



Enhanced Income Management

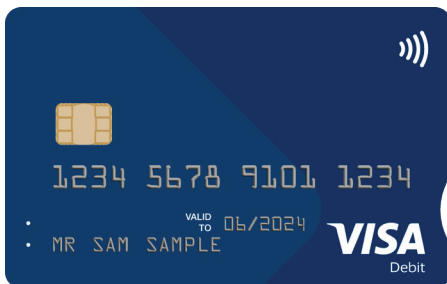
THE CASHLESS DEBIT CARD (CDC) HAS ENDED IN THE CAPE YORK AND DOOMADGEE REGION.

March 2023

If you were a CDC participant in the Cape York and Doomadgee region, you moved to enhanced Income Management on 6 March 2023.

Enhanced Income Management and SmartCard

On enhanced Income Management, you will get a card called a SmartCard, which will support banking functions that you are used to. The amount of money you get will stay the same.



You can get a SmartCard, or request a temporary card, by visiting a Services Australia service centre or Agent. You can keep using your existing card until you get your SmartCard.

We will also send you a SmartCard with your name on it by mail to replace the temporary card.

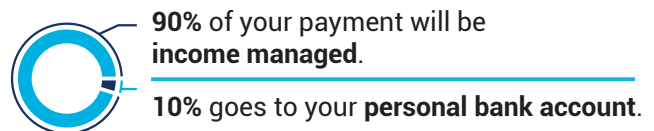
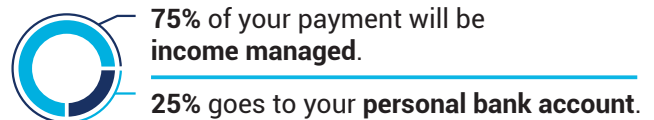
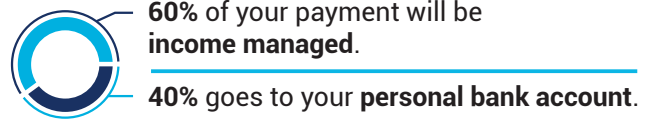


Any regular payments you have set up from your account, such as rent, electricity or housing will continue to be paid.



Any regular payments you have set up using your card number will need to be updated when you get your SmartCard.

The Family Responsibilities Commission (FRC) will continue to determine your income managed percentage. Your payment split may be:



You cannot use your SmartCard to do any of the following:

- ✘ buy tobacco or tobacco products
- ✘ buy pornography
- ✘ buy alcohol or homebrew kits
- ✘ gamble
- ✘ buy gift cards and cash-like products
- ✘ get cash out.

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Volunteering for enhanced Income Management

If you live in the Cape York or Doomadgee region, you can volunteer for enhanced Income Management.

Contact the FRC on **1800 004 973** to talk about volunteering.

Family Responsibilities Commission

To discuss your referral to enhanced Income Management, including your income managed percentage, please contact the FRC on **1800 004 973** or speak with the FRC Local Registry Coordinator in your community.

The FRC can help you:

- with information about your referral to enhanced Income Management
- vary the amount of your payment that goes into your enhanced Income Management account
- apply to volunteer for the enhanced Income Management program.

Locations

O-HUB AURUKUN

519 Kang Kang Road
Aurukun QLD 4892
Call **07 4083 4505**

O-HUB HOPE VALE

3 Muni Street
Hope Vale QLD 4895
Call **07 4083 8800**

O-HUB COEN


27 Taylor Street
Coen QLD 4892
Call **07 4083 5001**


O-HUB MOSSMAN GORGE

16 Kankarr Road
Mossman Gorge QLD 4873
Call **07 4084 4400**

To find out more:

 go to servicesaustralia.gov.au/smartcard

 call Services Australia on **1800 252 604**


 visit a Services Australia service centre.


Support services

You can access support services in the Cape York and Doomadgee region.

To access support:

 go to servicesaustralia.gov.au/smartcard

 call Services Australia on **1800 252 604**

 go to the Department of Social Services website at dss.gov.au/supportservices

National support services

You can also access support services across Australia.

Disability Gateway

Disability Gateway is a free service to help people with disability, their families and carers.

Go to disabilitygateway.gov.au or call **1800 643 787** Monday to Friday, 8 am to 8 pm AEDT.

Help with food and bills

You can ask these places for help with food and bills:

- Salvation Army **137 258**
- St Vincent de Paul Society **131 812**
- local community centre, church or community organisation.

Help with managing money

To get help with financial counselling, managing your money, and other financial support:

- go to the MoneySmart website at moneysmart.gov.au
- call the free National Debt Helpline on **1800 007 007** from 9.30 am to 4.30 pm, Monday to Friday
- call the free Mob Strong Debt Helpline on **1800 808 488** from 9.30 am to 4.30 pm, Monday to Friday.

Emotional support

You can get emotional support too.

Crisis support

For support either:

- call Lifeline on **131 114** at any time
- use the Lifeline crisis support online chat at lifeline.org.au/crisis-chat at any time.

Depression or anxiety

For support either:

- call Beyond Blue on **1300 224 636** at any time
- use the Beyond Blue web chat at beyondblue.org.au/support-service/chat from 3 pm to 12 am.

Domestic or family violence counselling

Call 1800RESPECT on **1800 737 732** at any time.

Alcohol or other drug use

Call Family Drug Support Australia on **1300 368 186** at any time.

Gambling

Call the National Gambling Helpline on **1800 858 858** at any time.