



# Cashless Debit Card

## How to use the card

### How can I check my account balance?

There are five ways to check your account balance:

1. **Online** by logging in to your account at [www.indue.com.au/dct/login](http://www.indue.com.au/dct/login)
2. **Mobile App** (download the Indue DCT app via the App Store or Google Play)
3. **SMS** "BAL XXXX" from your registered mobile where XXXX is the last four digits of your cashless debit card number to 0488 112 114 and receive a reply with your balance
4. **ATM** balance enquiries can be obtained free of charge from participating Westpac and DC Payments ATMs. A list of participating ATMs is available at [www.indue.com.au/dct](http://www.indue.com.au/dct).
5. **Call** the Indue Customer Service Centre on 1800 710 265

### Will the card have fees?

No, the cashless debit card is a fee-free account for participants. You can check your account balance or transaction history for free. Lost or stolen cards will be replaced at no cost and the card provider Indue does not charge fees for purchases made using the card.

### Is the Cashless Debit Card mine?

Yes, the cashless debit card and the account with Indue belongs to you just like your normal bank account and card.

### Can I give my card to someone else to use?

No, this is your card and it should not be given to anyone else to use. The money in your account is your money and you should not allow others to use your cashless debit card.

### Can the Government see what I buy?

No. The Government cannot see what you buy.

### What if my card is lost, stolen or damaged?

If your card is lost, stolen or damaged you must call the Indue Customer Service Centre on 1800 710 265 or log in to your account immediately to arrange to block the card and order a replacement card. Australia Post and the Local Partners can issue replacement cards.

You can block your card by going online and following the steps below:

1. Log in to [www.indue.com.au/dct/login](http://www.indue.com.au/dct/login)
2. Click on the 'Settings' link
3. Click on the 'Block Card' link
4. Click on 'Block Card' button

Remember that when you block your card, you are not blocking your online account. Once you block your card, it cannot be unblocked and a replacement card will need to be requested.

### If I have lost my card can I still access my money?

Yes, you can still access your funds online as long as you remember your username and password.

You will still be able to continue to make purchases online or with BPAY, and are able to transfer money into a friend or carer's restricted account.

### How is my personal information used?

Your information is used to provide you with banking services and to monitor the cashless debit card program. Safeguards are in place to protect individual privacy.

Any information shared between Indue and the Australian Government will occur within the requirements of the privacy laws. The Government and Indue will only be able to use the data in accordance with the Australian Privacy Principles.



Where can I find out more? Go to [dss.gov.au/cashlessdebitcard](http://dss.gov.au/cashlessdebitcard)  
Or contact the Department of Social Services on 1800 252 604 or at [cashlessdebitcard@dss.gov.au](mailto:cashlessdebitcard@dss.gov.au)