



# Child Protection Income Management

## What is the Child Protection Measure?

Income Management is a tool for child protection authorities to help protect children who are experiencing neglect.

## What is the referral process?

Under the Child Protection Measure, child protection workers can:

- determine whether or not Income Management would be helpful to a particular person and if it would assist with their family's situation,
- make a referral for Centrelink to income manage a person,
- determine how long the Child Protection Measure is to be applied, ranging from 3 to 12 months; and
- assist the person to direct their income managed funds according to their circumstances.

## How does the Child Protection Measure work?

People income managed under the Child Protection Measure have 70 per cent of their income support and family assistance payments directed towards meeting their basic needs such as food, clothing, housing and utilities. Lump sum payments are 100 per cent income managed.

Income Management does not change how much welfare a person receives. It just changes the way that they receive part of their welfare payments. People participating in Income Management receive the rest of their payments in the usual way.

Income managed funds cannot be spent on alcohol, tobacco, pornography or gambling.

People can spend their income managed funds by organising direct payments to people and organisations for things like rent, utilities, food or household items, and by using the BasicsCard.

Centrelink meets with people to help them determine how to allocate their income managed funds. Financial Wellbeing and Capability service providers can also help a person to develop budgeting skills and make informed financial choices.

## Can I apply for an exemption?

People who are on Income Management under the Child Protection Measure cannot apply for an exemption. However, a child protection worker can revoke the referral notice to Income Management where they assess that it is no longer needed by the family.

People who disagree with a decision made by Centrelink, can appeal further (at no cost) to:

- a Centrelink Authorised Review Officer
- the Administrative Appeals Tribunal.

## More information

To find out more, visit the [Department of Social Services](#) website, [Department of Human Services](#) website or call 1800 132 594 (for customers).

Further information about state or territory child protection review and appeal rights can be found at the relevant state or territory government websites.

## Disclaimer

The information contained in this fact sheet is intended only as a guide. The information is accurate as at June 2019.