



INFORMATION FOR STAKEHOLDERS

# Enhanced Income Management and the SmartCard is now available

The Australian Government has passed legislation:

- to provide existing Income Management participants the choice to move to enhanced Income Management and get an enhanced Income Management account with a SmartCard
- for all newly eligible Income Management participants to start on enhanced Income Management and be given an enhanced Income Management account with a SmartCard by default. No new participants will be issued a BasicsCard.

These changes start on 4 September 2023.

The government is working with stakeholders to:

- support and inform people about changes to Income Management
- ensure individual community needs are met.

Stakeholders include:

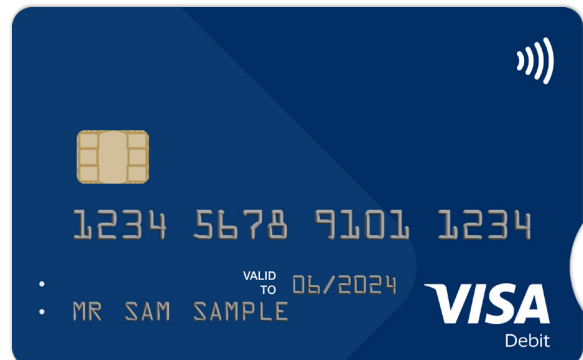
- funded support services
- referral agencies
- local communities
- local governments and councils
- other Australian Government departments such as National Indigenous Australians Agency (NIAA) and Services Australia.

Services Australia staff will provide information and individualised support directly to participants. This includes:

- offering assistance with the enhanced Income Management account and SmartCard technology
- providing information and referrals to other support available.

You should refer people to the SmartCard eIM hotline on **1800 252 604**, or let them know they can also visit a Services Australia service centre.

More information about enhanced Income Management, the enhanced Income Management account and the SmartCard is available at [servicesaustralia.gov.au/smartcard](https://servicesaustralia.gov.au/smartcard)



NT only

## Stakeholder kit

You may get questions from people you regularly engage with about the changes and what it means to them.

To support you in these conversations, you can access a range of communication products containing information to share with people. These include how to:

- navigate the upcoming changes and help them understand what they mean to them
- understand the options available to make an informed decision
- connect to available services for tailored support, such as financial literacy support.

Communication products in the stakeholder kit include:

- stakeholder communique
- participant fact sheets
- posters/flyers
- contact card
- in-language audio files for people in the Northern Territory
- Auslan and Easy Reads
- social media tiles and wording.

We will update communication products in the kit as required, with new products made available over time.

You can access the stakeholder kit on the Department of Social Services website [dss.gov.au/enhancedIM-stakeholders](https://dss.gov.au/enhancedIM-stakeholders)

## Enhanced Income Management locations

Enhanced Income Management is available for new and current Income Management participants, including volunteers in:

- Northern Territory
- Bankstown, New South Wales
- Logan, Rockhampton and Livingstone, Queensland
- Playford, Anangu Pitjantjatjara Yakunytatjara (APY Lands) and Greater Adelaide, South Australia
- Ngaanyatjarra (NG Lands), Kiwirrkurra Community, Kimberley region, Perth Metropolitan and Peel District, Western Australia
- Greater Shepparton, Victoria.

People can also volunteer for the enhanced Income Management program if they are eligible and live in:

- Bundaberg and Hervey Bay, Queensland
- Ceduna, South Australia
- Goldfields region, Kununurra and Wyndham in the East Kimberley region, Western Australia.

People in Cape York and Doomadgee region may be referred to enhanced Income Management by the Family Responsibilities Commission.

## Support Services

People can access support services across Australia.

To find local support available, visit the Department of Social Services support services directories at [dss.gov.au/supportservices](https://dss.gov.au/supportservices)

## Contact information

For more information about enhanced Income Management, the enhanced Income Management account and the SmartCard:



go to [servicesaustralia.gov.au/smartcard](https://servicesaustralia.gov.au/smartcard)



call the **SmartCard eIM hotline** on **1800 252 604**

Let us know if you need an interpreter and we will arrange one for free.

call the **Traditional Credit Union** on **1800 828 232** (NT only) if you have a TCU SmartCard



visit a Services Australia service centre.

For more information about Income Management and the BasicsCard:



go to [servicesaustralia.gov.au/basicscard](https://servicesaustralia.gov.au/basicscard)



call the **BasicsCard general enquiry line** on **1800 132 594**

Let us know if you need an interpreter and we will arrange one for free.



visit a Services Australia service centre.

Calls to 1800 phone numbers from a fixed phone line or Telstra payphone are free. But there may be charges for calls from mobile phones depending on the provider and call length.