



If you volunteered for the Cashless Debit Card program and want to exit the program, you do not need to complete this form. Call the Cashless Debit Card hotline on **1800 252 604**.

When to use this form

Use this form to apply to exit the Cashless Debit Card program.



Important information

To exit the program, you will need to show that you can reasonably and responsibly manage your personal and financial affairs.

When you fill out and return this form, you are agreeing that information from state and territory government agencies and services can be collected to assess your application.

An information sheet with more detail on the application process and assessment criteria can be found at dss.gov.au/cashlessdebitcard

How your application will be assessed

The Department of Social Services (the department) will look at a range of personal information to assess your application and verify information you have provided.

This includes information held by the department, other Commonwealth agencies including the Australian Government Department of Human Services, state and territory governments and community panels.

This may include:

- Cashless Debit Card information including Indue account information, transaction and transfer history and Cashless Debit Card hotline information
- Centrelink payment information, including payment reductions, suspensions and cancellations, and requests for urgent payments
- child protection information
- public housing information, such as eviction notices and public housing debts
- convictions and prison sentences
- protection orders made against you including for domestic and family violence
- health information, such as episodes of medical care relating to drug and alcohol issues
- barring orders relating to drug, alcohol or gambling issues.

We will call you for a phone interview to talk about your application.

If you do not have a phone number, tell us the name and phone number of a trusted friend, family member or support service worker who has a phone you can use. By telling us their name and phone number, they can talk to us and help us set up your interview. We will not discuss any details of your application with them.

You will be notified of the outcome of your application by letter or email.

Assessment criteria

To exit the program, you must show that you can reasonably and responsibly manage your personal and financial affairs including:

- the interests of any children you are responsible for
- any convictions or prison sentences in the last 12 months
- risks of homelessness
- your health and safety and the health and safety of the community
- your responsibilities and circumstances
- your engagement in the community, including employment or efforts to find work.

What else you may need to give us

To support your application, you need to give us, where applicable:

- a school attendance report for each school aged child you are responsible for, provided by their school. The report should detail attendance for 4 school terms
- credit or store card statements for the last 12 months.

You may be asked for more information in the phone interview, which could include:

- bank statements
- proof of rent payments
- direct debit arrangements
- rental statements or details of your housing situation (for example, staying temporarily with friends or family while trying to find permanent accommodation).

For more information

Call the Cashless Debit Card hotline on **1800 252 604** or send an email to **cashlessdebitcard@dss.gov.au**

Returning your form

Return this form and any supporting documents (where relevant) to:

cashlessdebitcard@dss.gov.au

If you do not have access to a scanner or computer, visit a local partner or your nearest Community Resource Centre, or post your application to:

**Department of Social Services
Cashless Debit Card Exit Team
GPO Box 9820
CANBERRA ACT 2601**

Filling in this form

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this ► **Go to 1** skip to the question number shown. You do not need to answer the questions in between.

About YOU

1 Your Centrelink Reference Number

 - - -

2 Your name

Mr Mrs Miss Ms Other

Family name

First given name

Second given name

3 Your date of birth

 / /

4 Your permanent address

 Postcode

5 Your postal address (if different to above)

 Postcode

6 Read this before answering the following question.

You will be contacted for a phone interview to talk about your application.

Provide a phone number for us to contact you.

We will try to call you up to 3 times. If we are not able to contact you, your application will be closed and you will need to reapply.

Do you have a phone number we can call you on for your interview?

No ► **Go to next question**

Yes ► **Give details below**

Phone number

► **Go to 8**

7 Provide the name and phone number of a **trusted** friend, family member or support service worker who has a phone you can use.

By telling us their name and phone number, you are authorising us to speak to them on your behalf to assist in arranging your interview. You must make sure they agree to be your contact person.

Family name

Given name

Phone number

Relationship to you

8 How would you like us to contact you about the outcome of your application?

Letter

Email ► **Give details below**

Your email

9 Tick **ONE** of the boxes below to tell us about your relationship status

Married

Registered relationship
(registered under state or territory law)

De facto

Separated
(previously in a marriage, registered or de facto relationship)

Divorced

Widowed
(previously in a marriage, registered or de facto relationship)

Never married or lived with a partner

10 Have you applied to exit the Cashless Debit Card program before?

No Go to next question

Yes Give details below

What has changed since your last application?

Large text area with horizontal dashed lines for providing details.


If you need more space, provide a separate sheet with details.

11 Do you have children or dependants?

No Go to next question

Yes Number of children or dependants

Small text input field for the number of children or dependants.

 If you have school aged children, provide a school attendance report for each child for the last 4 terms.

12 Have you had contact with child protection authorities for any children you are, or have been responsible for, in the last 2 years?

No

Yes Information on the type of contact will be gathered and factored into your assessment.

13 Do you provide care for any person(s) other than your children or dependants?

No Go to next question

Yes Give details below

Large text area with horizontal dashed lines for providing details.

If you need more space, provide a separate sheet with details.

14 Have you been employed at any time during the last 12 months?

No Go to 18

Yes Go to next question

15 How long is or was your most recent employment for?

Text input field for duration of employment.

16 What is your current employment status?

Not working Go to 18

Full-time

Part-time Go to next question

Casual

17 Your employer's details

Employer's business name

Text input field for employer's business name.

Name of contact person

Text input field for name of contact person.

Contact person's phone number

Text input field for contact person's phone number.

Business address

Text area with horizontal dashed lines for business address, including a Postcode field.

If you have more than one current employer, provide a separate sheet with details.

18 Are you currently studying?

No Go to 21

Yes Go to next question

19 What are your study details?

Name of educational institution

Text input field for name of educational institution.

Course title

Text input field for course title.

Course start date

Date input field with slashes for course start date.

Course end date

Date input field with slashes for course end date.

20 Are you studying full time or part time?

Full-time Go to next question

Part-time Hours studying

hours per week

21 Have you been in prison or convicted of an offence in the last 12 months?

No

Yes

Financial details

22 Have you been evicted or defaulted on rent or mortgage payments in the last 12 months?

No Go to next question

Yes Give details below

Tell us what happened.

If you need more space, provide a separate sheet with details.

23 Have you had services or utilities (for example, phone, electricity, gas) disconnected in the last 12 months?

No Go to next question

Yes Give details below

Tell us why this service was disconnected.

If you need more space, provide a separate sheet with details.

24 Have you applied for an urgent payment from Centrelink in the last 12 months?

No Go to next question

Yes Give details below

Tell us why you needed the payment.

If you need more space, provide a separate sheet with details.

25 Has your income support payment been reduced, suspended or cancelled for not meeting mutual obligations or participation requirements in the last 12 months?

No

Yes

Supporting comments

26 Provide any extra information related to your application that you feel is important. This may include an explanation of your circumstances or things like community activities you or your dependants are involved in (for example, volunteering, local sporting clubs or participation in local support services).

If you need more space, provide a separate sheet with details.

27 We may need to ask you for more information to help us assess your application. For example, bank statements, if extra information on your financial management is needed. We will ask for this in your phone interview.
You will have **28 days** to provide this information. If you do not provide the information in this time, your application will be closed.

Privacy notice

28 You need to read this

The *Privacy Act 1988* (the Privacy Act) regulates how federal public sector agencies and certain private sector organisations can collect, hold, use and disclose personal information, and how you can access and correct information about you held by those agencies and organisations.
'Personal information' is information in any form that can reasonably identify a living person.
The Privacy Act applies only to information about individuals, not to information about corporate entities such as businesses, firms or trusts. Detailed information on the Privacy Act can be found on the Office of the Australian Information Commissioner (OAIC) website oaic.gov.au
In performing its functions and administering its legislation, the department may collect, hold, use or disclose your personal information in accordance with the Privacy Act.

29 Declaration

I declare that:

- the information I have provided in this application is true and correct.


I acknowledge that:

- the Department of Social Services will use relevant information that it holds about me to assess my application.
- the Department of Social Services will share relevant information with the Australian Government Department of Human Services to undertake an assessment and interview in relation to my application.
- the Department of Social Services may provide personal information to other Commonwealth agencies in order to get information in relation to my application.
- the Department of Social Services may collect and use information held by other Commonwealth agencies in relation to my application.
- the Department of Social Services may provide personal information to a community panel (where a panel is established in a Cashless Debit Card location) in order to get information from the panel in relation to my application.
- the Department of Social Services may collect and use information from the community panel (where a panel is established in a Cashless Debit Card location) in relation to my application under section 124PO of the *Social Security (Administration) Act 1999*.
- Indue Limited will provide information related to my Cashless Debit Card, such as my Indue account, transaction history and Cashless Debit Card hotline information, to the Department of Social Services under section 124PN of the *Social Security (Administration) Act 1999*.
- the Department of Human Services will share relevant information with the Department of Social Services to assess my application.

I agree to:

- the Department of Social Services providing personal information to state and territory governments in order to get information in relation to my application.
- the Department of Social Services collecting and using my personal information, where relevant, from state and territory governments in relation to my application, including public housing, child protection, convictions and prison sentences, protection orders, and medical records and barring orders relating to drug, alcohol or gambling issues.
- the Department of Social Services sharing information collected by state and territory governments with the community panel and Department of Human Services if required to assess and provide information in relation to my application.

Your signature



Date

/	/
---	---