportive of hosting any trial which might eventuate in Kununurra/Halls Creek and believes there would be strong support amongst the leadership groups (we will have the chance to test this today in broader meetings)
- The appropriate locations would be Kununurra and Halls Creek, as the population is v fluid between the two towns
- The group favoured broad cohort involvement, and a high rate of quarantining – even if an advisory board was empowered to shift quarantining settings, they felt there should be strict criteria so as not to dilute the impact of removing cash
- They felt some cash was needed – for things such as school excursions, fruit and vege market – but it was minimal
- They felt the card should be positioned positively in community messaging – to help people manage budgets and family issues, and even as a way to prove identity (ability to get driver licences is a real issue in K) – rather than as being about stopping people drinking, as most people still do the right thing
- The group was v interested in the leadership board concept – and noted links to s22 – and would be keen to explore more how this might work as proposals develop, including what might be expected and how it would be supported
- s22 would be happy to work with the community to help with communication – they felt this would take 3 months to do right
- Merchants and compliance –
 - it should be noted that vulnerable people are subjected to conmen, and there are also workarounds eg eg taxi drivers will charge \$40 instead of \$20 and give people \$20 back in cash – these things would need to be worked through
 - would you really need to exclude restaurants? Do we care about people drinking with a meal? (small numbers due to costs anyway)
- Locations – discussed how far the ring of any potential trial might need to extend to capture relevant merchants – s22 noted that HC and K and small communities all v fluid – PS suggested we do some work on where any trial cordon might lie and bring back thoughts (Vic – could we work with s22 area on this please?)
- Services – while there are drug and alcohol services in town, would need to work with service network to think about what else might be required eg financial counselling, general family support
- It will be important to balance any sense of an impost on rights by linking to other investments in jobs, schools etc through related aust gov programmes
- Issue of people moving into community but not on trial because not registered address in community
 - s22 felt this may get picked up quite quickly using job network intelligence
 - Also many of these people have dropped off benefits altogether anyway
- Weekly payments – they were v interested in capacity for card to facilitate this (and lots more!) – I noted weekly payments are a complex DHS issue, about which we would need to get some advice, but my sense was they would not be feasible as part of this trial, and that in general we should seek to keep any trial as simple as possible, to support good community understanding and support s22 – I know we have discussed, could you pl send me some notes on this?]

Wednesday

1. s22
 - This group was established to give a voice to some senior TOs and historical people who represent large slice of community but feel they have been left out of discussion and consultation, including on s22
 - View was that certain ideas (eg the basicscard) may have been good ideas, but there was not enough information and consultation leading up to their implementation, so people did not understand their purpose or operation
 - A potential cashless card trial seems like a good idea – the group is keen to support initiatives which get food on the table for children – but good discussion and explanation is needed, and it should definitely be a trial rather than simply introduced

- Concern about whether communities are going to be 'closed' and potential impact for shifts of people (including on any trials)
- Group felt Gov should be aware that denying addicts access to cash will = increase in crime (need for thinking/services)
- However felt a cashless card could be an incentive for young people to get a job
- Overall, supported concept of cashless card trial, but wanted it to be planned/implemented collaboratively
- The group handed over some signed statements of their views

2. s22

- Overall position of this group is that Kununurra/Halls Creek leadership is ready to take on big reforms, and v keen to be trial site – the five social norms, also outlined in s22 is what has brought them together and to which they are committed
- 7 or 8 local Aboriginal corps (ex AMS) have signed on to a charter of the five community/social norms (based on Forrest) – their view is that this is a cohesive and keen leadership group ready to make hard decisions; very supportive of cashless card trial and wanting to be trial site should trials go ahead
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 - Service response needs to be carefully considered – esp drug and alcohol services and whether sufficient to cope with expected need, as well as financial counselling and other
 - Local organisations may need some financial support to help communication and information about any trial
 - Concerns about how any person-to-person online payments might work – given history of people getting around systems like IM – perhaps rent payment could be dealt with via centapay instead (feeling online payments may be vulnerable to fraud)
 - Potential for people to use your card even with a PIN – could a signature be considered as an extra layer of protection? [discussion about why probably not feasible/desirable]
 - Getting account balances – most people do have phones but a few don't, or don't text if they do – could a community organisation be tasked to provide some support to older people or others who have trouble accessing their balance?
 - Is it possible to have a savings (hidden) wallet on card so, eg, if you give your daughter the card to get the groceries, you can limit what she might spend?
 - Things cash is required for – farmer's markets, café in shopping centre (hot takeaway) only takes cash
 - Issues for withdrawing addicts v real – including suicide – as extra supports are planned they should be placed in existing services, who are committed to reforms and understand the issues
 - A men's support service is desperately needed in Kun ahead of rollout of any trial (group said this was something they could work on)
- PS undertook to set up a meeting with small group whereby potential trial development issues (how any card might work on the ground if a trial were to be approved) could be consulted on – Ros to convene next week via telecom

3. Mixed leadership group – Indigenous and non-Indigenous leaders, including s22
s22

- This group included s22
- It echoed support of aboriginal leadership group for reform, including any potential cashless card trial
- Issues of concern raised included:

- Movement of people between towns –
 - history suggests alcohol restrictions shift problems to other communities (eg in this case Broome) – how could we deal with that?
 - Also how do we deal with people who are transient – would not be picked up by centrelink triggers as address elsewhere so still have cash?
 - Some discussion (as per yesterday's meeting) of how you might use job network reporting triggers
- What would success look like? How would we evaluate it? (this discussion was quite detailed, including how could we ensure that people coming in from out of town did not skew results)
- How do we ensure a trial does not put unreasonable pressure on workers – some anecdotal discussion of people not wanting to work, or wanting to stay out of town at certain times, due to financial harassment
- Would royalty payments be in scope? But noted some work already being done by local organisation around a similar card for royalties
- Messaging in community crucial – should emphasise positives
- View also here that panel could be a useful circuit breaker, and that relationship between local service agencies and panel will be v important to ensure good information flows

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s22

From: s22
Sent: Friday, 12 February 2016 8:29 AM
To: s22
Cc: STRAPP, Eliza; s22
Subject: RE: Wyndham Implementation Group Meeting [SEC=UNOFFICIAL]

[SEC=UNOFFICIAL]

Thanks for the comprehensive summary s22 I don't see any of those issues as insurmountable.

I do think that we will need to fund a single program for Wyndham s22 (drafting the description) in addition to the ABLe program.

s22 - can we have a discussion about the possibility of funding from CAPS to be combined with some some dollars from OFAT to fund the Wyndham family/case management program?

Do you have time on Monday - happy to come to TOP if we can also include the CAPS people.

s22

Sent with Good (www.good.com)

From: s22
Sent: Friday, 12 February 2016 11:19:45 AM
To: s22
Cc: STRAPP, Eliza; s22
Subject: Wyndham Implementation Group Meeting [SEC=UNOFFICIAL]

Morning All

The meeting yesterday was really good, members of the group had some very definite views around the support packages.

ABLe – If Ngnowar Aerwah receives the funding, the group have expectations that the following will be part of the contract's criteria

- A sub-committee comprising of some of the Implementation Group and if possible, some of the Ngnowar Aerwah Board
 - To work with N.A. during the development of the plan for the project
 - be involved in discussion on performance during the trial
 - be able to have a voice on performance and output on this programme, especially as it can work in with other funding
 - They would like to see a trainee employed through this programme for the life of the trial
 - The group want the funding to go to a Wyndham organisation – after discussion they agreed that Ngnowar Aerwah was best placed to provide this service. s22
- s22 however felt that if a sub-committee was involved in the development, planning and had on-going oversight with N.A. they could voice concerns if it wasn't helping their community

OFAT – will discuss the project with s22 as per s22 request, however they want to involved the schools as well to determine what programmes, if any, are already providing this type of case management. They will make a determination after discussions with s22 as to whether they agree with Waringarri providing the service in Wyndham. If they do go with Waringarri, they expect someone local to be employed to work in the community

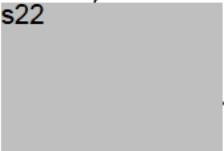
Children & Parenting Services - there are currently a couple of youth support services in Wyndham and they want to obtain more information on how they work and whether this funding will be able to provide more through those services. PMC will contact the current services to build a picture of what the programmes are being delivered – N.A. / Corrective Services

Brokerage Fund – The group were advised that PMC were going to develop draft guidelines and they are happy to review the guidelines and provide input then.

Youth Rehabilitation – the group was advised that PMC was waiting on feedback from Kimberley Alcohol Group in regards to different types of Youth Rehab services. Once the feedback had been obtained, it would be passed on to ensure they had enough information to determine if N.A. was best suited, or if there was another programme which would better suit the region. They were interested to find out the N.A. could do this if they set the facility up to have a separate section for the youth. There is a Horsemanship programme that currently works with disengaged youth – it is funded through donations and some state funding they think. The group thought they could be used as part of the youths rehabilitation.

The Group would like to have a sub-committee which would be involved in the planning of projects for Wyndham, plus ongoing performance discussions throughout the 12 months. This is to ensure that the services are being delivered to those involved in the debit card and need the support.

Cheers,
s22



East Kimberley Region - Kununurra Office
Indigenous Affairs Network | Department of the Prime Minister and Cabinet

s22



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s22

From: s47F
Sent: Friday, 29 January 2016 8:18 AM
To: s22
Subject: s22 RESPONSE - Further Questions - CDC Implementation [SEC=UNOFFICIAL]
Attachments: s22 RESPONSE -Agenda item 8 - further questions - CDC implementation kun.docx

See attached.

Regards,

s22

s22

 Please consider the environment before printing this email.

From: s22
Sent: Monday, 25 January 2016 2:37 PM
To: s22

Cc: s22 s22

Subject: Further Questions - CDC Implementation [SEC=UNOFFICIAL]

Afternoon All

At the meeting held on Wednesday 20th January, 2016, Eliza Strapp (Department of Social Services) had planned on asking more specific questions relating to the card rollout. As we ran short of time, we promised to send around the questions and give you time to respond.

Therefore, I have attached the list of questions and if possible, can I receive a response by COB 5th February, 2016.

Thank you,

Cheers,
s22

s22

East Kimberley Region - Kununurra Office

Indigenous Affairs Network | Department of the Prime Minister and Cabinet


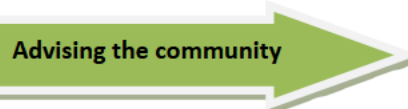

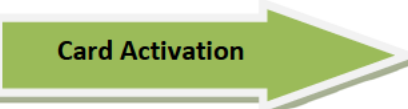
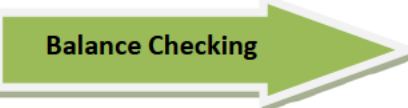
s22

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Cashless Debit – further questions – implementation

 <p>Connectivity</p>	<ul style="list-style-type: none"> • How reliable and widespread is current mobile phone and internet connectivity? • How widespread is smartphone usage (and general technological literacy) among the future trial participant cohort? • Based on current connectivity in the community, do you see any issues with people using self-service functions such as the SMS balance checking, the Indue website and smartphone App • Approximately what proportion of the future trial participant cohort has access to email? <p>ONCE YOU LEAVE THE TOWN LIMITS THERE IS VERY LITTLE CONNECTIVITY. PARTICIPANTS IN THE OUTREACH COMMUNITIES MAY NOT HAVE THE RESOURCES OR INTERNET COVERAGE TO UTILISE CARD SERVICES</p>
 <p>Advising the community</p>	<ul style="list-style-type: none"> • What is the best way to tell people in communities about the card? • Where is the best location to hold information sessions? <p>AT OUR MEETING WITH s22 FROM DSS LATE LAST YEAR, DSS SUGGESTED COMMUNITY COME TO US (???). NOT SURE ON THE VIABILITY OF THIS BUT IF THE BELOW SUGGESTION TAKES SHAPE IT WOULD BE VERY BENEFICIAL.</p>
 <p>Card delivery</p>	<p><i>How will we make sure everyone gets their card?</i></p> <ul style="list-style-type: none"> • We are looking to host barbecues in both Kununurra and Wyndham and to hand-deliver the cards at the barbecues. Do you think this is appropriate? • Will all cards need to be hand delivered or can some cards be delivered by post? • Alternatively, could local service providers/ NGOs such as East Kimberley Job Pathways help deliver cards? • Are there any local events which may impact the whereabouts of trial participants at the time of card delivery? <p>AT OUR MEETING WITH s22 FROM DSS LATE LAST YEAR, s22 SUGGESTED AN INFORMATION DAY AT THE LEISURE CENTRE WHICH INCLUDED THE SUPPORT HEALTH SERVICES – AN EXPO CONCEPT – SO PEOPLE KNEW THERE WAS ASSISTANCE IN RELATED AREAS</p>
 <p>Card Activation</p>	<p><i>How will people activate their card and what help will they need?</i></p> <ul style="list-style-type: none"> • Approximately what proportion of the future trial participant cohort will need assistance to activate their card? <p>MANY MAY LACK THE TECHNICAL SKILLS TO ACTIVATE CARD BY PHONE OR INTERNET. OTHERS MAY NOT HAVE ACCESS TO COMPUTERS</p> <ul style="list-style-type: none"> • Could local service providers/ NGOs provide assistance with card activation? <p>JOB PATHWAYS PROVIDER WOULD BE A LOGIAL CHOICE, ALONG WITH WARINGARRI ABORIGINAL CORP. WUNAN, MG CORP AND GELGENYEM STAFF SHOULD ALL BE SKILLED IN HOW TO ACTIVATE SO IF THEY ARE APPROACHED, IMMEDIATE ASSISTANCE IS PROVIDED – WE WANT TO AVOID GIVING THE PARTICIPANTS THE 'RUN AROUND'.</p> <p>THE LOCAL COMMUNITY RESOURCE CENTRE MAY BE ABLE TO ASSIST AS THEIR SERVICES PROVIDE INTERET CAFE FOR THOSE THAT HAVE THE SKILLS BUT NOT THE RESOURCES TO DO IT THEMSELVES.</p>
 <p>Balance Checking</p>	<p><i>How will people check how much money is in their account?</i></p> <ul style="list-style-type: none"> • Participants will be able to check their balance over the phone, on the provider website and smartphone App; and through SMS alerts. Will provider kiosks that allow balance checking be necessary as well? <p>ESSENTIALLY THERE IS ALREADY A 'KIOSK' IN PLACE THAT COULD SERVE THIS PURPOSE.</p>

Cashless Debit – further questions – implementation

	<p>THE COMMUNITY RESOURCE CENTRE HAS A DEDICATED COMPUTER WHERE PEOPLE CAN ACCESS GOVERNMENT INFORMATION AND APPLY FOR A NUMBER OF LICENCES ETC. IT IS A FREE SERVICE TO USERS AND SUPPORTS THE CRC'S SERVICE DELIVERY THAT THE STATE GOVERNMENT REQUESTS.</p>
<p>Replacement Cards</p> 	<p><i>How will we replace lost cards?</i></p> <ul style="list-style-type: none"> • Where is a convenient location for people to get emergency replacement cards? • Could local service providers/ NGOs provide assistance with providing temporary replacement cards by distributing them through their shopfront? • How do people currently access emergency bank cards when they lose theirs? <p>PROVIDING ADEQUATE IDENTIFICATION WOULD BE THE CHALLENGE HERE. MANY PARTICIPANTS ONLY HAVE A CENTRELINK WELFARE CARD OR THEIR MEDICARE CARD, BOTH HAVE NO PHOTO ID – SO WE'LL NEED A MECHANISM IN PLACE TO ENSURE INTEGRITY.</p> <p>SEE 'CARD ACTIVATION' FOR LIST OF LIKELY PROVIDERS.</p> <p>THERE HAS BEEN TALK OF TAKING IT AWAY FROM JOB PATHWAYS AND CENTRELINK TO REMOVE THE STIGMA OF HAVING TO GO THERE TO GET MONEY.</p> <p>ONE OUTCOME FROM THE CARD IS TO ENCOURAGE PEOPLE TO COME OFF WELFARE AND INTO SUSTAINABLE EMPLOYMENT. CONTINUING TO GO TO THESE OUTLETS TO GET ACCESS TO THEIR MONEY IS NOT THE RIGHT MESSAGE, AND DOES NOT ENCOURAGE A CHANGE IN THINKING.</p>
<p>General Support</p> 	<p><i>What help will people need to use their account?</i></p> <ul style="list-style-type: none"> • Will people need help on an ongoing basis as well as at the start of the trial? • What sort of extra, ongoing help will people need? <p>THERE ARE DISCUSSION THAT PEOPLE MOVING INTO THE RESTRICTED AREAS FROM ELSEWHERE THAT PRESENT AT CENTRELINE AND JOB PATHWAYS WILL BE MOVED ONTO THE CARD, SO CONTINUED SERVICES WILL BE REQUIRED TO SUPPORT THIS CONCEPT.</p> <p>ONCE THE TRIAL IS OVER, A DEDICATED 'OFFICE' SHOULD BE ESTABLISH THROUGH ONE OF THE PROVIDERS MENTIONED ABOVE. SUGGEST EITHER WUNAN, WARINGARRI OR CRC (PROVIDED THEY HAVE THE STAFFING CAPACITY)</p>

Cashless Debit Card Kununurra and Wyndham Questions & Answers

How reliable and widespread is current mobile and internet connectivity? Do people have access to smart phones and email?

Similar responses

- Within the towns, there is reliable mobile and internet coverage. Issues arise as you move to the outskirts and more remote areas.
- There are public terminals available at community centres and public libraries that participants would be able to use.
- There would be no costs associated with balance checking and banking services provided by Indue Ltd. Participants would be able to call the Indue Ltd hotline for free, and app and internet services would be free.

Different responses

- Most participants have mobile access and would be able to receive SMS balance alerts, however it is not confirmed how many have smartphone access and would be able to utilise the app being designed by Indue Ltd s22
- Sources have suggested that younger participants would have access to email but mature participants may not. s22

What would be the best way to inform the community of the trial? Where should information sessions be held?

Similar responses

- s22 believe it would be beneficial to host a community information session at the leisure centre and include the support services that will be available to participants. This would help put participants in direct contact and provide a visual of what services can be utilised.

Different Responses

- s22 suggested Kununurra Warringarri Aboriginal Corp or White Gum.
- The use of radio, flyers and ongoing localised community sessions would be beneficial s22
- s22 suggested a DSS stall with information at the OVAHS site.

What is the best way to deliver the card?

Similar responses

- For those in town, normal mail out would be appropriate. For further afield residents cards may be made accessible at community sessions where there will also be assistance provided in setting up the card.

Different responses

- For Warringarri there is a central mailbox (PO box?) that people retrieve their mail. It may be suitable to hold a community day at the beginning of the trial at this location and people can retrieve and activate their cards s22

Could local service providers or NGOs provide assistance with card delivery and activation?

Similar responses

None

Different responses

- Job Pathways Provider, Waringarri Aboriginal Corp., Wunan, and Gelgenyem Staff s22
 - There are concerns with security, ensuring correct delivery and privacy with outsourcing this to a third party s22
 - May be contracted for a fee s22

What is the easiest way for people to check their accounts?

Similar responses

- Participants will be able to check their balance over the phone or via internet access. There is an internet café as well as a kiosk that provides a free service for checking Government sites at the local community resource centre in Kununurra

Different Responses

None

How will we replace lost cards?

Similar responses

- Currently, replacement bank cards are accessed with great difficulty given a lack of ID, but most people are familiar with the process

Different responses

- It has been suggested that replacement cards NOT be accessible from Job Pathways and Centrelink in an attempt to reduce stigma and discourage reliance on these services. s22
- Waringarri Aboriginal Corp., Wunan, and Gelgenyem Staff may be options s22 as well as the Department of Prime Minister and Cabinet s22 s22

What other help or support do you anticipate participants will need?

Similar responses

- Until the system is familiar, participants may require additional assistance to ensure a smooth transition to the Cashless Debit Card. Indue will provide over the phone

assistance for any enquiries regarding card functionality and setting up banking transactions.

Different responses

- Those moving into the trial area who may be switched onto the Cashless

Debit Card would benefit from
support services provided s22

s22

From: s22
Sent: Friday, 5 February 2016 1:33 PM
To: s22
 s22
 s22
Cc: s22 STRAPP, Eliza; s22 SHERWIN, Alistair; s22
Subject: Monday meeting - Cashless Debit Card - Kununurra - papers [SEC=UNCLASSIFIED]
Attachments: February Agenda - Kununurra Implementation Group Cashless Debit card (2).docx; Item 2 Action items.docx; Item 2 Kununurra_Wyndham_map trial area.pdf; Item 3 Cashless Debit Card presentation - Local or Community Panels.pptx; Item 3 Background information draft guidelines for ceduna.docx; Item 3 background Ceduna Application form.docx

All

Please find attached the papers for Monday's meeting.

I understand that the full meeting will commence at 9.30am after the EC leaders have a quick catch-up.

Item 5 – no papers as we will be working through the issues that have been identified already.

Item 6 - Papers will be distributed at the meeting.

Regards

s22

From: s22
Sent: Friday, 29 January 2016 4:32 PM
To: s22
 s22
Cc: s22 STRAPP, Eliza; s22 SHERWIN, Alistair; s22
Subject: Action items from 20 January meeting [SEC=UNCLASSIFIED]

Thanks to all those who were able to attend the meeting on Wednesday 20th January – Eliza Strapp, Assistant Secretary Finance and Specialist Support, from Department of Social services appreciated the discussion and insights into how the Cashless Cebit Card should be implemented ibn the Kununurra region.

Below are the key action items from the meeting. Next week we will also send out the minutes of the meeting which will include the key points of discussion for each agenda item.

Schedule of Implementation Group Meetings

As suggested by s22 and after a discussion at the meeting on 20 January, it was agreed to change the frequency and length of the implementation group meetings. **Meetings will now be monthly and will be full day meetings.**

The invite for the meeting has been sent for 8.00am to 4.30pm. We will provide tea and coffee and lunch as well. s22 will be the venue.

Critical decisions at the 9 February meeting will include:

- Confirming if you want a community panel and if 'yes' how will it operate to vary the percentages of people on the trial;
- Confirming dates and details for the information sessions; deciding on the process for distribution and replacement of debit cards;
 - o Information sessions for residents of outstations; distribution and replacement of cards for outstation residents
- Employment and Economic Development workshop – how to get more people into jobs
- Progress on rollout of the support package services.

It is big agenda but I think we can cover everything in the timeframe.

Action Items 20 January

1. Employment and Economic Development Workshop – distribute questions that were raised at last meeting	Department of Prime Minister and Cabinet to distribute with draft agenda on 1 February
2. Implementation Group members to review the questions and add additional questions that they want addressed at the Employment & Economic development workshop	All Implementation group members
3. Investigate opportunities for social media including the Kununurra regional page, as well as 'pushing' information to all 'facebook' users in the trial region	Department of Social Services
4. Updates to factsheet – date and times of information sessions in Kununurra	Department of Social Services
5. Review the communication and engagement actions for February/March – feedback to s22	All Implementation group members (I have attached the documents)
6. Communication – next meeting bring back details (frequency cost) of ads on Waringarri radio and Kimberley echo	Department of Social Services
7. Email the article in the Australian about the cashless debit card	Sent by s22
8. Send link to the calculator for the cashless debit card – it calculates the 80/20 split 9. DSS to consider if an 'app' could be developed for the calculator	https://www.dss.gov.au/families-and-children/programmes-services/welfare-conditionality/cashless-debit-card-trial-overview
10. Question and Answer document – include the region for the trial in the document	Department of Social Services
11. Consider including Woolah in the trial region	Depts of the Prime Minister & Cabinet and Social Services
12. Community Support Package - more information required on the 'A Better Life Program' and what are acceptable activities as part of the program	Department of Social Services
13. Community Support Package – 2 nominees from the Implementation group to meet with Dept PM&C to discuss suitable activities that could be supported by the Brokerage Fund noting the fund is split across Kununurra and	s22 are the nominated representatives from Kununurra Implementation Group PM&C to organise meeting

Wyndham	
14. Re-organise meetings to cover full day and occur each month	Department Prime Minister and Cabinet – completed
15. Draft agenda for next meeting (9 February) to be sent as early as possible given the substantial number of topics	Department Prime Minister and Cabinet to send Monday 1 February

s22

Cashless Debit Card Trial | Kununurra Office
Kimberley Region | Department of the Prime Minister and Cabinet

s22

www.dpmc.gov.au | www.indigenous.gov.au

Cashless Debit Card Trial – Kununurra and Wyndham locations





Australian Government

Cashless Debit Card Trial

A discussion about the Local Community Panels

s22

Overview

- 1) Context and scene setting (30 mins)
- 2) Discussion on key elements (90 mins)
- 3) Agree on our next steps (20 mins)

Scene Setting

A Local Community Panel is an optional element of the Cashless Debit Card trial.

It is community led, community designed (but agreed by Government).

The key benefits are:

- Increased involvement and control over the trial.
- Reinforce better individual and community behaviour.

Scene Setting

A Community Panel can:

- Consider requests from a trial participant on a case by case basis to reduce the restricted portion of an individual's income support payment.
- Decide to reduce the restricted amount anywhere between 80 per cent and 50 per cent.
- Decide to put terms and conditions on a decision to encourage good behaviour.
- Decide to revoke a previous decision to reduce an individual's restricted payment (if they do the wrong thing).

Scene Setting

The Panel:

- Would **not** have the power to determine who would or would not participate in the trial.
- Can commence anytime during the trial.

Making it Work

Matters for Discussion: Decision Making

- What criteria will the panel use to assess claims?
- How will you make a fair decision?
- What information is needed to make a decision?
- What are the community standards of behaviour?

Making it Work

Matters for Discussion: Client Experience

- How will people apply?
- How will people be notified of a decision?
- How long should a decision last?
- Can people ask for a decision to be reviewed?
- How often will the panel sit?

Making it Work

Matters for Discussion: Membership

- Who should the members of the panel be?
- Do you need all members to agree?
- Do you need all members to be present?
- How will you replace members?

Next steps

- Any other matters for discussion?
- Agree on our next steps



Want to find out more? Visit www.dss.gov.au/cashlessdebitcard or contact the Department of Social Services on **1800 252 604** or at **debitcardtrial@dss.gov.au**

Item 3 – For back ground information only

Ceduna Region community panel Guidelines

These guidelines outline the legal parameters, the decision making process, the values and the code of conduct of the Ceduna Region community panel. The panel members agree to adhere to these guidelines to make fair decisions that support a positive and safe community.

Contents

Background.....	3
Legal parameters.....	4
Panel membership.....	5
Values and Code of Conduct.....	6
Process.....	7
Process map.....	9
Criteria.....	10
Privacy	11

DRAFT

Background

The cashless debit card trial

The cashless debit card trial (the trial) is a way to support people, families and communities in places where high levels of welfare dependence co-exist with high levels of community harm caused by alcohol, gambling and drug use. The trial aims to reduce the amount of cash in the community that could be used to buy these harmful goods.

All people who receive a working age income support payment and live in the Ceduna region will take part in the trial. People on the Age Pension and wage earners can voluntarily take part if they choose to. Participants will have part of their payment delivered via a new cashless debit card. The cashless debit card will look and operate like a normal bank card, except it cannot be used to buy alcohol, to gamble or withdraw cash.

The trial will begin in Ceduna in early 2016.

The community panel

Legislation allows the Minister to authorise the establishment of a community body (called a panel in the Ceduna region) via legislative instrument, which can vary an applicant's restricted amount between 80 and 50 per cent. This gives participants the option to apply for a reduction in the restricted portion of their income support payment to give them access to more cash. The panel does not have the power to determine who does or does not participate in the trial. Application for a reduction from the panel is entirely voluntary, and all applicants are welcome to apply if they would like to.

The establishment of a community panel is not a mandatory feature of the cashless debit card trial and is designed to be an option for the community should they choose it. The development, establishment and operation of a community panel is community led.

The Ceduna Region community panel

A group of local leaders in the Ceduna region have decided to establish the Ceduna Region community panel (the panel). Leaders in the Ceduna region have initiated the creation of this panel and have sought authorisation from the Minister to establish the body via legislative instrument.

The panel has chosen to assess whether a decrease in an applicant's restricted proportion of funds is likely to contribute to community harm or undermine positive social norms, in order to offer a larger cash proportion to trial participants who are supporting a safe and positive community environment.

Legal Parameters

Section 124PE of the Social Security Legislation Amendment (Debit Card Trial) Bill 2015 defines the Local Community Body as an incorporated or unincorporated body which provides, or intends to provide, services relating to the care, protection, welfare or safety of adults, children or families.

There are a number of legal parameters that must be followed by the Local Community Body:

- Legislation empowers the Minister to authorise the establishment of a community body via legislative instrument (section **124PE**);
- The community body must give a written direction to the Department of Human Services when it wishes vary the percentage of restricted funds being placed on the Cashless Debit Card (section **124PK(2)**);
- The written direction must reflect an agreement between the community body and trial participant (section **124PK(2)(b)**) and can only be changed if the trial participant agrees (section **124(2)(c)**). If this agreement is withdrawn, the percentage will revert to the original 80/20 split (section **124PK(2)(c)**);
- The community body cannot direct that more than 80 per cent of a payment be restricted, or less than 50 per cent (section **124PK(3)(b)**);
- The community body can share information about trial participants with the Department of Human Services to enable variations of the restricted component (section **124PO**).

Panel membership

The community panel has carefully developed its membership to ensure that the panel reflects the diversity of possible applicants. The inaugural panel is comprised of Indigenous and non-Indigenous people, both men and women, with different professional and personal experiences, who represent a wide geographical area.

The Ceduna region community panel has decided to base its panel membership on established community leadership positions as this demonstrates that panel members have been formally recognised as leaders by their peers and also demonstrates a commitment to working towards a cohesive community. All panel members are involved in community activities that promote positive and safe behaviour and have expressed an interest in volunteering their time and local understanding to promote a reduction in the amount of money spent on harmful goods such as alcohol, drugs and gambling. The panel is made up of people who sit in the following local leadership positions:

- Chief Executive Officer of Koonibba Community Aboriginal Corporation
- Chief Executive Officer of Scotdesco Aboriginal Corporation
- Chief Executive Officer Yalata Community Inc
- General Manager of Oak Valley (Maralinga) Inc
- Chief Executive Officer of the Ceduna Aboriginal Corporation
- A nominated member of the Ceduna Aboriginal Corporation
- Mayor of The District Council of Ceduna
- Chief Executive Officer of the District Council of Ceduna

Panel members must currently be in this position, or must be nominated by the current position holder to sit on the panel on their behalf. This may be done for cultural reasons. To accept panel membership is to accept that decisions will be made in accordance with these guidelines.

Comment [KK1]: Panel members have said they would like to refer the decision making authority in certain cases – i.e. cultural reasons or if they need to send someone to act on their behalf if they need to attend an unexpected leadership activity. We may have to remove this – will check with legal about implications.

The panel administrator

The panel administrator has no decision making power. The role of the administrator is to process applications by:

- Collecting and presenting applications to the panel;
- Where the panel requires more information to make a decision, seeking further information on behalf of, and with the consent of the applicant, and presenting this information to the panel;
- Recording the decisions of the panel;
- Advising the applicant of the outcome of the application, and in the case of a successful application, advising the Department of Human Services to amend the applicant's restricted amount; and
- Advising the Department of Human Services to restore an 80/20 split if an agreement no longer exists between the panel and the applicant.

Values and Code of Conduct

Ceduna Region community panel values

- The panel will make decisions free of discrimination.
- The panel will respect the privacy of applicants and will discuss the information obtained only with other panel members and only for the purposes of the panel decision making process.
- The panel will consider all information presented to it without personal bias.
- All panel members are equal and if a decision cannot be agreed upon, a majority rule will apply.
- The panel is accountable for its decisions and so will provide feedback to applicants who are unsuccessful via the panel administrator.
- The panel promotes a fair system of review and applicants have the opportunity to apply for a reconsideration of all decisions made.

The Ceduna Region community panel code of conduct

- All panel members will act with integrity in the course of the decision making process.
- All panel members will treat applicants with respect and will not use any obtained information for purposes other than the panel decision making process.
- All panel members must comply with all applicable Australian laws.
- All panel members must maintain confidentiality about panel decision making processes and applicant's personal details.
- All panel members must disclose and avoid decisions where there is a conflict of interest.
- All panel members must not provide false or misleading information in the decision making process.
- If the panel learns of information that presents a threat to a person's safety, they will report this information to the appropriate authority.

Process

1. Application

The application process is voluntary and open to all trial participants.

When a person applies to the panel, they provide a statutory declaration stating which criteria they meet (criteria provided on page 10). This criteria is designed to indicate whether a reduction in the applicant's restricted amount would undermine positive and safe behaviour for individuals, their family and their community.

The applicant can submit an optional supporting statement if they choose to.

By applying to the panel, the applicant gives permission to the administrator to contact the nominated agencies to verify that this information is correct, and present this verification to the panel. This may occur if the panel decides that there may be a risk that this information provided in the statutory declaration is not accurate.

By applying to the panel, the applicant is also giving the list of nominated agencies permission to contact them to offer to engage with them more closely to support the applicant to make positive changes.

If a person applies to the panel to have their restricted amount increased (following an initial reduction), this will be done automatically without consideration from the panel.

Any amendment to the applicant's restricted rate must reflect an agreement between the community body and trial participant. The applicant can suggest an amended amount in their application form, but in applying agrees to a lesser reduction should the panel feel that a full reduction is not appropriate.

2. Information presented to the panel

The administrator will present the application forms to the panel, including the statutory declaration stating which criteria the applicant meets and the optional supporting statement.

If the panel decides there may be a risk that the information provided in the statutory declaration is not accurate, the panel may ask the administrator to contact the nominated agencies to confirm the information. Once the administrator has verified whether the applicant meets the criteria, this information will be presented to the panel. If the information collected indicates that an applicant does not meet a criteria, the administrator will write to the applicant to offer then the opportunity to respond to this information prior to the panel forming its decision.

If the information is unable to be verified, the applicant may be asked to provide further information to support their claim.

If the application is for a reconsideration of a previous decision/s, the information presented to the panel in the initial application/s will also be presented.

Comment [KK2]: Currently seeking legal advice as to whether we need to provide the applicant with the opportunity to respond to a nominated agency informing the administrator that the applicant didn't meet a criteria prior to the panel forming the decision.

3. Decision making

The panel will consider whether a reduction in the applicant's quarantined amount would likely contribute to community harm or undermine positive social norms. This decision will *only* be informed by:

- the applicant's statutory declaration of which criteria they did or did not meet (possibly verified by nominated agencies);
- if the applicant chooses to submit one, the optional statement; and
- local knowledge relevant to safety, health, housing, education and child welfare.

Where possible, the panel will make decisions based on the objective criteria (page 8). While recognising that the use of local knowledge to inform decisions is subjective, the panel holds the view that the use of local knowledge is necessary to reflect the complexity of individual cases that may not be captured in the criteria, as well as to assess an applicant's supporting statement, if they choose to submit one.

The panel will make all decisions based on local knowledge in line with its values and code of conduct (page 6).

4. Outcome shared with the applicant

The panel administrator will write to the applicant informing them of the outcome of their application.

5. Reconsiderations

If the applicant disagrees with the decision made, they may apply to the panel for a reconsideration using an application form. The same application process will occur except the panel will be informed that this applicant has previously applied, and the outcome of that application.

6. Change in circumstances

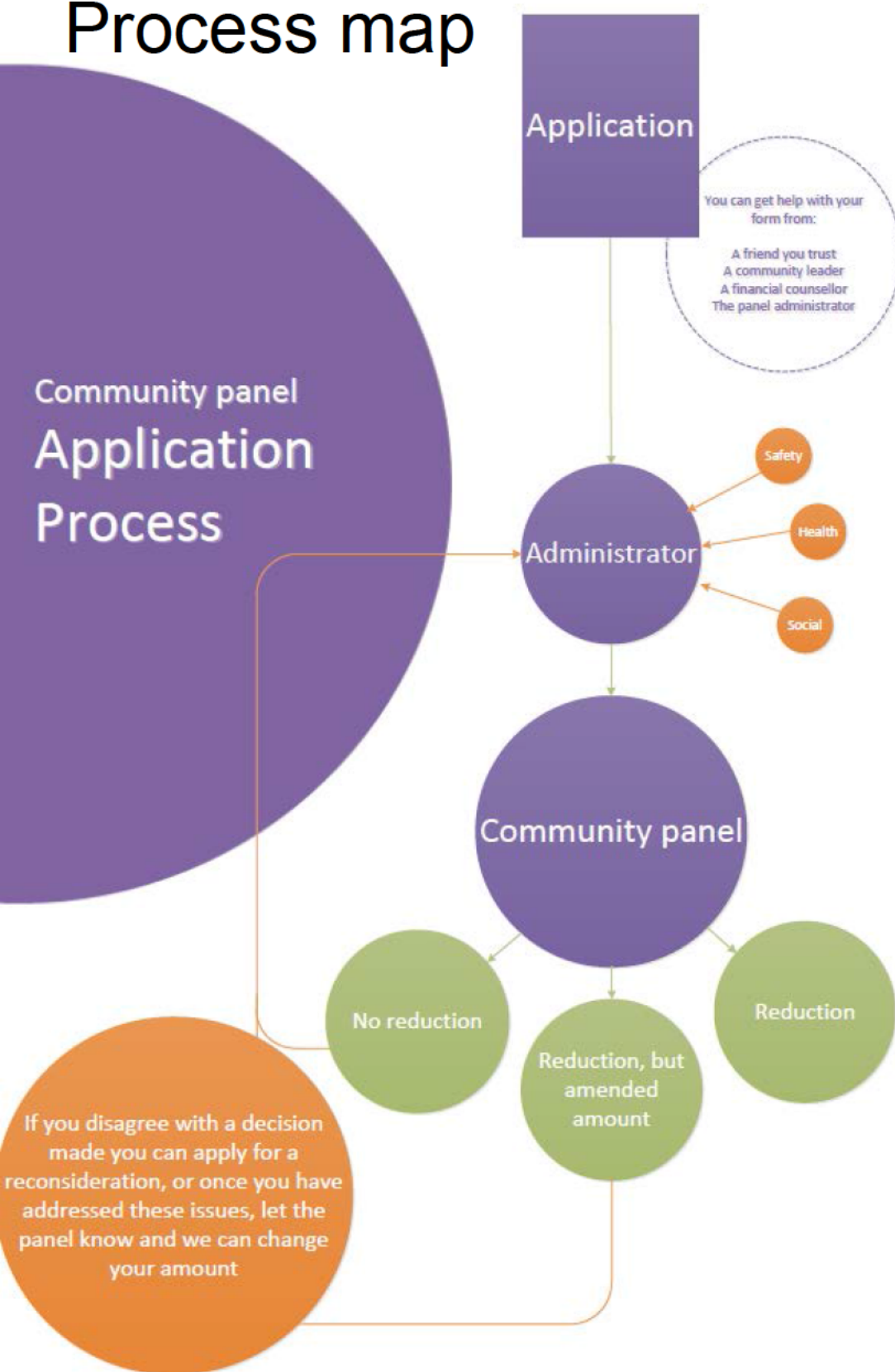
Applicants are encouraged to seek support to address the issue/s which prevented them from obtaining a reduction in their restricted amount in a previous application/s. If a change in their circumstances occurs, they are encouraged to contact the panel to lodge a new application and invited to outline this change in circumstances in their optional supporting statement. The same application process will occur except the panel will be informed that this applicant has previously applied, and the outcome of that application.

The panel can at any point decide to review their decision and amend or revoke the original decision if they become aware of a change in circumstances of the applicant.

7. Change in restricted amount

If the panel decides to amend the applicant's restricted rate, the administrator will contact the Department of Human Services to arrange to make this change on behalf of the applicant.

Process map



Criteria

Comment [KK3]: This criteria has been tested with local agencies, but when it was tested it was intended that the applicant would not be told exactly which criteria they did not meet, and rather given a broad statement about demonstrating positive behaviour. This new process needs to be retested with agencies but we have held off on reapproaching them pending agreement at a managerial level.

SA Police

- Any offence or detainment where alcohol, drugs or domestic violence were a factor in past 12 months.

Families SA

- Any child protection issues over the last 12 months.

Comment [KK4]: This may need to be amended to 'substantiated child protection issues' if we are to provide feedback to applicants on which criteria they do not meet as an applicant may not be aware that they are the subject of an ongoing investigation/it may jeopardise the investigation if the applicant knows.

Housing SA

- Been evicted from main place of residence in the previous 12 months;
- Been evicted from a town camp in the previous two months;
- Current ban from staying in a town camp;
- Current outstanding rental debts that are not being managed; or
- Not in a financial management plan.

Country Health SA

- More than two accident and emergency presentations for intoxication in past six months; or
- More than two departures from the hospital without the permission of hospital staff.

Comment [KK5]: Timeframe TBC

Department of Education and Child Development

- Dependants of compulsory school age have less than 80 per cent attendance in the previous school term.

Ceduna Koonibba Aboriginal Health Service

- Five presentations in the past six weeks to their sobering up unit;
- Three consecutive admissions; or
- Two or three high level discharges or at least two high risk engagements from different teams in six weeks.

Comment [KK6]: Timeframe TBC

Optional comment

In addition to the criteria, all agencies have the option to provide a comment if they wish. This comment will be provided to the applicant if they request it.

Privacy

Only with the permission of the applicant will the information will be collected by the administrator on behalf of the panel for the assessment and administration of the application.

De-identified summaries of collected information may be used to assist ongoing management and evaluation of the trial, such as numbers of applications, numbers

To protect the identity of the panel members or the people they nominate to act on their behalf from any community harassment, which panel members were the decision makers in any one decision will not be made public.

To protect the information of the applicant, panel members will be required to sign a non-disclosure confidentiality agreement with the Department of Social Services.

DRAFT

Community panel

Application to change restricted amount

First name	
Last name	
Date of birth	
CRN	
Address	
To what address would you like us to send the reply? This can be an Email if you prefer.	
Requested %	

Please answer the following questions:

Have you committed an offence or been detained by police, where alcohol, drugs or domestic violence were a factor in past 12 months?	Yes/No
Have there any substantiated child protection issues against you in the last 12 months?	Yes/No
Have you been evicted by Housing SA from main place of residence in the previous 12 months?	Yes/No
Have you been evicted from a town camp in the previous two months?	Yes/No
Are you currently banned from staying in a town camp?	Yes/No
Do you have any current outstanding rental debts that are not being managed?	Yes/No
Have you presented to the accident and emergency department at the hospital for intoxication more than twice in the past 6 months?	Yes/No
Have you left the hospital without staff permission more than twice in the last six months?	Yes/No
Do your children attend school at least 80 per cent of the time?	Yes/No
Have you had more than five presentations in the past six weeks to the Ceduna Koonibba Aboriginal Health Service sobering up unit?	Yes/No
Have you had at least three consecutive admissions in the past six weeks to the Ceduna Koonibba Aboriginal Health Service sobering up unit?	Yes/No

Optional statement:

DRAFT

I, _____,

- declare that the information I have provided in this application is true;
- give permission to the panel administrator to collect this information on my behalf;
- give permission to the SA Police, Families SA, Housing SA, Country Health SA, Department of Education and Child Development and the Ceduna Koonibba Aboriginal Health Service to release this information to the panel administrator on my behalf;
- give permission to the panel administrator to provide this information to the community panel; and
- give permission to the panel administrator to contact the Department of Human Services to have my restricted amount changed to the amount decided by the panel, understanding that it will take into account my requested amount.

I understand that the minimal amount of private information will be provided to DHS to allow for essential programme operations, such as the reduction of a restricted amount for a specified individual and that de-identified and summarised information may be provided to the independent evaluator for the purpose of evaluating the programme.

If you are unable to fill out this form, you can ask a trusted friend, family member or support service worker to help you. If they fill out this form, they should fill in the details below as your nominee. By signing below, they accept responsibility for ensuring that you understand what this form means.

Signed

Name

Date

Information

Where do I send my form?

communitypanel@dss.gov.au

PO Box 396, Ceduna SA 5690.

Corner of Merghiny and East Terrace, Ceduna between the hours of 8:45 – 5pm Monday to Friday.

What is this form for?

Use this form if you would like to change the proportion of your payment that is placed onto your cashless debit card. All participants in the trial can apply. This is a voluntary process.

How is a decision made?

The panel will make a decision using the information you have provided in response to the answers on the first page, your optional statement (if you chose to submit one) and their local knowledge as community leaders. The panel may also verify that the information provided is correct. When you apply to the community panel, you give permission to the panel administrator to contact agencies on your behalf to check whether the information you provided is correct. The panel can only make decisions based on whether they think that changing your amount will have an effect on community harm and social cohesion. The panel cannot make a decision based on personal issues.

What next?

The panel administrator will contact you to let you know the outcome. If your application is not successful, you will be told which criteria you did not meet so that you can work with your support network to address this issue. Once positive changes have been made, let the panel know, and they can reassess your application. If you don't agree with the decision that has been made, you can reapply and the panel will take another look.

Privacy

Your personal information is protected by law, including the Privacy Act 1988, and is collected by the by the panel administrator on behalf of the community panel for the assessment and administration of your application. De-identified summaries of collected information may be used to assist ongoing management and evaluation of the trial.

Community panel Application Process

Application

You can get help with your form from:

A friend you trust
A community leader
A financial counsellor
The panel administrator

Administrator

Safety

Health

Social

Community panel

No reduction

Reduction, but
amended
amount

Reduction

If you disagree with a decision made you can apply for a reconsideration, or once you have addressed these issues, let the panel know and we can change

s22

From: s22
Sent: Thursday, 4 February 2016 2:36 PM
To: s22
Cc: s22 STRAPP, Eliza; s22
Subject: RE: Action items from 20 January meeting [SEC=UNCLASSIFIED]
Attachments: KW Community Factsheet 28_01_2016 (print ready).pdf; Radio script.docx; PR000149AA_Kununurra_Wyndham_WDCTF_Final.pdf

Hi s22

Responses below in **RED** in relation to the DSS action items from our last meeting.

Happy to discuss

s22

Welfare Debit Card Taskforce
Department of Social Services

s22

DSS acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

From: s22
Sent: Friday, 29 January 2016 3:02 PM
To: s22
 s22

Cc: s22 STRAPP, Eliza; s22 SHERWIN, Alistair; s22
 s22
Subject: Action items from 20 January meeting [SEC=UNCLASSIFIED]

Thanks to all those who were able to attend the meeting on Wednesday 20th January – Eliza Strapp, Assistant Secretary Finance and Specialist Support, from Department of Social services appreciated the discussion and insights into how the Cashless Cebit Card should be implemented ibn the Kununurra region.

Below are the key action items from the meeting. Next week we will also send out the minutes of the meeting which will include the key points of discussion for each agenda item.

Schedule of Implementation Group Meetings

As suggested by s22 and after a discussion at the meeting on 20 January, it was agreed to change the frequency and length of the implementation group meetings. **Meetings will now be monthly and will be full day meetings.**

The invite for the meeting has been sent for 8.00am to 4.30pm. We will provide tea and coffee and lunch as well. s22 will be the venue.

Critical decisions at the 9 February meeting will include:

- Confirming if you want a community panel and if 'yes' how will it operate to vary the percentages of people on the trial;

- Confirming dates and details for the information sessions; deciding on the process for distribution and replacement of debit cards;
 - o Information sessions for residents of outstations; distribution and replacement of cards for outstation residents
- Employment and Economic Development workshop – how to get more people into jobs
- Progress on rollout of the support package services.

It is big agenda but I think we can cover everything in the timeframe.

Action Items 20 January

1. Employment and Economic Development Workshop – distribute questions that were raised at last meeting	Department of Prime Minister and Cabinet to distribute with draft agenda on 1 February
2. Implementation Group members to review the questions and add additional questions that they want addressed at the Employment & Economic development workshop	All Implementation group members
3. Investigate opportunities for social media including the Kununurra regional page, as well as ‘pushing’ information to all ‘facebook’ users in the trial region	Department of Social Services We are having a look into this option
4. Updates to factsheet – date and times of information sessions in Kununurra	Department of Social Services the factsheets (attached – <i>KW Community Factsheets 28.1.16 print ready</i>) have been printed and will be delivered 8 – 12 Feb. As dates and times of info sessions have not yet been confirmed it would have been difficult to include this on the factsheet and still get it delivered on schedule. There is potentially an opportunity to include some dates in the mail out letter which is scheduled to go out w/c 22 Feb (this would miss the first week of info sessions as per the comms timeline). It will be worth us discussing the info sessions to lock in times so they can be referenced in the mail out to participants.
5. Review the communication and engagement actions for February/March – feedback to s22	All Implementation group members (I have attached the documents) WC – 7 th : looks all good. Fact sheets ready to go WC 15 th and onwards: Need to discuss info sessions, mainly locations etc. Radio info below.
6. Communication – next meeting bring back details (frequency cost) of ads on Waringarri radio and Kimberley echo	Department of Social Services <ul style="list-style-type: none"> • the radio plan is being revised so that it will be aired over an 8 week period. The media buying agency has adjusted the plan so that radio will run from 20 March for 8 weeks (til 8 May) which means that it will continue past the trial start date. This is well beyond the 15th Feb date on the implementation timeline. Comms advised that the earliest date the radio can commence is 6 March. • Script - The Department has organised to do some radio advertising in the next month or so, leading up to the start of the trial to reiterating the start date (TBC) and

	who is included. The 1 st draft of the script is attached for discussion. See <i>Radio Script</i> attachment.
7. Email the article in the Australian about the cashless debit card	Sent by s22
8. Send link to the calculator for the cashless debit card – it calculates the 80/20 split	https://www.dss.gov.au/families-and-children/programmes-services/welfare-conditional/cashless-debit-card-trial-overview
9. DSS to consider if an 'app' could be developed for the calculator	An app specifically for the calculator won't be developed. A general banking App for Cashless Debit Card recipients will be available. This will be available in time for the trial. The apps are in the process of getting cleared by Apple and Google.
10. Question and Answer document – include the region for the trial in the document	Department of Social Services Q&A doc will include will include a map of the trial area with selected communities. This has been attached (<i>PR000149AA Kununurra Wyndham WDCTF final</i>). Note - Woolah info below, currently not included on the map.
11. Consider including Woolah in the trial region	Depts of the Prime Minister & Cabinet and Social Services To be discussed, noting s22 email to you s22 Has consultation with the community happened? And if included are there other communities that may need to be included?
12. Community Support Package - more information required on the 'A Better Life Program' and what are acceptable activities as part of the program	Department of Social Services s22 will discuss this in more detail during the meeting
13. Community Support Package – 2 nominees from the Implementation group to meet with Dept PM&C to discuss suitable activities that could be supported by the Brokerage Fund noting the fund is split across Kununurra and Wyndham	s22 are the nominated representatives from Kununurra Implementation Group PM&C to organise meeting
14. Re-organise meetings to cover full day and occur each month	Department Prime Minister and Cabinet – completed
15. Draft agenda for next meeting (9 February) to be sent as early as possible given the substantial number of topics	Department Prime Minister and Cabinet to send Monday 1 February

s22

Cashless Debit Card Trial | Kununurra Office
Kimberley Region | Department of the Prime Minister and Cabinet

s22

www.dpmc.gov.au | www.indigenous.gov.au



Australian Government

Cashless Debit Card Trial Kununurra and Wyndham

The cashless debit card will look and operate like a normal bank card, except it cannot be used to buy alcohol, to gamble or withdraw cash.

The Australian Government is looking at the best ways to support communities where a lot of people are on welfare, and alcohol, gambling and drug use are causing harm.

To minimise this harm, the Government is trialling a new way of delivering welfare payments which will limit the amount of cash available for spending on alcohol, gambling and drugs.

Community leaders in Kununurra and Wyndham have said they want to take part in the trial.

How will it affect Centrelink payments?

The trial won't change the amount of money a person receives from Centrelink. It will only change the way in which people receive and spend their fortnightly payments:

- 80 per cent of fortnightly payments will be paid onto the card
- 20 per cent will be paid into a person's regular bank account.

Community support

The Government will invest \$1.3 million toward improving and increasing support services for the community, including:

- drug and alcohol rehabilitation
- mental health services
- additional family support services
- targeted youth activities
- financial counselling services.

A local leadership panel will have the ability to increase the percentage of welfare paid as cash to people who are not contributing to the harm that is causing problems.

How will it work?

- The cashless debit card will look and operate like any other bank card
- It can be used in stores that have an EFTPOS machine
- The card cannot be used to buy alcohol or gambling products
- It will work online, for shopping and paying bills
- Cash cannot be withdrawn from the card
- People will still be able to use Centrepay and the Rent Deduction Scheme available from Centrelink.

Who will take part in the trial?

Most people who receive welfare payments and live in Kununurra and Wyndham will take part in the trial. That is, people who receive payments from Centrelink like Newstart, Disability Support Pension, Parenting Payment and Carers Payment. People on the Age Pension, a veteran's payment or who earn a wage can also take part if they want to—but they don't have to.

Card support

Support for the card will include:

- a customer support centre, to help with technical questions about the card
- a mobile phone app and text alerts, to help keep people informed about their balance
- community workshops, including specific workshops to help people who speak languages other than English.



Where can I find out more? Visit www.dss.gov.au/cashlessdebitcard
Or contact the Department of Social Services on 1800 252 604 or at debitcardtrial@dss.gov.au

Cashless Debit Card Trial – Kununurra and Wyndham locations



East Kimberley radio script

The Cashless Debit Card Trial starts from... (tbc).

Most people in the Kununurra and Wyndham region receiving a Centrelink Payment will take part in the trial.

Eighty per cent of people's Centrelink payments will go on the card, the rest into their regular bank accounts.

The card can be used to shop and pay bills, but not to gamble, buy alcohol, or withdraw cash.

For information call 1800 252 604 or dss.gov.au/cashlessdebitcard

Authorised by the Australian Government.

Action Items Kimberley Implementation Working Group

5 April 2016, 8.30am-4.30pm

#	Action Item	Responsibility	Due		
1	New communication product to be developed: <ul style="list-style-type: none">- flyers to be used by the Department of Housing and the Department of Child Protection for their specific clients. Mock up's to be sent to DPC & DoH for comment before finalising- DSS to ensure products reflect explicit examples of goods that can be purchased tailored to each cohort, and to state explicitly that money not spent on the card each payment period will be saved (like a normal keycard).	DSS These are in draft. Draft text to be sent to PMC early next week	13 April		
2	<div>Provide further clarification sought from DHS on 1 March 2016 action item #16, including information on DHS processes regarding temporary addresses, number likely affected (Warmun, Kalumburu and Wadeye residents who spend long periods in KNX) and if significant, provide information on options for cohort.</div> <table><tr><td>Item 16. Examine and report back on the process for 'locking down' addresses of people in Kununurra and Wyndham leading up to the commencement of the trial. Questions included:<ul style="list-style-type: none">• How long can a person have a temporary address before it becomes there permanent address?• How do we ensure that people temporarily reside in Kununurra are captured in the trial?• How many people with permanent address in Kalumburu and Wadeye have temporary address in Kununurra?• What will be the date of when people's addresses in the system will be 'locked in' to ensure that they will be on the trial?</td><td>Dept Social Services Participants may have participation requirements. Centrelink will look after this. As above 26th April – trial start date, which is still on schedule</td></tr></table>	Item 16. Examine and report back on the process for 'locking down' addresses of people in Kununurra and Wyndham leading up to the commencement of the trial. Questions included: <ul style="list-style-type: none">• How long can a person have a temporary address before it becomes there permanent address?• How do we ensure that people temporarily reside in Kununurra are captured in the trial?• How many people with permanent address in Kalumburu and Wadeye have temporary address in Kununurra?• What will be the date of when people's addresses in the system will be 'locked in' to ensure that they will be on the trial?	Dept Social Services Participants may have participation requirements. Centrelink will look after this. As above 26th April – trial start date, which is still on schedule	DSS Discussions had with PM&C surrounding this. Further clarification/reassurance to be provided on DHS processes.	18 April
Item 16. Examine and report back on the process for 'locking down' addresses of people in Kununurra and Wyndham leading up to the commencement of the trial. Questions included: <ul style="list-style-type: none">• How long can a person have a temporary address before it becomes there permanent address?• How do we ensure that people temporarily reside in Kununurra are captured in the trial?• How many people with permanent address in Kalumburu and Wadeye have temporary address in Kununurra?• What will be the date of when people's addresses in the system will be 'locked in' to ensure that they will be on the trial?	Dept Social Services Participants may have participation requirements. Centrelink will look after this. As above 26th April – trial start date, which is still on schedule				
3	PMC/DSS to talk to s22 about the WA Government Intensive Family Support pilot.	PMC/DSS s22 – unsure about this one?	18 April		
4	Social Media feedback: <ul style="list-style-type: none">- Update trial map to version without red line (previously circulated).- Update the trial map so all communities are included (e.g. Glen Hill & Doon Doon)- DSS to proactively and promptly respond to posts that express incorrect or misleading information.	DSS Completed Will start to appear on facebook next week	8 April		

5	s22 [redacted] to provide information on 22 WA government programmes currently running in Kununurra at the 28 April 2016 DLG meeting.	s22 [redacted]	28 April
6	Provide card distribution out of session update on the following: <ul style="list-style-type: none"> - Provide assurance that cards will be distributed according to timeframe (given long timeframes for mail delivery) - Provide assurance around flexibility of card delivery in case particular outstations have low activation rates. - Provide information around process if card is not delivered by first income support payment. - Investigate possibility of shortening the length of time before cards not activated are chased-up to five days. 	DSS/Indue EK implementation strategy currently developed. To be discussed.	6 April
7	Temporary Replacement Cards <ul style="list-style-type: none"> - Investigate possibility of embossing temporary cards in Kununurra. 	DSS/Indue Fairly expensive exercise to do this. Also hard to determine who may lose their card and how many times.	15 April
8	New product for letter: <ul style="list-style-type: none"> - Create new flyer to be included with next letter mail out, with upcoming information sessions for the two weeks period after letter is sent. 	DSS/PMC Missed mailout. Flyers to be developed locally by DSS/PM&C and shared throughout the communities	8 April
9	Develop an interim flyer to be used between now and when the trial starts that is very simple, stating: <ul style="list-style-type: none"> - trial is starting on 26 April 2016 - call DSS on 1800 xxx if you have any questions 	DSS Completed	13 April
10	Update volunteer flyer with the following: <ul style="list-style-type: none"> - Change the terminology around volunteers to something like "I want a Cashless Debit Card". - Change the 'what can I use my cash for' section to items more age pension relevant i.e. not tuckshop. - Develop a strategic distribution strategy to capture aged pensioners e.g. HACC providers and Dept of Housing. 	DSS/PMC Flyer has been printed as is. Next iteration will include these comments. Feedback required. We are drafting a volunteer flyer for age pensioner only (the one that has been developed was for all volunteer categories) and it will incorporate this feedback and will be distributed with a letter direct to age pensioners.	8 April

11	Update draft letter to address below feedback: <ul style="list-style-type: none"> - Shorten letter, and remove all references to the local partners & community panels - Be more creative, less dry and more direct - At the bottom of the letter put the DSS contact details in big bold font 	DSS Awaiting strategy approval, but has to go Thursday 14/04 PM. Will get to mailboxes from Friday 22 April	8 April
12	Update draft flyer that goes with letter: <ul style="list-style-type: none"> - Include a picture of the card - Include diagrams around the 80/20 split with actual numbers instead of percentages, with specific examples where possible. - On the paragraph "to start using your card, make sure you have these things", take out the non-essential items e.g. CRN is essential but email is not. - Clarify that direct debits refers to bank direct debits and not Centrepay. - Make it clear that the unexpended funds on the card will not disappear at the end of the payment period (savings can accrue). 	DSS Flyer updated	8 April
13	Confirm website content: <ul style="list-style-type: none"> - Make sure that information on the website covers Kununurra and Wyndham as well as Ceduna. 	DSS EK website currently lacking, due to local partners/panel not being locked in. Will look more like Ceduna page when these aspects are finalised. Website is being updated and should be live next week.	ASAP
14	Minister Tudge visit & media release: <ul style="list-style-type: none"> - Consider whether there should be another visit from Minister Tudge at start of trial (leadership view – no) - Consider whether a media release on 26 April 2016 is more appropriate than Ministerial visit (leadership view – yes) 	PMC	N/A
15	Aged Pensioners <ul style="list-style-type: none"> - Explore whether contact names and addresses for age pension recipients (104 in KNX Township and 206 across whole trial area) can be provided, noting possible issues with protected information. - Use this list to develop a strategy to engage age pension recipients i.e. Housing rent days, HACC, Waringarri Arts etc. 	DSS We have data. Strategy to be discussed at meeting. Email sent to PM&C s22	8 April
16	Centrelink <ul style="list-style-type: none"> - Set up meeting with DHS National Office, DSS, PM&C & Centrelink Kununurra to discuss best way to ensure 'smooth' transition for people who will inevitably go to Centrelink seeking information 	DSS/PMC To be organised WC 18 th . Awaiting strategy sign-off.	15 April

17	Orima to draft letter of support (for ethics clearance) for leaders consideration and signature.	DSS/Orima	15 April
18	DSS to provide update on Coles engagement	DSS Initial meeting held with Coles. A local solution to be brokered, and further follow up meetings to take place.	8 April
19	Indue to identify travel companies (similar to utilities list)	Indue	15 April
20	DSS to identify additional mixed merchants in area and find out about their EFTPOS set ups (in particular the road houses on way to Darwin – Timber Creek/Victoria Station)	DSS List currently being created	15 April
21	Distribute Orima's draft KPIs for comment to leaders (send to s22)	DSS In development	13 April
22	Develop and distribute a suggested plan for consultation over next 12 months.	DSS In development	22 April
23	Orima to develop brief flyer for use/distribution at the information sessions to advertise the survey work in the community	DSS/Orima In development	15 April
24	s22	DSS/ EK leaders Leaders to advise DSS who from the group will take the lead	15 April
25	Follow up with s22 about access to WA Data to inform Orima evaluation.	DSS There is a process for this. DSS talk to WA premier first. To be followed up	8 April
26	Orima to source local interviewers for surveys (this must go through s22 before finalised)	DSS/Orima In development	Mid-May
27	Orima to share information around the evaluation via: - Facebook - Kimberley Echo - Empowered Communities	Orima To be followed up once trial goes live	Ongoing
28	DSS to send Orima list of NGOs in trial area	DSS To be followed up	8 April
29	DSS to send s22 DSS Hotline call/email data every Friday (# of enquiries from the EK – cumulative & from that week)	DSS To be followed up once trial site goes live	Ongoing

30	<p>Brokerage fund (package of supports):</p> <ul style="list-style-type: none"> - PMC to discuss Intensive Family Support pilot and other state government programmes with s22 to understand how the brokerage fund may be developed to complement state government programmes. - Discuss options for brokerage fund put forward at KIGM with WIGM for agreement. - Seek further advice and confirmation from leaders about preferred use of brokerage funds (noting any redirection of funds will require Ministerial briefing). 	PMC	15 April
31	<p>Monthly Indue Dashboard;</p> <ul style="list-style-type: none"> - DSS to send available data sources to PMC. - PMC to work with leaders to confirm what Indue data to include on monthly dashboard, to monitor progress of trial. 	<p>DSS</p> <p>Completed - sent</p>	8 April
32	DSS to distribute exemption papers to leaders	<p>DSS</p> <p>s22 any context surrounding this one?</p>	6 April
33	<p>Social Norms</p> <ul style="list-style-type: none"> - s22 to discuss further offline 	PMC	
34	<p>Natural Justice</p> <ul style="list-style-type: none"> - Provide clarification around what is required for the Community Panel Guidelines regarding definition of natural justice. 	<p>DSS</p> <p>To be discussed at meeting 19th April</p>	8 April
35	<p>Community Panel options paper:</p> <ul style="list-style-type: none"> - DSS to prepare options paper detailing how the proposed community panel could work, including: <ul style="list-style-type: none"> o Number of panels o Number of panel members o Number required for quorum o Options for how panel can make decision (100% objective criteria OR local info too) o Options for how much info panel gets (personalised or non-personalised) o Details of what happening in Ceduna o Details of how the FRC works - The paper will include a recommendation for which model is considered most appropriate for Kununurra. 	<p>DSS</p> <p>Papers provided. To be discussed at meeting 19th April</p>	8 April
36	Kununurra Implementation Group leaders to consider the DSS options paper and make a decision on panel model. This will be confirmed at next implementation meeting on the 20 th April.	EC	18 April

From: s22
To: [REDACTED]
Cc: [REDACTED]
Subject: EK Update 12/4/2016 [SEC=UNCLASSIFIED]
Date: Tuesday, 12 April 2016 6:54:39 PM

Hi team

Hope all is well in Canberra.

Today I went to Doon Doon and Glen Hill with s22 [REDACTED] ran a number of info sessions and engaged with merchants in Kununurra. Here is a summary of today – s22 [REDACTED] please feel free to add anything I've forgotten / correct any lies:

Doon Doon

- Doon Doon is a bit over an hour from Kununurra. We went there to provide information to the community. There are a few different families that live there.
- We met with s22 [REDACTED] who has been the main contact point in the community for PM&C – we should use this relationship when we need to communicate the card distribution strategy for Doon Doon.
- There is full mobile phone reception with a phone tower right next to the Doon Doon roadhouse (Telstra 3g – I had no Optus reception from the moment we left Kununurra ☹).
- Residents pick up mail from the Doon Doon Roadhouse.

Doon Doon Roadhouse

- The Doon Doon Roadhouse is a petrol station which also sells a large range of food and other products. It is frequented by residents of Doon Doon and Glenn Hill and does not sell any restricted products. The Roadhouse has Eftpos facilities with a minimum transaction of \$5.
- They had concerns people would try and get refunds to get cash. We allayed these concerns and provided general information about the card.

Glenn Hill

- Glen Hill is a bit over an hour from Doon Doon (so 2 hours from Kununurra). We met with s22 [REDACTED]
- The population is very transient, there are currently only about 10 people there.
- There is no mobile phone reception at all, no shops, and limited internet.
- s22 [REDACTED] is happy to distribute information to other members of the community.
- s22 [REDACTED] said participants could use the school's internet connection to activate their card.
- Getting cards to participants in Glenn Hill could be problematic as people do not travel to town often.
- s22 [REDACTED] also indicated that providing ID can be problematic for some residents.
- It may be worth visiting the Doon Doon roadhouse / community during implementation for a couple of days to assist participants in Doon Doon and Glenn Hill.

Kununurra Australia Post

- Accept Courier from Kununurra Couriers (run by s22 [REDACTED]). They use Australian Air Express or TNT. They do accept Toll couriers.
- They are happy handling 300+ letters daily
- For those with a Kununurra st address, they pick up mail from the shopfront (sorted alphabetically behind the desk). These letters are held for 30 days until returned to sender. Those who have "care of" letters, may be kept longer for a fee
- For PO boxes, they are sorted and just left for pick up.

- They deliver mail to Warringarri
- They prefer photo ID and only give mail if some ID is shown.
- Recommended we courier Wyndham cards directly to Wyndham Australia Post.

Contact with Wyndham Australia Post

- Accept courier from Australia Post (all other couriers incur a fee which they are not prepared to pay)
- Happy to sort 400 letters within the day
- All mail recipients come to the post office (no address delivery)
- Do not require ID as they generally know everyone

White Gum Park

- Most people have heard of the “white card”
- Not a huge number of people, and not really interested in hearing more about the card
- We sat with one family for a bit and talked about what options they had available for paying for stuff like the agricultural fair and more just technical card stuff

EK Job Pathways

- Chatted to the men first, just a brief overview of the card, that it was starting soon.
- The men weren't too impressed but concerns about actually using the card were able to be answered
- One s22 who he transferred \$100f/n to. Explained that he could either continue to use his regular account but that it would be out of the 20% cash component, or he could use the weekly \$50 limit transfer from the restricted portion.
- Interest in the community panel and being adequately represented. We said it wouldn't be people from the Government (very happy about that)
- People were more interested about their personal situations “I don't have kids”, “I work every now and then” etc.
- Went and spoke to the women separately. They tended to have more practical questions, such as getting temporary cards, what happens to payment they might receive from outside employment. I think some of them may work during the school term or school holidays and then receive Centrelink at all other times. Emphasised that only what is received from Centrelink will be split on the card, and any other outside employment and income they receive will continue to go to their usual account.

Miscellaneous

- Coles Kununurra sell gift cards including mastercard and EFTPOS cards.
- The radio ad is getting plenty of airtime on Warringarri Radio.

Please call / email us if you have any questions.

Thanks

s22

s22

Cashless Debit Card Trial Logistics

Department of Social Services

s22

DSS acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

Action Items Kimberley Implementation Working Group

5 April 2016, 8.30am-4.30pm

#	Action Item	Responsibility	Due
1	New communication product to be developed: <ul style="list-style-type: none">- flyers to be used by the Department of Housing and the Department of Child Protection for their specific clients. Mock up's to be sent to DPC & DoH for comment before finalising- DSS to ensure products reflect explicit examples of goods that can be purchased tailored to each cohort, and to state explicitly that money not spent on the card each payment period will be saved (like a normal keycard).	DSS	13 April
2	<div>Provide further clarification sought from DHS on 1 March 2016 action item #16, including information on DHS processes regarding temporary addresses, number likely affected (Warmun, Kalumburu and Wadeye residents who spend long periods in KNX) and if significant, provide information on options for cohort.</div> <div><div><div>Item 16. Examine and report back on the process for 'locking down' addresses of people in Kununurra and Wyndham leading up to the commencement of the trial. Questions included:<ul style="list-style-type: none">• How long can a person have a temporary address before it becomes there permanent address?• How do we ensure that people temporarily reside in Kununurra are captured in the trial?• How many people with permanent address in Kalumburu and Wadeye have temporary address in Kununurra?• What will be the date of when people's addresses in the system will be 'locked in' to ensure that they will be on the trial?</div><div><div>Dept Social Services</div><div>Participants may have participation requirements. Centrelink will look after this.</div><div>As above</div><div>26th April – trial start date, which is still on schedule</div></div></div></div>	DSS	18 April
3	PMC/DSS to talk to s22 about the WA Government Intensive Family Support pilot.	PMC/DSS	18 April
4	Social Media feedback: <ul style="list-style-type: none">- Update trial map to version without red line (previously circulated).- Update the trial map so all communities are included (e.g. Glen Hill & Doon Doon)- DSS to proactively and promptly respond to posts that express incorrect or misleading information.	DSS	8 April
5	s22 to provide information on 22 WA government programmes currently running in Kununurra at the 28 April 2016 DLG meeting.	s22	28 April

6	Provide card distribution out of session update on the following: <ul style="list-style-type: none"> - Provide assurance that cards will be distributed according to timeframe (given long timeframes for mail delivery) - Provide assurance around flexibility of card delivery in case particular outstations have low activation rates. - Provide information around process if card is not delivered by first income support payment. - Investigate possibility of shortening the length of time before cards not activated are chased-up to five days. 	DSS/Indue	6 April
7	Temporary Replacement Cards <ul style="list-style-type: none"> - Investigate possibility of embossing temporary cards in Kununurra. 	DSS/Indue	15 April
8	New product for letter: <ul style="list-style-type: none"> - Create new flyer to be included with next letter mail out, with upcoming information sessions for the two weeks period after letter is sent. 	DSS/PMC	8 April
9	Develop an interim flyer to be used between now and when the trial starts that is very simple, stating: <ul style="list-style-type: none"> - trial is starting on 26 April 2016 - call DSS on 1800 xxx if you have any questions 	DSS	13 April
10	Update volunteer flyer with the following: <ul style="list-style-type: none"> - Change the terminology around volunteers to something like "I want a Cashless Debit Card". - Change the 'what can I use my cash for' section to items more age pension relevant i.e. not tuckshop. - Develop a strategic distribution strategy to capture aged pensioners e.g. HACC providers and Dept of Housing. 	DSS/PMC	8 April
11	Update draft letter to address below feedback: <ul style="list-style-type: none"> - Shorten letter, and remove all references to the local partners & community panels - Be more creative, less dry and more direct - At the bottom of the letter put the DSS contact details in big bold font 	DSS	8 April
12	Update draft flyer that goes with letter: <ul style="list-style-type: none"> - Include a picture of the card - Include diagrams around the 80/20 split with actual numbers instead of percentages, with specific examples where possible. - On the paragraph "to start using your card, make sure you have these things", take out the non-essential items e.g. CRN is essential but email is not. - Clarify that direct debits refers to bank direct debits and not Centrepay. - Make it clear that the unexpended funds on the card will not disappear at the end of the payment period (savings can accrue). 	DSS	8 April
13	Confirm website content: <ul style="list-style-type: none"> - Make sure that information on the website covers Kununurra and Wyndham as well as Ceduna. 	DSS	ASAP
14	Minister Tudge visit & media release: <ul style="list-style-type: none"> - Consider whether there should be another visit from Minister Tudge at start of trial (leadership view – no) - Consider whether a media release on 26 April 2016 is more 	PMC	N/A

	appropriate than Ministerial visit (leadership view – yes)		
15	Aged Pensioners <ul style="list-style-type: none"> - Explore whether contact names and addresses for age pension recipients (104 in KNX Township and 206 across whole trial area) can be provided, noting possible issues with protected information. - Use this list to develop a strategy to engage age pension recipients i.e. Housing rent days, HACC, Waringarri Arts etc. 	DSS	8 April
16	Centrelink <ul style="list-style-type: none"> - Set up meeting with DHS National Office, DSS, PM&C & Centrelink Kununurra to discuss best way to ensure 'smooth' transition for people who will inevitably go to Centrelink seeking information 	DSS/PMC	15 April
17	Orima to draft letter of support (for ethics clearance) for leaders consideration and signature.	DSS/Orima	15 April
18	DSS to provide update on Coles engagement	DSS	8 April
19	Indue to identify travel companies (similar to utilities list)	Indue	15 April
20	DSS to identify additional mixed merchants in area and find out about their EFTPOS set ups (in particular the road houses on way to Darwin – Timber Creek/Victoria Station)	DSS	15 April
21	Distribute Orima's draft KPIs for comment to leaders (send to s22)	DSS	13 April
22	Develop and distribute a suggested plan for consultation over next 12 months.	DSS	22 April
23	Orima to develop brief flyer for use/distribution at the information sessions to advertise the survey work in the community	DSS/Orima	15 April
24	s22	DSS	15 April
25	Follow up with s22 about access to WA Data to inform Orima evaluation.	DSS	8 April
26	Orima to source local interviewers for surveys (this must go through s22 before finalised)	DSS/Orima	Mid-May
27	Orima to share information around the evaluation via: <ul style="list-style-type: none"> - Facebook - Kimberley Echo - Empowered Communities 	Orima	Ongoing
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31	Monthly Indue Dashboard; <ul style="list-style-type: none"> - DSS to send available data sources to PMC. - PMC to work with leaders to confirm what Indue data to include on monthly dashboard, to monitor progress of trial. 	DSS	8 April
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36	Kununurra Implementation Group leaders to consider the DSS options paper and make a decision on panel model. This will be confirmed at next implementation meeting on the 20 th April.	EC	18 April

s22

From: s22
Sent: Friday, 1 April 2016 5:22 PM
To: s22
Cc:
Subject: EK summary this week [SEC=UNCLASSIFIED]

Hi everyone

A brief update on the week in Kununurra along with a couple of actions for the next week or so. It's been a really interesting week and we've managed to speak to a wide range of merchants, trial participants, service providers and community members about the trial and how it will work.

Tuesday PM

- PMC Office - Updated schedule due to deaths in communities (2 suicides and one natural death, along with a stabbing in town). Visits to Doon Doon and outstations cancelled.

Wednesday AM

- s22 visited WELA in Wyndham and spoke with s22 about the card s22. Most were relatively comfortable with the concept, with the most common question being whether they had a choice to go on the trial or not, and why them given they didn't drink/smoke/gamble. Questions were asked about the operation of the card – showing them my card and the phone app helped alleviate their concerns a bit. They raised the issue of workarounds, noting the issues with the Kununurra cabbies.
- Had a session for s22 which was attended by approximately 25 people. One vocal person who was grumpy about an email he sent not being responded to, but refused to resend when s22 asked him to, or confirm where he sent it. A query was around Maternity Leave and whether this would be a trigger payment. s22 took on notice.
- A session at the Leisure Centre from 10:30-11:30 was attended by 6 people. Query around carer's allowance. s22 will confirm the allowance is not a trigger payment.

Wednesday PM

- s22 visited six caravan parks across Kununurra to talk about the trial. All were generally supportive of the trial. s22 (who s22 met with last week) lives at the Town Caravan Park, who confirmed they accepted EFTPOS as a form of payment.
- The Lakeside Caravan Park has a restaurant that sells alcohol and may be considered as a mixed merchant, however s22 there didn't seem to think people on the card would be customers.

Thursday AM

- Meeting with s22 cancelled due to another death in community. Will reschedule for next week.
- Discussed comms products (specifically the radio and newspaper ads) with PMC. Feedback provided to s22 who has progressed with Comms.
- Community Gathering – lower numbers due to the weather. Questions were very technical on how the card will work in a range of situations.

- Spoke with staff at the Kununurra Visitors Centre as they regularly book bus tickets for people in the community. Supportive of the trial, glad that the card works using normal EFTPOS system. Staff also raised the issue with Burt's Taxis.
- s22 visited nine mechanics to discuss the card. All were supportive of the trial – and some were very pleased that they did not need to sign up for BC compliance. None raised the issue of cash jobs being a concern.

Thursday PM

- Visited Mirima, Waringarri and the Leisure Centre to confirm scheduled information sessions over the coming weeks. The Leisure Centre will send an invoice to s22 for these to be paid.
- Visited White Gum Park and spoke to several people about the card. A few questions around why them and how the card would work.
- s22

Friday AM

- Spoke to approximately 100 s22 at Kununurra District High School. Very positive discussion, s22 were engaged and had some quite considered questions like 'why is this going to be better than the BasicsCard' and 'how will the card block purchases at the bottle shop' etc. s22 were the ones whose questions were less supportive – one asked if you could buy smokes while another was pretty focused on how to get off the trial – used the example of someone with autism who has their finances carefully arranged, which sounds very familiar to an email or min corro we have got. The s22 also have to do a social studies type project this semester and s22 suggested this could be a good topic, so we gave them the hotline and trial email details and encouraged them to contact us for info.
- Heath providers visit cancelled.

Friday PM

- Visited White Gum Park, spoke with a few people about the card. Most seemed to be aware of the card. There were mixed views about the trial. Spoke with the s22 who was concerned about young people stealing to get cash when the trial starts.
- Debrief of week, confirmation of next week's schedule.

Actions

- Staff at WELA advised that the main pub in Wyndham has closed and that the main club (Wyndham Community Club) sells counter meals and alcohol. People had said they were upset about not being able to use the card to buy takeaway meals. Worth Indue approaching as a potential mixed merchant? s22 maybe while you are here next week?
- Follow up with s22 at the leadership meeting next week to discuss s22 becoming a local partner. s22
- s22 has sent a list of questions through to DSS following the community gathering. We will provide a response early next week. s22 (work with s22 team on the technical questions)
- If we haven't already, can we list greyhounds as an approved online merchant? s22
- The EK prison called the hotline to ask how prisoners being released would be put on to the card. It might be worth scheduling a visit with staff at the prison in Derby and the work camp in Wyndham to give them a rundown of how it will work. s22
- Flip chart feedback. PMC provided some feedback to s22 on the flipchart. s22 to work to incorporate this feedback and provide an updated version to PMC on Monday.

Thanks everyone.

s22

Project Management and Community Engagement
Financial and Specialist Support

s22

From: s22**Sent:** Wednesday, 23 March 2016 8:13 PM**To:** s22
s22**Cc:** s22**Subject:** EK Info sessions rundown WC 21st Mar / Actions for next week / a few other things [SEC=UNCLASSIFIED]

Hi All

Just a quick update in relation to mine and s22 short time here this week in EK, followed by a few action items for next week:

Tuesday:

- AM White gum park – Meeting with s22 in Kununurra. She had contacted the hotline and asked a few questions. She is generally concerned for those on DSP not being supported and those that don't live directly in the trial area but travel to Kununurra for medical services. She most likely will continue to voice her concerns and views through the hotline OR through to my email address.
- AM Waringarri – s22 had no luck in the morning. No attendees.
- PM White Gum park – Meeting with s22 had called the hotline wanting to discuss his issues with the programme and talk about some facts. At first he presented as angry, but once he was given a bit of info he seemed ok.
- PM Office (Info sessions scheduled) – s22 and I locked in the next 4 weeks of info sessions as draft.

Wednesday:

- AM WELA (Wyndham) – s22 and I delivered some messages with 1 lady. WELA have requested we visit a little later on a Wednesday, 9:30-10:30am to catch more people.
- AM – Meeting with s22 was very supportive of the card and wants to come on board as a local partner. A few other points:
 - s22 will send s22 an RFQ (once Indue have developed). We discussed possible options with s22 surrounding locations etc. He is going to have a think and may possibly require a refurb of his current office in town to make something work. He will advise through the quote.
 - We discussed distribution of the cards – Mail Vs local pick up/hand delivery. s22 believed the mail out option may not work due to the demographic.
 - Specifically to Doon Doon/Glen hill, there could be issues faced in getting initial cards to these communities and also any further support surrounding replacement cards. He provided us with some names of people to contact in relation to Glen Hill – s22 and regularly comes into Kununurra; Doon doon – s22 apparently a lot of mail is sent here for the community.
 - Bendigo bank – s22 mentioned Bendigo bank as a potential partner ongoing. He mentioned in terms of indigenous banking, they provided a great service and had mobile banking vans that travelled around?? DSS will look into the services they provide.

- s22 advised that EKJP were always contacted when something needed to be delivered on the ground rather than being a part of the initial conversation. Just some feedback.
- PM Wyndham leaders implementation meeting – cancelled
- PM Phone hook up with s22 – I discussed with s22 some possible locations for local partners in the Wyndham area. s22 suggested I contact s22
- PM Phone hook up with s22 advised that the meeting with the Wyndham leaders would continue, so they could meet up and discuss options surrounding local partners & the communication documents that were sent to them last week. s22 will be advising me on the outcome of these discussions via email.

Thursday:

- Traveling back to Canberra

Actions for next week:

- ❖ Need to touch base with s22 – s22 we tried catching up with him today (Thursday 23rd) but he was pretty busy and we were caught up with s22 s22 has sent s22 an email discussing the local partner situation. Can you please organise a catch up to discuss.
- ❖ Doon Doon visit – s22 we have scheduled a visit on the comms/info sessions current in draft. We need to discuss distributing the cards / getting replacements (support) and how this may look. This goes for Glen Hill as well, though is a little more difficult getting here. Also here, it would be worth making contact with the contacts s22 provided us above. I will get you some phone numbers, but again touch base with s22 around this.
- ❖ Shire - possible local partner in Wyndham – s22 have this on your radar for next week. Also discuss this with s22 This is a possible back up option to EKJP Wyndham. We will hopefully receive some feedback from the leaders soon as well.
- ❖ Communication products – s22 These have been shared with the Wyndham leaders and are awaiting comment. We will just need to follow this up. Unsure where we are at with the Kununurra leaders, definitely worth discussing this with s22 noting that the Kununurra leaders meeting will be the week after next on 5th April.
- ❖ Community info sessions updated schedule – s22 to forward out once PM&C have cleared.
- ❖ Flyer/further comms mail out – s22 when I forward the cleared schedule. s22 (PM&C) will look to secure these rooms before anything is sent publically surrounding the next few weeks of info sessions. I'll give you a buzz about this.
- ❖ Room bookings / Payment – s22 as discussed can you please book the rooms as per the comms/info sessions attached document once cleared by s22. Please send the invoices through to s22 and CC myself and will organise payment for them ☺.
- ❖ Bendigo bank – s22 can you find out a little bit more of the types of services they provide for interest.

Thanks all, fairly hard to touch base with everyone we wanted to in the 2 days we had! please share this with your teams.

happy to discuss

s22

Welfare Debit Card Taskforce
Department of Social Services

s22

DSS acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

From: s22
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Last weeks Kununurra and Wyndham Trip [SEC=UNOFFICIAL]
Date: Tuesday, 22 March 2016 1:56:18 PM

[SEC=UNOFFICIAL]
FYI

Sent with Good (www.good.com)

s22
[REDACTED]

Welfare Debit Card Taskforce
Department of Social Services
s22
[REDACTED]

From: s22
Sent: Thursday, 10 March 2016 10:33:17 AM
To: s22
s22
[REDACTED]

Cc: s22
Subject: Last weeks Kununurra and Wyndham Trip [SEC=UNOFFICIAL]

Hey everyone

I just wanted to give you a quick review of s22 and my trip to Kununurra/Wyndham last week.
Monday 29 February

We arrived in Kununurra and went to the PM&C office to prepare for the Kununurra Community Leaders meeting.

Tuesday 1 March

We attended the Community Leaders Meeting which was very engaging to hear firsthand from the Leaders and their desire to better their community. The action items taken were distributed and I believe these are being coordinated back through s22

Happy to discuss these if anyone would like further context.

Wednesday 2 March

s22 and I held an information session with s22

(5ppl) – the feedback here was positive however they didn't ask any questions about what supports services will be available for participants withdrawing from drugs and alcohol and didn't mention how they think the card will impact on their service. They said they had heard of the card and maybe just need more time to think these through.

s22 attended a meeting with the Shire to help identify whether they would be in a position to provide office space in Wyndham should we decide to employ someone locally. They were happy to accommodate the request. The Shire drew our attention to the skills gap in the communities and the need to find the right person which would be able to speak with authority and be accepted by all clan groups. They encouraged us to draw on the community to help identify the right people. The Shire was also interested in meeting with Indue when they are next in town to learn more about what can be done to help change the views of merchants who

require minimum purchases.

Thursday 3 March

s22 and I attended a meeting with s22

s22 This provider will be funded from DSS to provide the A Better Life (ABLE) programme in Wyndham.

This was not so much a meeting in regards to the Cashless Debit Card s22

s22

We then held an information session at the local shire office in Wyndham. Five women attended who were a bit irritated about being placed on the card as they feel as though they are doing the right things with their welfare payments. They seemed slightly more comfortable about the trial once they had more detail about where the card could be used and that they could set up direct debits to pay bills etc. They were all pleased when they were advised that cigarettes could be purchased with their 80%.

One of the women mentioned that she tried to rally up a group to come to the session and ask their questions and raise concerns however not too many attended. She suggested turning up to the cooking classes held at the Wyndham Early Learning Activity Centre would capture most of the group.

Overall it was a really good week, Kununurra is just beautiful.

s22

s22

Income Management Operations

Welfare Debit Card Taskforce

Department of Social Services

s22

s22

Attachments: Action Items 1 March Kununurra.docx; EK newspaper ad_1 Mar (2).pdf; Cashless Debit Card Trial Flyer_v3 (2) (2).pdf; DRAFT - Ek letter- 1_3_16.DOCX

Security Classification: UNCLASSIFIED

From: s22

Sent: Monday, 21 March 2016 9:30 AM

To: s22

s22

Cc: s22 SHERWIN, Alistair; s22 SHERWIN, Alistair; s22 Matthews, Gavin

Subject: Update on Cash Less debit Card trial [SEC=UNCLASSIFIED]

All

In this email:

- Action items 1 March meeting – feedback from EC meeting needed; please review the list of Action items;
- List of Information sessions in Kununurra for this fortnight;
- Communication products - review and any feedback by Wednesday

Action items 1 March meeting

Please find attached the action items from the March meeting. There were quite a few items and some of those required feedback from the EC meeting on 2 March.

Feedback from the EC meeting on the 'standards for the social norms' and how to prevent humbugging of the older people during the trial is important so that it can be used to update the relevant documents before the 5 April meeting.

Action: *Could EC leaders please give me a call this week with any feedback this week so I can update the documents?*

As you know there was much discussion about employment issues at the last meeting – Alistair has organised some meetings over the last two weeks but this will also be a key item for discussion at the next meeting.

Information sessions

Information sessions are ongoing this week – see schedule below. Appreciate it if you could mention these sessions to your staff etc. We will send a summary late this week of numbers that we have seen etc

KUNUNURRA	KUNUNURRA
	<p>← 2nd flyer participants with locations for information sessions 28 March & 4 April</p> <p>Monday 28 Mar - Public Holiday</p> <p>Tuesday 29 Mar/AM - White Gum park</p> <p>Tuesday 29 Mar/PM - Mirima</p> <p>Wednesday 30 Mar/AM - Leisure Centre</p> <p>Wednesday 30 Mar/PM - Organisation or Highschool (TSC)</p> <p>Thursday 31 Mar/AM - Centrelink</p> <p>Thursday 31 Mar/PM - Organisation (TSC)</p> <p>Friday 1 Apr/AM - Debiref</p>
<p>Monday 21 Mar/ 10:00am - Home and Community Care (HACC) meeting confirmed</p> <p>Monday 21 Mar PM - White Gum park</p> <p>Tuesday 22 Mar/All day - Outstations</p> <p>Tuesday 22 Mar/AM - White Gum Park</p> <p>Tuesday 22 Mar/PM Waringarri</p> <p>Thursday 24 Mar/AM - Centrelink</p> <p>Friday 25 Mar - Public Holiday</p>	

Information products

Attached are some products that will be used during the next few weeks.

EK newspaper advertisement (attached) – plans to use this throughout April. Dates to be confirmed.

Cashless debit Card Trial flyer v3 – this will be the third flyer; will be sent to people who will be on the trial and provides them with information about what they will need to do.

Draft EK letter – letter to be sent to people who will be on the trial. Prepares people for the upcoming distribution of cards.

Any comments on these documents by Wednesday would be appreciated as the documents will then be prepared for publication/distribution.

The Ceduna trial commenced last week and the first disallowable instrument for Kununurra was lodge in the Parliament a week ago.

s22

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Kimberley Region | Department of the Prime Minister and Cabinet

s22

www.dpmc.gov.au | www.indigenous.gov.au

s22

Attachments: Kununurra Information Session on Cashless Debit Card.DOCX

Security Classification: UNCLASSIFIED

From: s22

Sent: Thursday, 3 March 2016 9:00 AM

To: s22

Cc:

s22

Subject: Revised Kununurra and Wyndham Info Session notes [SEC=UNCLASSIFIED]

Hi s22

I needed to add another action item and fix up the grammar; obviously I was far too tired when I prepared the notes☺; would you be so kind to address action item 7. It's in relation to the Red Cross Store and the Butcher about BasicsCard receipts.

Thanks

s22

Income Management Operations Section
Welfare Debit Card Taskforce
Department of Social Services (DSS)

s22

DSS acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

Address: AE2 Tuggerangong Office Park, Cnr Athllon Drive & Soward Way, Tuggeranong, ACT 2900Postal Address: AE2 Tuggeranong Office Park, PO Box 7576, Canberra Business Centre, ACT 2610

From: s22

Sent: Wednesday, 2 March 2016 4:42 PM

To: s22

s22

Cc: s22

s22

Subject: Kununurra and Wyndham Info Session [SEC=UNCLASSIFIED]

Greetings All,

Please find attached write up on last week's (week commencing 22 February 2016) Kununurra and Wyndham information sessions

s22 can you please forward this to s22

s22 please feel free to add or amend anything.

Thanks

s22

Income Management Operations Section
Welfare Debit Card Taskforce
Department of Social Services (DSS)

s22

DSS acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

Address: AE2 Tuggeranong Office Park, Cnr Athllon Drive & Soward Way, Tuggeranong, ACT 2900 Postal Address: AE2 Tuggeranong Office Park, PO Box 7576, Canberra Business Centre, ACT 2610

**Kununurra Information Session on Cashless Debit Card
22 February 2016 to 25 February 2016**

Date	Session	Details
Monday 22 nd 8:30 to 9:30am	Service Providers	<p>Only two service providers showed up for this morning session.</p> <ul style="list-style-type: none"> • s22 was very positive about the cashless debit card (CDC) trial and mentioned issues associated with the community. <ul style="list-style-type: none"> ○ Truancy, children wandering the streets after dark, up until 2am in the morning. This is to avoid their home situation caused by excessive alcohol consumption by the principal carers. ○ Alcohol is a major problem in Kununurra along with continued humbugging. ○ There has been an increase in robberies; burglary including hotel break-ins and some bag snatching offences which are a concern – fears that this may escalate. ○ A boutique bottle shop is planning to set-up in Kununurra however police are canvassing to reduce takeaway alcohol. The intended merchant is currently being appeal against. • s22 was at first sceptical about the CDC trial. <ul style="list-style-type: none"> ○ He was interested in the income management evaluations. He made reference to the stigma attached to the income management initiative which implied everyone were child abusers and recklessly spent money on pornography. ○ A copy of the all the evaluations was provided to both s22 s22 ○ s22 delivered an in-depth detailed, comprehensive information session about the CDC trial and s22 seemed to accept that the trial may be a better approach to managing customers on income support payments and in due course have a positive effect in the reduction of alcohol consumption. ○ s22 stated that the Kununurra community has an overwhelming alcohol problem. The hospital deals (est 90%) with more alcohol related issues compared to drugs and marijuana issues. ○ s22 was concerned that the CDC trial excluded the Warmun community.
10am - 11:30am	Waringarri Arts Centre	<p>A number of locals young and old were present (approx. 10 people).</p> <ul style="list-style-type: none"> • A spokeswoman by the name of s22 asked the majority of questions relating to the CDC trial and expressed concern about the elderly in receipt of the Aged Pension and the focus of them being humbugged. <ul style="list-style-type: none"> ○ s22 was also concerned about the employment prospects for the indigenous community particularly for the young. ○ She suggested a number of jobs that could be established; for example the community does not have a recycling plant and if Australia wanted to pursue a sustainable environment then the idea of a recycling plant being established would be one way to contribute to the solution. ○ s22 was concerned about community panel membership such as privacy issues and panel members making decisions based on personal perceptions. • s22 an indigenous artist, seemed to be aware of some of the debit card operations. In very few words she translated the concept to some of her peers and circulated the proto-type cashless debit card. <ul style="list-style-type: none"> ○ s22 was pleased to know that tobacco was not restricted and that they could use the card in any store. ○ s22 suggested that we target and deliver presentations at schools. In particular, the year 11 and 12 students who would be leaving school relatively soon and also target the younger students. ○ It was suggested that the students would be able to provide

		<p>assistance to their parents and family members with the operation of online services and phone apps.</p> <ul style="list-style-type: none"> ○ Also the Children would realise that the amount of available cash in the community would be limited and perhaps reduce or stop them humbugging others for cash. • Another artist, on DSP clearly stated he was not happy to be placed on the trial and stated that it should be targeted to those with drug related issues, alcoholism, and parents whose children are not going to school. He was somewhat relieved that the trial was not
2pm to 4pm	Merchants	<p>s22 visited a number of merchants and dropped off a number of flyers.</p> <ul style="list-style-type: none"> • Extra time was spent with those who did not have electronic payment facilities by explaining the debit card trial in detail. • Emphasis was made on the limitation of the card - mainly not being able to withdraw cash and that their business may be affected if customers on income support payment were unable to purchase their goods via Eftpos. • Only two Merchants thus far were not concerned about the trial and did not want to be bothered with setting up an electronic payment facility. • A merchant specified their reluctance to pay a \$20 monthly fee for the facility and the two per cent surcharge that is incurred on each transaction.
Tuesday 23rd 8:30am to 10am	White Gum Park and Merchants	<p>s22 opted to chat about the trial with a group of people in the park which seemed to go well, until sometime afterwards, where there was a fist-a-cuff between a man and woman which brought the discussion to an abrupt end.</p> <p>s22 visited some of the local merchants including the Red Cross store; the only issue that kept cropping up was whether to keep the BasicsCard transaction receipts. We advised that they should at least until every-one has transited to the CDC trial by 30 June 2016.</p> <p>A Correction - See Action 7 Below.</p> <p>s22 was very positive about the trial and advised that people from DSS and PMC had already dropped off flyers and they were well aware of the commencement date of 26 April 2016.</p> <p>Other merchants welcomed the information and were advised that the trial would commence 26 April 2016 and if they had any further questions they could call the hotline.</p>
10am to 1pm	Leisure Centre Service Providers and couple of Centrelink customers	<p>s22 spoke to a group of local people sitting outside the Leisure Centre about the trial and dropped off a few flyers.</p> <p>s22 also met with some service providers:</p> <ul style="list-style-type: none"> • s22 – was very negative about the CDC trial, she wanted to know who was consulted and who agreed to allow for the trial to go ahead. <ul style="list-style-type: none"> ○ She was adamant that the trial would see an increase in suicide rates caused by people suffering withdrawals from substance abuse. ○ She stated that people will do anything to ensure they get the fix they needed. ○ She stated that safety for the general public would be an issue, as there would be increases in break-ins, other crimes and all sorts of violence. ○ The topic of domestic violence and drug users dominated the conversation and she stated the extra funding will NOT help with the support that's required. ○ The Better Life Program and the funding was mentioned to provide support to people suffering from issues such as these. She stated "emphatically" that the trial and the funding is not the solution but more human resources were required.

		<ul style="list-style-type: none"> ○ She stated that the statistics of drug use in the area was largely underestimated. • Two men from the public arrived while discussion with support workers was under way. One in particular was slightly hostile and referred to the CDC as the “expletive white card”. They stressed their dislike for the trial and the immediate application of 80% being placed on the restricted card as most of their money is used to barter for mechanical parts using cash. <ul style="list-style-type: none"> ○ Information about the community panel being able to alter their restricted amount, transfer funds from one account to another and access to emergency cash seem to appease one of the two men, the other stormed out and declared he was going to seek legal advice.
Wednesday 1pm-3:30pm	Ngnowar Aerwah	<p>s22 introduced s22 to approximately 12 support workers.</p> <p>There was a general discussion about the CDC, an update on the disallowable instrument, the proposed evaluation, a review of previous action items, support package details and information about A Better Life Program (ABLe).</p> <p>The following key points on ABLe were discussed:</p> <ul style="list-style-type: none"> • the Department of Social Services is proceeding with negotiations with NAAC on the advice of this group. • The \$350k is in addition to the \$1.3m announced in the media release and is additional funding only being provided to Wyndham. • If community leaders have concerns about NAAC we can put additional clauses/conditions into the funding agreement. • For example, we could ask NAAC to provide 3-6 monthly progress reports to community leaders. • What ABLe does was also delivered. <p>s22 informed the group that they will be receiving additional support funding of \$350K relatively soon and they could do what they want with the money – like taking kids out fishing.</p> <ul style="list-style-type: none"> ○ He mentioned the need of extra money required for new safe houses and for the repairs to existing safe houses. ○ It was suggested that this would be an issue for state government and for decision. <p>The following questions were raised and information provided:</p> <p>Q: What is DHS involvement with the implementation of the CDC?</p> <p>A: They have a limited role; social worker supports and other services and assistance with payment type will remain the same. They will help with existing income management customers to transition to the new CDC trial. People will still be able to use Centrepay and the Rent Deduction Scheme. Once money goes into the Debit Card Restricted Account all inquiries will need to go to Indue.</p> <p>Q: What happens to people who have 100 per cent of their money going towards paying their bills via Centrepay?</p> <p>A: The Centrepay arrangements will remain the same unless customers arrange for them to be amended. One off Emergency funds can be made available.</p> <p>Q: Do customers get an early payment over Christmas, if so, what happens?</p> <p>This question was taken in part and we will need to go back with a complete response.</p> <p>A: Any payment will result in an 80% and 20% split unless they apply to the community panel for different percentage split. We advised that we would follow-up about the early payment over Christmas.</p> <p>Q: What happens to customers who travel to Kununurra for the purpose of rehabilitation, as they are told to change their address if they are staying for</p>

		<p>13 weeks of more? They would be captured as part of the trial and when they leave the Kununurra area they will not be supported by the support services as they no longer live in the trial area.</p> <p>A: We advised that we would follow-up and let them know of the outcome. The response will need to be that the customer has to tell Centrelink that the address is temporary and therefore they will not be part of the trial.</p> <p>Statements:</p> <ul style="list-style-type: none"> • Support workers stated that the three months of consultation and engagement was not long enough to make an informed or important decision as to whether to implement the CDC trial in Kununurra and Wyndham. • There was concern about who would provide input to the evaluation as they believe many indigenous are not vocal about their personal position or experience. • Many of the workers stated they would not participate in any input into any evaluation associated with the CDC trial. • They stated that the trial was disempowering and not worth implementing. • There were concerns that the support workers might eventually lose their jobs, because: <ul style="list-style-type: none"> ○ The new funding injected into the community may affect future job prospects; ○ might see community improvement with less people requiring support services; ○ the trial might succeed, and there might not be a need for so many support workers; and/or; ○ the support package funding might improve services in such a way that would not require the services that they specifically provide. • s22 stated but did not clarify that there was a lack of feedback about issues raised in previous meetings and he wanted to know if information was being sent up the line to Minister Tudge verbatim. • s22 asked for a private discussion about the trial. <ul style="list-style-type: none"> ○ She was very supportive of the CDC trial and her only concern was that Age Pensioners are not compelled to take part in the trial. ○ In her experience many family members and carers take advantage and abuse age pensioners by fleecing them of their cash.
3pm-5:20pm	Wyndham Community Representatives Cashless Debit Card Implementation Meeting	<p>s22 met with four Wyndham community representatives. Following the welcome, introduction and apologies there was a review of the action items from the previous meeting.</p> <ul style="list-style-type: none"> • An update on the disallowance instruments was provided. • Discussion about all the support package details for both Kununurra and Wyndham.. • s22 was very positive about the debit card trial. She suggested that there should be more positive media articles and a balance in reporting of achievements especially about indigenous progress. s22 stated: <ul style="list-style-type: none"> ○ Recognition for all concerned, for example, the improved school attendance. It would be a joint effort involving the community in helping to address school attendance. It should not only or solely be reported as the schools achievement. ○ A clear balance in reporting on issues of achievements is important for moral. ○ Need to employ some-one in the community to assist with implementation and support services. ○ Transparency and accountability of funding - ensure funding is utilised in the right way; a subcommittee should be formed to monitor the movement of funding and the type of services being provided. ○ The whole board needs to know where the money is going,

		<p>who is spending it and how is it being spent after all it is all for the community.</p> <ul style="list-style-type: none"> • Draft documents of the Community Panel Guidelines were provided. As time was running out it was decided to reconvene the following day to discuss the details and hopefully provide input.
Thursday 8:am -9:05am	Centrelink	<p>s22 met with the Centrelink regional manager and provided a brief overview of the CDC trial and an overview of how the community panel would operate. CDC information sessions were conducted one on one with staff.</p>
9:10am -10:45am	District Leadership groups EK	<p>s22 provided a comprehensive picture of the CDC policy, approach and implementation. Further discussion on:</p> <ul style="list-style-type: none"> • Disallowance Instrument. • The support package details. <ul style="list-style-type: none"> ○ Concerns were raised about \$1.6m funding not being adequate enough to deal with and support the increase to alcohol and domestic violence and kids being on the streets. ○ Can Children and Parenting Services (CaPS) funding be integrated with State funding? ○ The capacity to fund rehabilitation facilities and holistic approach to services. ○ It was stated that if the support services were doing what they are supposed to do then the CDC trial would probably not be required. ○ A need for more funding to build infrastructures – housing to house 20 plus children, to provide kids clothing and housing repairs to air-con. It was suggested that this would be a State Government issue/funding. • Intertwine services between DHS and other support services – what are they delivering? • A need to monitor where the money is being spent. • A need to look and concentrate on longer term outcomes. • Concerns that the CDC is being rolled out before the delivery of support services. • A need for better understanding of what the support services are and what specifically they will do. • Looking at other methods to disseminate CDC information to the community. Fear of failure to reach all concerned <ul style="list-style-type: none"> ○ It was reported that we are addressing this via Radio, TV, one on one, gathering/meetings etc; and ○ Only disseminate information as wide as the trial locations. • Possible partnerships to deliver replacement cards, the following were suggested: <ul style="list-style-type: none"> ○ EKJP, BP, Centrelink, Post Office, the Waringarri Centre and Ngnowar Aerwah Aboriginal Corporation. ○ Courthouse was another suggestion as customers could setup personnel details and it was a secure location. ○ It was suggested that the partnership should be split; one group to have an opportunity to provide support service with card activation, setting up deductions, provide list of online services/shops and the other group just to provide replacement cards. • Evaluations – there some concerns about the timing of data collection for baseline statistics on: <ul style="list-style-type: none"> ○ Crime ○ Drug and alcohol ○ Shelter (safe houses) ○ Rehabilitation ○ School attendance ○ Pre TAMS, TAMS and Post TAMS data
11am to 12am	Mirima Language Centre	<p>Three people showed up, flyers were distributed and discussions held concerning the CDC trial and PM&C issues.</p> <ul style="list-style-type: none"> • The lack of youth activities in the area was a concern as many children are competing with: <ul style="list-style-type: none"> ○ Self-strangling

		<ul style="list-style-type: none"> ○ Laying in the street in front of on-coming traffic • Another concern was Indigenous wage earners being humbugged.
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Actions	Description	Responsible
1.	Copy of all the income management evaluation to be provided to s22	s22 Completed 22 February 2016
2.	CDC presentations at schools. Target year 11 and 12 students and younger students.	TBA
3.	Service providers requested the minutes of the 3 month consultation and engagement with the EK group	Not available
4.	<p>Provide response to the Ngowar Aerwah Aboriginal Corporation with following questions:</p> <p>Q: Do customers get an early payment over Christmas, if so, what happens? This question was taken in part and we will need to go back with a complete response.</p> <p>A: Any payment will result in an 80% and 20% split unless they apply to the community panel for different percentage split. We advised that we would follow-up about the early payment over Christmas.</p> <p>Q: What happens to customers who travel to Kununurra for the purpose of rehabilitation, as they are told to change their address if they are staying for 13 weeks or more? They would be captured as part of the trial and when they leave the Kununurra area they will not be supported by the support services as they no longer live in the trial area.</p> <p>A: We advised that we would follow-up and let them know of the outcome. The response will need to be that the customer has to tell Centrelink that the address is temporary and therefore they will not be part of the trial.</p>	Next person meeting with the Ngowar Aerwah Aboriginal Corporation
5.	Feedback on the draft copy of the Community Panel Guidelines from Wyndham Community Representatives for the Cashless Debit Card Trial.	Next person meeting with the Wyndham Community Representatives
6.	Can Children and Parenting Services (CaPS) funding (\$200,000) be integrated somehow with State funding?	s22 to report back to the District Leadership groups EK
7.	Need to go back to the Red Cross and the Butcher and advise that there is no intention to 'switch off' current BasicsCard merchants. This is because of the transient population and because some people will remain on income management.	s22 would you be able to let Red Cross and the Butcher know they need to keep BasicsCard Receipts?

s22

From: s22
Sent: Tuesday, 1 March 2016 7:20 PM
To: Matthews, Gavin; s22 SHERWIN, Alistair; STRAPP, Eliza
Cc: s22
Subject: today's implementation meeting [SEC=UNCLASSIFIED]

All

Today's implementation meeting in Kununurra went well. Although we knew s22 would be absent, the other s22 were all there and were engaged in the discussions and committed to progressing items. We even finished early!

In summary:

- Decision made on card distribution and support and activation - very surprising but they supported a mail out of the card in the Kununurra region with a different strategy for the outstations;
- Community panel – decision made on the preferred model which keeps the focus on engaging with people as they try to make change in their life;
 - Will possibly require more resources (as this is a larger caseload as well) but could be a good opportunity to employ a local person as well as a government person.
- Agreed the timetable for information sessions and transitioning sessions to the card to 26 April; radio and newspaper ads continued to be a focus of the group s22 – the awareness campaign schedule looks good);
- Economic development session went well – this will be an ongoing piece of work but I think certainly alerted the leaders to what is possible;
- Evaluation – detailed discussion scheduled for next meeting;
- Employment – this continues to be a challenge about how to unlock the potential of KNX; we took quite a large list of action items to address at the next meeting;
 - Need to progress given it was one of the 5 elements of the media announcement.
 - Will provide detail to Alistair and Gavin tomorrow on this issue as it is primarily a PM&C issue.

Cheers

s22

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 Kimberley Region | Department of the Prime Minister and Cabinet

s22

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s22



From: s22
Sent: Monday, 18 January 2016 3:29 PM
To: s22
Subject: RE: agenda for next Wednesday's meeting [SEC=UNCLASSIFIED]

Just arrived

Hopefully will distribute papers for the meeting in next 30 mins

From: s22
Sent: Monday, 18 January 2016 12:15 PM
To: s22
Subject: RE: agenda for next Wednesday's meeting [SEC=UNCLASSIFIED]

Hi s22

When are you back in town?

Regards.

s22



s22



From: s22

Sent: Monday, 18 January 2016 4:42 AM

To: s22

s22

Cc: s22

s22

Subject: RE: agenda for next Wednesday's meeting [SEC=UNCLASSIFIED]

[UNCLASSIFIED]

s22

Apologies for changing the agenda for the meeting on Wednesday. As s22 said it had been planned to discuss the community panel as well as the community engagement activity. We had set aside 4 hours to do this but we're concerned that this was not sufficient time, hence moving the panel to 9 February meeting. Moving the date for the discussion of the panel will not impact on putting a panel in place - it will require a Disallowable Instrument to be lodged in the parliament and this will happen after parliament resumes.

I take your point s22 about the change and suggestion to cancel this weeks meeting. However the issue would remain, that there would be too any items for a 4 hour meeting I think.

We do also need to discuss ASAP the letters being sent to all people who will have a card as well as radio ads etc. Also we need guidance from the group about where and when to run the information sessions so people can come and talk to us about the card.

By scheduling the meetings we have tried to minimise the time people spend away from their core business. Please feel free to review the schedule of meetings and suggest alternate arrangements e.g an all day meeting once a month.

Happy to consider other options.

I will send papers this morning for Wednesday's meeting.

s22 happy to brief on the outcomes of the meeting if you like.
Action items will be distributed after the meeting.

Again apologies for agenda change.

s22

Sent with Good (www.good.com)

From: s22

Sent: Friday, 15 January 2016 5:20:36 PM

To: s22

s22

s22

Cc: s22

s22

Subject: RE: agenda for next Wednesday's meeting [SEC=UNCLASSIFIED]

Good afternoon all – I for one have a lot happening within s22 without attending a few hours meetings here and there. I set aside a full day to attend next Wednesday's meeting to discuss the roll-out of the RDC including the setting up of the panel which I believe is the biggest priority in the process. I have already been approached by people who are aware of the card but not aware of how they can be removed or have their restrictions decreased. Without knowing why it has been decided or who made the decision of not discussing the

panel next week, maybe the whole meeting agenda should be moved back to the 9 February. Many of us do not get paid to attend these "ad-hoc" meetings hence our planning to deal with as much as possible on this issue in one day, not scattered hours here and there.

After all that, please accept my apology for next Wednesday.

Regards

s22

From: s22
Sent: Friday, 15 January 2016 1:55 PM
To: s22
s22
Cc: s22 s22
Subject: agenda for next Wednesday's meeting [SEC=UNCLASSIFIED]

All

Papers will be distributed first thing on Monday morning.

Please note the change of time for Wednesday's mee3ting – we only need two hours as the community panel discussion has been deferred to the 9 February meeting.

I will be in Kununurra from Monday lunchtime, working from the ICC. Eliza Strapp, Assistant Secretary, Financial and Specialist Support Branch from the Department of Social Services will be the DSS representative at the meeting on Wednesday. As Eliza will not be able to attend the meetings very often, we will provide a light lunch at the end of the meeting so please stay for something to eat and a chat with Eliza.

s22

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Kimberley Region | Department of the Prime Minister and Cabinet

s22

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s22

From: s22
Sent: Monday, 30 November 2015 9:04 AM
To: s22
Cc:
Subject: RE: East Kimberley visit W/C 30 November [SEC=UNCLASSIFIED]

s22

I will be talking to the team in Kununurra this morning and we will discuss the 'who' they should meet with.

Three things I will follow up this morning:

- My sense is that at this stage it should mainly be service providers who regularly deal with clients on Income Management etc.
- Not sure of the status of the remote locations – will check.
- There may be an opportunity to talk to the community representatives from Wyndham about these issues.

A number of these topics were discussed during the consultation – short summary below for both Kununurra and Wyndham:

- Before the card distribution process, they are keen to ensure a face to face education process for each person;
- Replacement cards to be provided locally, possibly by the money provider; this provides an opportunity for managing any issues the person is facing with 'humbug' etc;
- Balance enquiries and use of ATMs for balances - the education on these issues will be critical.

I will email you once I have had the discussions with the team. I will be there on Wednesday afternoon so would appreciate an opportunity to catch-up with them.

Can you send me s22 details and I will email them?

Thanks

s22

From: s22
Sent: Friday, 27 November 2015 5:26 PM
To: s22
Subject: FW: East Kimberley visit W/C 30 November [SEC=UNCLASSIFIED]

Hi s22

As discussed, two DSS staff members s22 are travelling to the East Kimberley next week. They will arrive at Kununurra at 11:00AM on Monday 30 November and leave at 8:30AM on Thursday 3 December.

On Tuesday 1 December, in the morning, they will accompany s22 to talk with local Centrelink Employees.

They will be available Monday and Tuesday afternoon and all day Wednesday (2 December) to

- visit some of the remote communities that will be part of the trial region; and
- talk to informed community representatives

As previously noted, we don't necessarily need to meet with the leaders themselves, but rather any local people who are familiar with the likely trial participants, and who can advise on what supports will be needed. This will be the start of a conversation with the EK and its leaders. We won't be finalising the arrangements next week (though if we could that would assist contract discussions) but rather getting a sense of what will likely be required. Once we are able to finalise arrangements, we would first run these issues past the community leaders because, as you know, their support is critical to getting the Assistant Minister over the line.

The key issues up for discussion with informed community members include:

- initial card distribution and activation (for people who live within Kununurra as well as the various Aboriginal communities noting they are likely going to need different processes)
- emergency (temporary) card distribution
- replacement card distribution
- balance enquiries
- ongoing account assistance
- online transfer requirements ("Direct Entry")

It would be appreciated if you could speak with s22 to schedule some appointments with relevant people during the available times stated above.

Cheers

s22

From: s22
 To: [REDACTED]
 Cc: [REDACTED]
 Subject: EK Update 13 to 15 April [SEC=UNCLASSIFIED]
 Date: Friday, 15 April 2016 11:24:14 AM
 Attachments: @

From: s22
 Sent: Thursday, 14 April 2016 4:31 PM
 To: s22
 Subject: Can you proof read if yo have a sec :) [SEC=UNCLASSIFIED]

Hi Everyone

So it's our last day in the EK, so here's our summary from the last two days. We are hoping to drop in and follow up a couple more merchants up in Wyndham before we fly out.

Wyndham Work Camp (Low security level prison)

We spoke with 4 of the officers at the work camp who were all keen to be as clued in as possible. They've asked to be added to the mailing list for when new information is available, particularly about support services and are also interested in any community meetings that they could come along to. In general, the men who come to the work camp all change their address to the prison to ensure that they're receiving all their mail and medicare stuff etc. This population is highly transient with men generally staying between 3 and 6 months. Not all of them are from the East Kimberley. Many opt to come from Broome, Geraldton, and Derby etc. to join this particular work camp. This poses a couple of issues.

- If attendees are captured in the trial as they are released (all Centrelink payments, if any, are suspended throughout their stay) those that do not reside in the EK and move back to their original residence may have inadequate access to services.
- If people become aware that they will be automatically placed on the trial after release they may opt to go to a different work camp (this was a concern of the officers losing numbers at their camp and also potential over-crowding of other camps)
- The officers mentioned that some prisoners have the option of having Broome prison "care of" their mail and then it is sent to the work camp which would make Broome prison their current address.

One officer voiced concern about increasing tension between different communities with some being on the card and neighbouring ones not.

Wyndham Shire

We spoke to three people outside the shire on our way in, and told them we would be talking about the card. We asked if they had heard about it, had any concerns etc. They had heard about the card but didn't seem to want to engage further so we encouraged them to see us if they had any personal circumstances that they may be particularly worried about or knew of anyone who had concerns about the trial.

As we were leaving the Shire we spoke to s22 and clarified a few questions. Most people very much think it's the basics card and are shocked when we tell them that cigarettes can be bought on the card.

Wyndham Rehabilitation Centre

We dropped in to the rehab centre on the way home to see if they wanted an update. The manager was on the phone so we just left them with some of the flyers.

Community Info Sessions

We held information sessions at the Leisure Centre, Mirima Language Centre and Warringari Arts. All were very quiet.

Meeting with Save the Children

We spoke with s22 Save the Children and gave general information about the card. They seemed sceptical towards the card but appreciated the information and had their concerns addressed.

Merchant Engagement

We have engaged with a number of merchants in and around the trial site. We have identified four new mixed merchants:

- Target – sells Coles Myer gift cards
- Shell – sells gift cards and pre-paid Visa cards
- Lake Argyle Resort – Sells alcohol in its restaurant.
- Wyndham Community Club – Mixed merchant (both alcohol and TAB) and sells takeaways

Further details, along with details of other merchants in the area, are in the attached document.

A couple of Wyndham stores are closed permanently:

- Wyndham Pub and Hotel
- Video Store

We spoke further with Wyndham post office and clarified a few details. They receive their post from Kununurra within 24 hours of Kununurra receiving it.

If a private courier (not Australia Post) is used to get cards to Wyndham but we still want to use Australia Post for distribution, the cards would need to be “posted” at Wyndham with a fee of approx. \$1 per card.

That’s about it from this week’s EK trip. I’ve added a list of potential action items and happy to discuss in more detail if they aren’t clear enough.

See you all next week!

#	Date raised	Action item	Owner
1.	13/04/2016	s22 - s22 has been fairly involved, she didn’t have an EFTPOS machine, but is linked to EKJP so not sure if that is something that has to go through them. Apparently has online site (haven’t been able to locate)	DSS
2.	13/04/2016	Provide information on trial to s22	s22
3.	13/04/2016	Clarify what happens if a participant is currently receiving payments to two accounts.	s22
4.	13/04/2016	Prison officers to be added to mailing list to receive updates on the trial s22	s22
5.	13/04/2016	Prison population - options for men not residing in EK normally	s22
6.	13/04/2016	Follow up Wyndham Community Club –	s22

		mixed merchant and takeaways Contact s22	(Indue)
7.	14/04/2016	Target sales of Coles Myer gift cards	s22 (Indue)
8.	14/04/2016	Shell petrol station sales of gift cards and pre-paid visa cards	s22 (Indue)
9.	14/04/2016	Lake Argyle resort – sells alcohol at restaurant	s22 (Indue)

s22

Departmental Officer
Policy and Engagement
 Financial and Specialist Support
 Department of Social Services

s22

DSS acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

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EK Merchant List - s22 nrl (3.8KB)
 EK Merchant List - s22 docx (28.7KB)

(32.5KB)

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Merchant Name	Restricted Products	Details of Restricted Products	EFTPOS Facility	EFTPOS Fees/ Restrictions	Details of Fees/ Restrictions	General Comments
Wirrimanu Community Store Aboriginal Corporation	No					Store in a dry community, 7.5 hours drive from Kununurra
Barra Shack						Phone: 9169 1222
Choppy's Chinese Restaurant	No		Yes	No		
Doon Doon Roadhouse	No		Yes	Yes	\$5 minimum	
Farmers Take Away	No		No			
Gigi's Pizzeria and Creperie	No		Yes	No		BYO. Phone: 9169 1111
Grab A Bargain Variety Store/Kimberley Cash & Carry	No		Yes	No		Next to Target
Ivanhoe Café	No		Yes	Yes	\$10 minimum	\$10 minimum not always enforced.
Kalumburu (Kalumburu Aboriginal Corporation) Uraro Community Store	No					Store in a dry community
Kimberley Café	No		Yes	Yes	\$5 minimum	Did not have \$5 minimum advertised – only advised me when I went to buy a drink.
Kimberly Asian Cuise	No		Yes	No		
Kununurra Betta	No		Yes	No		Accepts the BasicsCard

Merchant Name	Restricted Products	Details of Restricted Products	EFTPOS Facility	EFTPOS Fees/ Restrictions	Details of Fees/ Restrictions	General Comments
Home (Betta Electrical)						
Kununurra Community Resource Centre	No		No			<p>Popular place for community members to attend to access the internet. Not-for-profit organisation.</p> <p>Was closed when we went to discuss the trial with them.</p> <p>Noticed they have wi-fi which anyone can access and pay for using credit card – will need to make sure we put on approved merchant list.</p>
Mulan Community Mulan Community Store (Pinanyi)	No					7.5 hour drive from Kununurra – store in a dry community
Ringers Soak (Kundat Djaru Aboriginal Corporation) Ringers Soak (Kundat Djaru) Community Store	No					8 hour drive from Kununurra – store in a dry community
Rumours Patisserie	No		No			Frequented by trial participants
Target	Yes	Coles Myer Gift Cards	Yes	No		
Tuckerbox Stores (Supermarket)	No		Yes	No		

Merchant Name	Restricted Products	Details of Restricted Products	EFTPOS Facility	EFTPOS Fees/ Restrictions	Details of Fees/ Restrictions	General Comments
Tuckerbox Stores (Café)	No		Yes	No		
Tuckerbox Stores (Retravisio)	No		Yes	No		
Tuckerbox Stores (Variety)	No		Yes	No		Lotto
Valentines Pizzeria	No		Yes	No		
Walkabout Souvenirs	No		Yes	Yes	\$10 minimum	
Wild Mango Café	No		Yes	No		
Xtra-Valu Discounters						
Zebra Rock Gallery						Closed when we visited
Stratco						
Shell Service Station	Yes	Gift cards (including pre-paid Visa)	Yes	No		
Home Hardware						
Mitre 10						
Coles	Yes	Gift cards and pre-paid mastercards	Yes	No		
BP						
Lake Argyle Resort	Yes	alcohol	Yes	No		We spoke with staff about the trial. They indicated that locals do often come to the Resort /

Merchant Name	Restricted Products	Details of Restricted Products	EFTPOS Facility	EFTPOS Fees/ Restrictions	Details of Fees/ Restrictions	General Comments
						<p>Restaurant which sells alcohol. They said the manager and owner weren't in and we would need to speak to them further about the trial. We left information for them to pass on to the manager and owner. Indue to follow up.</p> <p>P.O. box 616, Kununurra WA 6743 Phone: +61 (08) 91 687 360 relax@lakeargyle.com</p>
El Questro and Emma Gorge						
Home Valley Resort						
italktravel	Yes	Cashcards				
VA Fashions	No		Yes	No		
Durack Homestead and Shop	No		No			Shouldn't be a concern – appears to be more focussed on tourists. Very limited shop (e.g. souvenirs, drinks, ice cream).
The Rusty Shed	No		Yes	No		Wyndham
Kimberley Motors	No		Yes	No		Wyndham
Five Rivers Café	No		Yes	Yes	\$10 minimum	
Idinjul Wyndham Op Shop	No		No			s22 has already spoken to Indue.
Wyndham	No		Yes	No		

Merchant Name	Restricted Products	Details of Restricted Products	EFTPOS Facility	EFTPOS Fees/ Restrictions	Details of Fees/ Restrictions	General Comments
Supermarket						

s22

From: s22
Sent: Thursday, 7 April 2016 5:39 PM
To: s22
Subject: WCRG Action Items [SEC=UNOFFICIAL]

Hi Ladies

These are the Wyndham action items from post notes on wall – anything to add?

Cheers,
s22

s22

East Kimberley Region – Kununurra Office
Indigenous Affairs Network | Department of the Prime Minister and Cabinet

s22

www.dpmmc.gov.au | www.indigenous.gov.au

PO Box 260 KUNUNURRA WA 6743

The Department acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

Wyndham Action Items for the 6th April 2016:

#	Item:	When:	Who
1	Will there be Indigenous people employed at the INDUE call centre.	End April - Completed	INDUE/DSS
2	During Information Sessions; <ul style="list-style-type: none"> • Share 'why' CDC has been introduced. • It has not been the decision of Wyndham representatives rather the government. • CDC concerns to call centre. Other matters to Centrelink. 	Continuous 9/3 update – suggest second flyer to be distributed to all residents in week commencing 14 March. Info sessions be scheduled in Wyndham each Wednesday – locations?	PM&C/DSS
3	During community consultations and evaluations- PM&C/DSS to have local person employed.	End of April - completed	PM&C/DSS
4	PM&C to map Wyndham services.	Ongoing	PM&C
5	SHIRE to be represented at WCRG fortnightly meetings, PM&C F/U with s22	s22 9/3 Update – suggest that the Shire attend once a month. Suggest their s22 would be most appropriate to attend. 9/3 Wyndham Community representatives requested PM&C relay to the Shire that they would prefer someone who has an understanding of Wyndham to attend the meetings. s22 was suggested if the s22 was unavailable) s22 attended meeting and will do in the future	PM&C
6	Group raised creation of Sub-Committee around guidance/direction of funding into Wyndham: <ul style="list-style-type: none"> • Work with s22 & other relevant organisations re development & delivery of project. • Be involved in discussions on performance during the trial. • Voice around performance and outcomes with programs being delivered. • Collaboration of services. 	Work in progress PM&C advised appropriate. And will provide update to the group at 6 April meeting. Continuous	

7	PMC to widen the age group for the OFAT programme in Wyndham	End April	
8	PMC to look at how to improve the time it takes to manage an organisation if they are not performing well	Ongoing	
9	Wyndham Reference Group agree to Kununurra Waringarri AC to implement the OFAT programme in Wyndham, however 1.5 staffing positions must come from Wyndham residents and Wyndham group is to help with the selection of those staff	End May	
10	Waringarri to explore possible office space at both Ngnowar Aerwah and WELA	End April	
11	WCRG recommends CaPS programme be delivered by WELA in Wyndham. Further discussions will be had to develop detail of the programme with Wyndham Advisory Panel	End April	
12	WCRG to think about who could go to Indue in Brisbane to help staff understand Wyndham	20 th April	
13	100 Jobs project needs to include Wyndham	Work in Progress	
14	Good news stories	20 th April s22 progressing)	
15	Communication Products: Give examples for 80/20 % split so easier to understand Picture of the credit card not just icon		
16	WCRG to decide who will be an adviser to the DSS evaluation process from Wyndham	20 th April	
17	Advisory Panel ToR / Guidelines developed	20 th April	

s22

From: s22
Sent: Monday, 21 March 2016 5:24 PM
To: s22
Cc:
Subject: RE: welcome back from the islands [SEC=UNCLASSIFIED]

Thanks s22

From: s22
Sent: Monday, 21 March 2016 5:24 PM
To: s22
Cc:
Subject: RE: welcome back from the islands [SEC=UNCLASSIFIED]

Hi Ladies

The discussion that s22 originally recorded and was reinforced in the last two meetings was that the "Advisory Panel" (originally called subcommittee) wanted to work on the project development plan in a collaborative way with the provider to ensure it was in line with the intentions of the group and worked in well with the other services. When I sent the final version of the OFAT Scope we did discuss the idea that the community representative group may have someone involved in recruitment of someone employed as part of the service scoped.

In line with community lead and partnership approach to support the Cashless Debit Card trial in Wyndham, the activity must be supported by an advisory panel comprising nominees from the implementation group and nominees from the service provider's (board) to:

- *Work in a collaborative way on the project development plan, including working with other funding and providers.*
- *Be involved in discussion on the progress and performance of the project.*

The discussion that evolved around who may be on the Advisory Panel was that it may be decided by community group on a case by case depending on the service and the share the workload. For instance, the s22 s22 identified a perceived conflict of interest and stated that they would not be on the Advisory Panel for those services. They were keen to be on the Advisory panel for other services like CaPs and OFAT though. So the short answer is that the group were giving this question consideration but a minimum number on a panel would be 2 from community reps and 2 from service provider and may be different people for each service.

s22

s22

From: s22
Sent: Monday, 21 March 2016 2:12 PM
To: s22
Cc:
Subject: welcome back from the islands [SEC=UNCLASSIFIED]

s22

Thought I would try and jump in before you got caught up in lots of CDP stuff after your long, but I am sure interesting, trip to the islands.

Wyndham community reps meeting this week

What do we need to do to establish the sub-committee that will work with organisations that are delivering programs in Wyndham as part of the cashless debit card trial? As you know each of the programs that were funded as part of the support package are at different stages of consideration – ABLe is pretty close to signing funding agreements; CaPS is close to offers of funding etc. What was the intention of the sub-committee? My read of the intention (from the words below) was that they would work with the provider to ensure delivery is effective. Does that mean they are happy for the provider to develop the program and sign the funding agreement provided they are prepared to tweak the program delivery if it is not working correctly? We had suggested to DSS (and PM&C) that the words below are included in the funding agreement. They have agreed – just want to make sure that we have met the desire of the community reps in Wyndham.

In line with community lead and partnership approach to support the Cashless Debit Card trial in Wyndham, the activity must be supported by an advisory panel comprising nominees from the implementation group and nominees from the service provider's (board) to:

- *Work in a collaborative way on the project development plan, including working with other funding and providers.*
- *Be involved in discussion on the progress and performance of the project.*

We would encourage you to include the development of an itemised budget for agreed deliverables as one of the first/key activities of the project development plan.

s22

Suggest s22 run the meeting this week with s22 if needed on the phone. s22 who will be there for tow months, will also be able to go and meet them.

s22

Cashless Debit Card Trial | Kununurra Office
Kimberley Region | Department of the Prime Minister and Cabinet

s22

www.dpmc.gov.au | www.indigenous.gov.au

s22

Attachments: Wyn Action Items from 24 February 2016 (2).docx; Statistics for the Wyndham Implementation Group.docx; Wyndham Implementation Group meeting Agenda 9 March 2016.docx; Selection Criteria for Community Panel.docx; Wyndham Service Delivery Approach 9 March.docx; Scoping for the Wyndham One Family at a Time Project.docx; Support for a referral pathways to access appropriate services.docx

Security Classification: UNOFFICIAL

From: s22
Sent: Monday, 21 March 2016 5:05 PM
To: s22
Subject: March 9th Meeting in Wyndham [SEC=UNOFFICIAL]

At the last meeting 9 March, the rest of the actions were addressed by James and me.
 The statistical breakdown attached was also provided.
 The attached agenda was completed.

s22	- <i>COMMUNITY PANEL:</i>
<ul style="list-style-type: none"> • Feedback and clarification on the Guidelines • Feedback and clarification Selection Criteria Local Liaison Officer • Linking with Support Services • Data verification • Notification and review processes 	
s22	- <i>OTHER DSS ISSUES:</i>
<ul style="list-style-type: none"> • The option of getting Indue to come and present to the Group on 6 April 2016. • The Evaluation and the option of getting Orima Research to come and present to the Group on April 2016. 	
s22	- <i>UPDATE ON PROGRESS OF SUPPORT PACKAGE:</i>
<ul style="list-style-type: none"> • <i>A BETTER LIFE PROGRAM:</i> s22 • <i>CHILDREN AND PARENTING SERVICES :</i> s22 • <i>ONE FAMILY AT A TIME :</i> s22 • <i>ADOLESCENT REHABILITATION:</i> s22 • <i>THOUGHT BUBBLE(SUPPORT FOR A REFERRAL PATHWAY TO ACCESS APPROPRIATE SERVICES:</i> s22 	

Community Panel information was updated. The Wyndham Service Delivery Approach was endorsed and the Scoping for OFAT was updated by the group and circulated out of session.
 The review of the communication materials was also circulated out of session to be considered at the meeting 23rd March.
 The thought Bubble continues to develop.

Regards s22

Wyndham Action Items:

#	Item:	When:	Who
1	Advise of DSS staff and where staff will be based.	9 March	DSS
2	CDC information to be as 'user friendly' as possible. Include lots of pictures.	9 th March	DSS
3	Provide update on how temporary card would work and does this have an automatic time limit.	9 th March	DSS
4	Advise group on collection of statistics process (community panel) and how information is accurate?	9 March 2016	DSS.
5	Provide statistics break-up between Kununurra and Wyndham participants.	9 th March	Completed
6	Will there be Indigenous people employed at the INDUE call centre.	End April	INDUE/DSS
7	During Information Sessions; <ul style="list-style-type: none"> • Share 'why' CDC has been introduced. • It has not been the decision of Wyndham representatives rather the government. • CDC concerns to call centre. Other matters to Centrelink. 	Continuous 9/3 update – suggest second flyer to be distributed to all residents in week commencing 14 March. Info sessions be scheduled in Wyndham each Wednesday – locations?	PM&C/DSS
8	During community consultations and evaluations- PM&C/DSS to have local person employed.	End of April	PM&C/DSS
9	SHIRE to be represented at WCRG fortnightly meetings, PM&C F/U with s22	s22 9/3 Update – suggest that the Shire attend once a month. Suggest their s22 would be most appropriate to attend.	Completed
10	State Government to be represented at WCRG.	s22 has spoken to WA State government reform unit and they will come to the meetings. This meeting is at the same time as the meetings in Derby and Fitzroy Crossing. Maybe monthly as with the Shire.	Completed
12	PM&C to map Wyndham services.	Ongoing	PM&C
13	Provide advice re INDUE's service. I.e.; where will the call centre be based, how will service operate, who works here, will there be employment opportunities for local people, what about translators, concerns with	Complete	DSS.

	<p>the help line demand & 1 phone line (pressure back to EKJP).</p> <p>Advise group how INDUE monitors the transfers from restricted to un-restricted accounts. Is there a process to monitor the purchases? How often can these transfers take place? INDUE will monitor transfers but how will they monitor the purchases?</p> <p>Provide information of how INDUE were selected and if they have the experience working with community people.</p> <p>PM&C to invite INDUE to community meetings.</p>	DSS to provide update	
14	DSS Response to questions raise by Ngowar Aerwah Aboriginal Corporation (NAAC)	DSS to provide update	DSS

Wyndham Community Representatives Cashless Debit Card Implementation Meeting

Wednesday, 9 March 2016
Venue: EKJP Office Wyndham

Agenda

1.	Welcome, Introductions and apologies	
2.	Review of previous meeting 24 & 25 th February 2016: <ul style="list-style-type: none"> • Actions from the last meeting 	
3.	s22 - Community Panel: <ul style="list-style-type: none"> • Feedback and clarification on the Guidelines • Feedback and clarification Selection Criteria Local Liaison Officer • Linking with Support Services • Data verification • Notification and review processes 	
4.	s22 - Other DSS Issues: <ul style="list-style-type: none"> • The option of getting Indue to come and present to the Group on 6 April 2016. • The Evaluation and the option of getting Orima Research to come and present to the Group on April 2016. 	
4.	s22 - Update on progress of Support Package: <ul style="list-style-type: none"> • A better Life Program: s22 • Children and Parenting Services : s22 • One family at a time : s22 • Adolescent rehabilitation: s22 • Thought Bubble: s22 	
6.	Other Business	Any Other Business/Issues/Questions
7.	Next Meeting	Community Panel Workshop Wednesday – 23rd of March.

Duties/Selection Criteria

Criterion 1:

Understanding and commitment to the goals of the cashless debit card trial.

Criterion 2:

Demonstrated strong understanding of the community of Wyndham, and the community's goals, standards and desired behaviours.

Criterion 3:

The ability to make decisions free of discrimination, to act with integrity in the course of decision making process and to consider all information presented without personal biases.

Criterion 4:

Good verbal and interpersonal skills including the ability to liaise effectively with Indigenous and non-Indigenous persons.

Criterion 5:

Good listening and writing skills, including an ability to cultivate productive working relationships with internal and external stakeholders to communicate with influence.

Criterion 6:

Good organisational skills and a personal commitment to the Community Panel values and code of conduct.

The Approach Developed by the Wyndham Community Representatives to Effective Delivery of Support Services.

The delivery of the support services will be guided by the Implementation group who can provide advice on how support services could best be shaped to meet the needs of the community:

- the approach is to focus on the **needs of the place** where the service will be located;
- the implementation group and the respective governments will work collaboratively on the implementation **to achieve best possible outcomes** from the additional investment in services in the region. This may include **seeking advice from specialist services**;
- wherever possible a **streamlined approach to selection of the service provider** should be utilised and the process should prioritise current service providers.
- the processes used should **support transparency** to the community and government and other stakeholders;

Working with the Wyndham representatives throughout the consultation phase, suggestions have been made about how services could be delivered differently to involve the people of Wyndham in the solutions. This has consistently been a community lead approach supported by the government and service providers.

The message has been that building stronger families and extended families will be a sustainable way to implement the changes to behaviour.

Wyndham representatives supported a holistic family based approach to addressing the range of issues impacting on the family including:

- Provide local community people with opportunities for employment in the delivery of support services. This includes having a trainee employed in the programmes delivered under the support package.
- Families and extended families working together to solve problems like school attendance, drugs, alcohol and crime.
- Youth on the street at night is a family responsibility, and the families need to be involved in the solution.
- Community members, families and extended families to be involved the support activities for the youth identified by the kids at risk group. Activities for all youth to also involve the family and extended family.
- The idea of a program that includes a residential part somewhere out of town so families can work through things with professional support away from distractions.

As part of the development of the support services:

- Talk with service providers that work with families about how they are currently delivering with what they have; and what they would like to do better or coordinate with other services. (ideas and collaboration)
- Invite the service providers to a meeting with the Implementation group to discuss the ideas the group has and see what can be done with current resources and where the support package can add value.

In line with community lead and partnership approach, the Wyndham community representatives have requested for all the programmes delivered under the support package:

An advisory panel comprising nominees from the implementation group and nominees from the service provider's (board) to:

- Work in a collaborative way on the project development plan.
- Be involved in discussion on the progress and performance of the project.

Scoping for the Wyndham One Family at a Time Project

Background

Kununurra and Wyndham in the East Kimberley will become the second trial site for the Welfare Debit Card. The introduction of the card will be part of larger package of reform.

To complement the operation of the card, the Government has provided a support package to address many of the issues community representatives have raised. As part of the package there have been funds identified to provide additional services to support families facing challenges such as poor behavior and school attendance.

The Wyndham community representatives focussed on how services could be delivered differently to involve the people of Wyndham in the solutions. They have described this as a community lead approach supported by the government and service providers. The message from the community representative group has been that building stronger families and extended families will be a sustainable way to implement the changes to behaviour.

As such, the Wyndham representatives supported a holistic family based approach to addressing the range of issues facing their community.

One Family at a Time Model

The model of One Family at a Time fits in with the concept supported by the community representatives in Wyndham. The guiding principles include:

- Outreach worker/s providing a holistic case management approach that supports families to address a range of barriers that impact on behaviour and specifically school attendance. These barriers may include health, housing, gambling, alcohol, domestic violence, money management and lack of employment.
- The program will be flexible and responsive to individual family's needs. This could mean the outreach worker/s have a case coordination role so families experiencing multiple issues are supported and referred to specialist service providers.
- Participating families will enter into a Family Agreement that sets out goals and agreed actions to improve behaviour and specifically school attendance.
- The Agreements need to reinforce the parent/family responsibilities and outline the program and changes required to meet the needs of the family.
- Positive behaviour will be rewarded with incentives and strengths based approach with outreach worker/s focused on sustainable behaviour change and specifically school attendance.

Referrals

Referrals may be taken from the kids at risk working group, schools, community services and service providers, community members and also self-referrals.

As part of the development of the service it will be important to:

- Collaborate with service providers that work with families about how they are currently delivering services and develop a process to better coordinate and work with these services.

- Work with the Wyndham community representatives on the development of a service delivery plan that compliments the other parts of the support package including the:
 - Children and Parenting service supporting at risk families with children through parenting education, life skills and household management
 - Youth rehabilitation service for young people with drug and alcohol issues
 - A Better Life (Able) that provides increased opportunities for recovery for people aged 16 years and over whose lives are affected by mental illness, by helping them to overcome social isolation and increase their connections to the community. Participants are supported through a recovery-focused and strengths-based approach that recognises recovery as a personal journey driven by the participant.
- Provide Wyndham people with opportunities for employment in the delivery of support services.

In line with community lead and partnership approach, the Wyndham community representatives have requested for all the programmes delivered under the support package:

An advisory panel comprising nominees from the implementation group and nominees from the service provider's (board) to:

- Work in a collaborative way on the project development plan, including working with other funding and providers to ensure there is no duplication.
- Be involved in discussion on the physical and financial progress and performance of the project and ensure flexibility and transparency.

Budget?

Outcomes

To work with a minimum of 10 families in 12 months to overcome a range of barriers that impact on behaviour and maintain positive changes to behaviour in these families.

The work with the 10 families will demonstrate the change in school attendance to 85%.

Support for a referral pathways to access appropriate services

Low utilisation rate though demand is high for many visiting services in Wyndham particularly mental health ; need for assistance to access services and attend appointments and support for individuals to live independent lives.

The thought bubble.....a discussion with Department of Housing about the possibility of a house to be renovated with CDP. This could be used as a location for a support person to connect people to visiting services.

I have spoken to s22 (DoH), s22 (WA Reform Unit) Minister Redmond reinforced at the announcement that as Wyndham and Kununurra had said they were looking for reform that the State Government will make this a priority. The following was in an email sent to s22

- As part of the work we have been doing with the Wyndham Community representatives focused on the cashless debit card trial, there are a few priority projects we have identified. As you know the trial is for 12 months.
- I have spoken to you both and s22 about the “Thought Bubble” and thought I would send through the summary of the idea so we can flesh it out and progress it.
- I know we all agreed the idea would be a good trial to improve the efficiency of service delivery over a 12 month period and also provide valuable work experience to CDP participants.
- Could you consider what the next steps might be to progress a joint project?
- If you think a letter from PM&C executive would assist the progress please let me know.

Update at 9 March:

- s22 is looking at what properties may be available in Wyndham.
- If one is identified then the scope of repairs and maintenance will be determined.
- s22 is liaising with s22

Wyndham Action Items for the 23rd March 2016:

Document 61

#	Item:	When:	Who
1	Will there be Indigenous people employed at the INDUE call centre.	End April	INDUE/DSS
2	During Information Sessions; <ul style="list-style-type: none"> • Share 'why' CDC has been introduced. • It has not been the decision of Wyndham representatives rather the government. • CDC concerns to call centre. Other matters to Centrelink. 	Continuous 9/3 update – suggest second flyer to be distributed to all residents in week commencing 14 March. Info sessions be scheduled in Wyndham each Wednesday – locations?	PM&C/DSS
3	During community consultations and evaluations- PM&C/DSS to have local person employed.	End of April	PM&C/DSS
4	PM&C to map Wyndham services.	Ongoing	PM&C
9	SHIRE to be represented at WCRG fortnightly meetings, PM&C F/U with s22	s22 9/3 Update – suggest that the Shire attend once a month. Suggest their s22 would be most appropriate to attend. 9/3 Wyndham Community representatives requested PM&C relay to the Shire that they would prefer someone who has an understanding of Wyndham to attend the meetings. s22 was suggested if the s22 was unavailable)	PM&C

s22

Attachments: Scoping for the Wyndham One Family at a Time Project.docx

Security Classification:

~~For Official Use Only~~

From: s22

Sent: Wednesday, 6 April 2016 12:12 PM

To: s22

Subject: FW: Scoping for the Wyndham One family at a Time Project [DLM-For Official Use Only]

From: s22

Sent: Monday, 4 April 2016 6:02 PM

To: s22

Subject: FW: Scoping for the Wyndham One family at a Time Project [DLM-For Official Use Only]

Hi s22

This is the revised Scoping for the Wyndham One family at a Time Project that was updated by the Wyndham Representatives Group at the 9 March 2016 meeting.

I copied you into the email back to the group as we discussed.

The group decided at that meeting that they would like to invite Wyndham providers to respond to the scope and not Warringarri.

I understand that Warringarri is considering putting in a proposal.

I think it would be fair to the Wyndham Representatives Group and Warringarri to provide Warringarri with the attached Scope officially for a response. At the same time I don't think it would be unreasonable to provide the scope to WELA for a response in fairness to Wyndham Representatives Group's wishes to have a Wyndham provider approached.

Happy to talk anytime. ☺

s22

From: s22

Sent: Friday, 11 March 2016 12:08 PM

To: s22

s22

Cc: s22

Subject: Scoping for the Wyndham One family at a Time Project [DLM-For Official Use Only]

Good morning All

I have updated the scoping documents as you discussed.

As the role of the Advisory Group is to influence and advise on design and progress of the project.

It could be suggested that someone from the Implementation Group could be included on the interview panel for positions.

Regards s22

From: s22

Sent: Thursday, 10 March 2016 6:18 PM

To: s22

s22

Subject: FOR COMMENT - East Kimberley Communicaiton products [DPM-For-Official-Use-Only]

Importance: High

Hi Guys

s22 has attached the following documents for your review.

If you could consider these and have your feedback ready for the next meeting on 23rd March. If you can get feedback to me before the meeting even better.

As we discussed could you provide materials to those without email s22

From s22

As promised, please find attached the next round of communication materials the team has pulled together taking on board the feedback from the Wyndham leaders for a more visual style with less words. Documents include the new newspaper ads and flyers for East Kimberley

I have also included the letter to Ceduna residents (for us to improve for Wyndham) and the flipchart for service providers. It would be ideal to be in a position to get feedback on these materials at our next meeting. Is it possible to put this on the agenda for 23 March?

Thank you,

s22

Broome Sub Regional Office

Kimberley Region/Indigenous Affairs Network

Department of the Prime Minister and Cabinet

s22

DPM&C acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

Wyndham Action Items:

Document 63

#	Item:	When:	Who
1	Advise of DSS staff and where staff is based.	24th February	DSS
2	Provide draft guidelines on Community Panel information.	9 th March- next fortnight meeting.	DSS
3	CDC information to be as 'user friendly' as possible. Include lots of pictures.	9 th March? - next fortnight meeting.	DSS
4	Provide update on how temporary card would work and does this have an automatic time limit.	24th February	DSS
5	Provide statistics break-up between Kununurra and Wyndham participants.	24th February	PM&C
6	Will there be Indigenous people employed at the INDUE call centre.	End April	INDUE/DSS
7	During Information Sessions; <ul style="list-style-type: none"> Share 'why' CDC has been introduced. It has not been the decision of Wyndham representatives rather the government. CDC concerns to call centre. Other matters to Centrelink. 	Continuous During all information sessions. Completed, Wyndham information session was last week, 17 th Feb. Information sessions, week of 29 th Feb Start again late March- TBC	PM&C/DSS
8	During community consultations and evaluations- PM&C/DSS to have local person employed.	End of April	PM&C/DSS
9	SHIRE to be represented at WCRG fortnightly meetings, PM&C F/U with s22	s22 waiting advice from SHIRE.	s22
10	State Government to be represented at WCRG.	s22 waiting advice from state government.	
11	Approach Waringarri Media to advertise.	Included in Communications Strategy. Complete	DSS
12	PM&C to map Wyndham services.	Mid Feb	PM&C
13	Provide advice re INDUE's service. I.e.; where will the call centre be based, how will service operate, who works here, will there be employment opportunities for local people, what about translators, concerns with the help line demand & 1 phone line (pressure back to EKJP). Advise group how INDUE monitors the transfers from restricted to un-restricted accounts. Is there a process to monitor the purchases? How often can these	Complete	DSS.

	<p>transfers take place? INDUE will monitor transfers but how will they monitor the purchases?</p> <p>Provide information of how INDUE were selected and if they have the experience working with community people.</p> <p>PM&C to invite INDUE to community meetings.</p>	DSS to provide update	
14	Provide a reference page of abbreviations.	Complete	s22
15	Advise group on collection of statistics process (community panel) and how information is accurate?	24 th Feb	DSS.

Common Name		Primary Contact (Community Corporation)	Contact Details (Community Corporation)	Comments
		s22		
Alligator Hole	Alligator Hole Aboriginal Corporation			
Bell Springs	Bell Springs Aboriginal Corporation			
Dillon Springs	Dillon Springs Aboriginal Corporation			
Dingo Springs	Yardungarll Aboriginal Corporation			
Flying Foxhole	WORRWORRUM NINGGUWUNG ABORIGINAL CORPORATION			
Four Mile	Four Mile Aboriginal Corporation			
Geboowama	Geboowama Aboriginal Corporation			
Goose Hill	Gulalluwa Aboriginal Corporation			
Guda Guda	Nine Mile Aboriginal Corporation			
Gulberang	Galburring Aboriginal Corporation			
Gulgagulganeng (Emu Creek)	Gulgagulganeng Aboriginal Corporation			
Jimbilum	Jimbilum Aboriginal Corporation			
Mandangala	Mandangala Aboriginal Corporation			
Miniata	Miniata Aboriginal Corporation			
Mirima	Mirima Council Aboriginal Corporation			
Molly Springs				
Mud Springs	Ribinyung Dawang Aboriginal Corporation			
Munthanmar	Munthanmar Aboriginal Corporation			
Ngunulum (Cockatoo Springs)	Ngunulum Aboriginal Corporation			
Ningbingi	Ningbingi Ningguwung Aboriginal Corporation			
Nulla Nulla	Nulla Nulla Aboriginal Corporation			
Nulleywah	Nulleywah Aboriginal Corporation			
Red Creek	Biljing Biljing (Red Creek) Aboriginal Corporation			
Robe River Junction	Rb River Junction Aboriginal Corporation			
Warrayu	Warrayu Community Aboriginal Corporation			
Wijilawarrim	Wijilawarrim Aboriginal Corporation			
Woolah/Doon Doon	Woolah Aboriginal Corporation			
Woolergerberleng	Woolerregerberleng Aboriginal Corporation			
Wuggubun	Wuggubun Aboriginal Corporation			
Yirralalem	Yirralalem Aboriginal Corporation			

s22

From: s22
Sent: Monday, 7 December 2015 8:47 AM
To: s22
Subject: CDC Wyndham Community Representative Group (WCRG) [SEC=UNCLASSIFIED]

Security Classification:
UNCLASSIFIED

Hi Ladies,

An update on Wyndham,

s22 expressed her interest to be on the WCRG and suggested PM&C review the group in preparation for implementation phase. We yarned about, PM&C's initial intentions of capturing all family groups in Wyndham and that consultations were had with community members from both town based reserves & all family groups and that the existing WCRG was self-selecting due to individuals attendance. s22 suggested that, given the CDC has been announced, we re-approach a number of individuals/family groups to extend an invite & encourage representation from all. If this fails, we have tried our best.

Family names suggested,

- s22
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-

I could spend a day this week, Wednesday perhaps, touching base with relevant ones in preparation for our last 2015 meeting on Wednesday 16th December. The few that I have been able to touch base with are able to attend on the 16th.

s47F

Thoughts/feedback welcome ☺

s22

East Kimberley Regional Office
Indigenous Affairs Network | Department of the Prime Minister and Cabinet
s22

www.dpmc.gov.au | www.indigenous.gov.au
PO Box 260 Kununurra WA 6743

The Department of Prime Minister and Cabinet acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respect to them and their cultures, and elders past, present and future.