



# Cashless Debit Card Exit Application

## Supporting information

Information for Cashless Debit Card participants who are applying to exit the Cashless Debit Card program.

### Important information

You can apply to exit the Cashless Debit Card program at any time. There is no minimum time that you must have been on the program before you can apply.

If you volunteered for the Cashless Debit Card and want to exit the program, you do not need to complete the application form. You can exit the program by calling the Cashless Debit Card hotline on **1800 252 604**.

### How it works



1. Submit application form



2. Officer gathers information



3. Officer conducts interview



4. Officer makes decision



5. Participant notified of outcome

### How your application will be assessed

To assess your application, the Department of Social Services (the department) will look at a range of personal information. 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.

All applicants will be contacted to complete a phone interview. 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.

In the interview, you may be asked to provide extra information.

The department will decide if you are eligible to exit the program. All applications will be considered on a case-by-case basis. Application processing times will vary.

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

If a health or community worker believes you should be placed back on the program for medical or safety reasons, they may contact the department to request this.

### Information that may be considered in assessing your application

To exit the program, you must show reasonable and responsible management of your affairs, including financial affairs.

Information, that may be used to assess your application and verify information you have provided in your application form, includes:

- Cashless Debit Card data including Indue account information, transaction and transfer history and Cashless Debit Card hotline information
- Centrelink payment information, including for domestic 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 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.

Where there is an established community panel in a Cashless Debit Card site, the department may ask for information from that panel. More information on community panels can be found at [dss.gov.au/cashlessdebitcard](https://dss.gov.au/cashlessdebitcard)

## Assessment criteria

The department will assess your application against criteria set out in the *Social Security (Administration) Act 1999*.

A guiding set of factors based on the criteria has been developed to assist with the assessment of your application.

When assessing your application, your individual responsibilities and circumstances will be taken into account. These factors are a guide to assist in the assessment, however any information that relates to the criteria will be considered.

### **Reasonable and responsible management of financial affairs**

Factors that may be considered include:

- if money is directed to your primary needs and, if relevant, those of any children and/or other persons that you are responsible for, including needs relating to:
  - housing
  - utilities
  - food
  - health
- if you are being financially exploited, including if your money or card is used by other people without your permission.

### **The interest of any children you are responsible for**

Factors that may be considered include:

- children are in a safe environment and are not at risk of abuse or neglect
- children of compulsory school age are attending school, or an alternative schooling arrangement
- if the primary needs of children are being met, including housing, food and health.

### **If you have been convicted of an offence or served a prison sentence at any time in the last 12 months**

Factors that may be considered include:

- if you have been convicted of an offence or been in prison in the last 12 months.

### **Your risks of homelessness**

Factors that may be considered include:

- if you have experienced any recent periods of homelessness
- if you have stable housing arrangements in place.

### **Your health and safety and the health and safety of the community**

Factors that may be considered include:

- if you have any issues with alcohol or drug use, or gambling
- if you have negatively impacted community health and safety, including as a result of drug, alcohol or gambling issues.
- if you have had a domestic violence order, family violence order or other protection order made against you.

### **Your responsibilities and circumstances**

Circumstances that may be taken into account include:

- if you have children and the nature of care arrangements in place for them
- if you provide daily care for someone with a disability, a medical condition or who is frail or aged
- if you share expenses with someone else
- if you are partnered or single.

### **Your engagement in the community, including employment or efforts to obtain work**

Factors that may be considered include:

- if you have complied with any mutual obligation or participation requirements that are associated with the type of welfare payment you receive
- if you are currently employed, including self-employed
- if you participate in any community activities.

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## What else you may need to give us

The department will assess all relevant supporting information that you provide.

When filling out the application form you should provide, 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.

In the phone interview, you may be asked for more information 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 relatives while trying to find permanent accommodation).

You will have **28 days** to provide any additional information asked for in the interview. If you do not provide the information in this time, your application will be closed.

## If you need help

If you have any questions about applying to exit the program, call the Cashless Debit Card hotline on **1800 252 604**.

If you need help submitting your application, visit a local partner. A list of local partner offices is available at **[cdc.indue.com.au](http://cdc.indue.com.au)**

## Reviewing a decision

If you do not agree with the decision made on your application, you can request a review in writing to **[cashlessdebitcard@dss.gov.au](mailto:cashlessdebitcard@dss.gov.au)**

If you have previously been unsuccessful in applying to exit the program and believe your circumstances have changed, you can reapply.

## Withdrawing an application

If you would like to withdraw an application that you have submitted, send your request in writing to **[cashlessdebitcard@dss.gov.au](mailto:cashlessdebitcard@dss.gov.au)**

## For more information

For more information about the Cashless Debit Card program, go to **[dss.gov.au/cashlessdebitcard](http://dss.gov.au/cashlessdebitcard)** or call the Cashless Debit Card hotline on **1800 252 604**.

## Returning your form

Return your application and any supporting documents (where relevant) to:

**[cashlessdebitcard@dss.gov.au](mailto: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**