

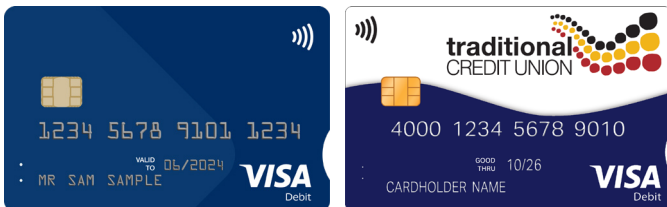
# Enhanced Income Management

THE CASHLESS DEBIT CARD (CDC) HAS ENDED IN THE NORTHERN TERRITORY.

March 2023

If you were a CDC participant in the Northern Territory, you moved to enhanced Income Management on 6 March 2023.

On enhanced Income Management, you will get a card called a SmartCard, which will support banking functions 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.

If you have a Traditional Credit Union (TCU) issued card, you can get a SmartCard by visiting a TCU branch or contact TCU for help.

You can keep using your existing card until you get your SmartCard.



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.



50% of your payment will be **income managed**.

50% goes to your **personal bank account**.





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.

To find out more:

 go to [servicesaustralia.gov.au/smartcard](https://servicesaustralia.gov.au/smartcard)

 call Services Australia on **1800 252 604**

 visit a Services Australia service centre

 call TCU on **1800 828 232**

## Support services

You can access support services in the Northern Territory.

To access support:



go to [servicesaustralia.gov.au/smartcard](https://servicesaustralia.gov.au/smartcard)



call Services Australia on **1800 252 604**



go to the Department of Social Services website at [dss.gov.au/supportservices](https://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](https://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](https://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](https://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](https://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.