



Translated Script

Enhanced Income Management and SmartCard

- Enhanced Income Management can help you manage your money and pay for your essential needs such as rent, food and clothing.
- You can use your enhanced Income Management account to set up direct debits for bills like rent, electricity and water.
- You can transfer money to other people's enhanced Income Management accounts.
- You will use a SmartCard to access your enhanced Income Management account.
- To get a SmartCard, you need to visit a Services Australia service centre, participating Agent, or a Traditional Credit Union (TCU) branch if you are a TCU customer.

Using your SmartCard

- You can use your SmartCard at over one million stores around Australia. You can also use it to:
 - tap to pay
 - shop online and
 - pay bills with BPAY.
- You cannot use your SmartCard to:
 - buy tobacco or tobacco products
 - buy pornography
 - buy alcohol or homebrew kits
 - gamble

- buy gift cards and cash-like products
- get cash out.

Checking your enhanced Income Management account balance

- You can check your enhanced Income Management account balance in the following ways:
 - using the Smartcard eIM app or TCU Smartcard eIM app, downloaded from the App Store or Google Play
 - using the SMS balance checking options on the back of your SmartCard
 - at any Westpac, Commonwealth, ANZ or NAB ATM
 - at participating DC Payments ATMs at various local venues across Australia
 - at a Services Australia service centre
 - calling the TCU Customer Service Centre on 1800 828 232 if you have a TCU SmartCard.

Getting a SmartCard

- To get a SmartCard, you can visit a Services Australia service centre or participating Agent, or call Services Australia on 1800 252 604.
- If you have a TCU card, you can also get a new SmartCard by visiting a TCU branch.
- You can get a new SmartCard if your card is lost, stolen or damaged.

More information and support

- For more information, support, and help managing your account, call Services Australia on 1800 252 604 or visit the Services Australia website at servicesaustralia.gov.au/smartcard