Cashless Debit Card Trial

Ceduna

### The cashless debit card looks and operates like a normal bank card, except it cannot be used to buy alcohol or to gamble and withdraw cash.

The Australian Government is looking at the best ways to support communities suffering from welfare-fuelled alcohol, gambling and drug abuse.

To minimise this harm, the Government is trialling a new way of delivering welfare payments which limits the amount of cash available for spending on alcohol, gambling and drugs. The trial has been co-designed with local community leaders in Ceduna.

How does it affect my Centrelink payments?

The trial hasn’t changed the amount of money people receive from Centrelink. It has only changed the way they receive and spend their fortnightly payments:

* 80 per cent of your fortnightly payment is paid onto the card
* 20 per cent is paid into your regular bank account.

Cardholders in Ceduna can apply to a local community panel to increase the percentage of welfare paid as cash into their regular accounts.

Who is taking part in the trial?

Most people who receive welfare payments and live in Ceduna are taking part in the trial. That is, people who receive payments from Centrelink like Newstart, Disability Support Pension, Parenting Payment and Carers Payment. Anyone can volunteer to take part in the trial.

How does it work?

#### The cashless debit card looks and operates like any other bank card

#### It can be used in stores that have an EFTPOS machine

#### The card cannot be used to buy alcohol, gambling products or withdraw cash

#### It works online, for shopping and paying bills

#### People can still use Centrepay and the Rent Deduction Scheme from Centrelink.

Support services

The Government has invested more than $1 million to improve and increase support services for the community, including:

* community safety initiatives
* drug and alcohol services
* additional capacity for existing mental health services
* enhancing existing financial management services
* extra funding for family violence services
* free Wi-Fi connectivity.

Card support

Support for the card includes:

* a customer support centre, to help with technical questions about the card – call 1800 710 265
* a mobile phone app and text alerts, to help keep people informed about their balance
* Local Partners to help people with their cards and access support services.

For more card information, go to [**www.indue.com.au/dct**](http://www.indue.com.au/dct)

Where can I find out more? Go to [**www.dss.gov.au/cashlessdebitcard**](http://www.dss.gov.au/cashlessdebitcard)

Or contact the Department of Social Services on **1800 252 604** or at **debitcardtrial@dss.gov.au**

The information contained in this fact sheet is intended as a guide only. The information is accurate as at 14 April 2016. DSS 1649.08.15