

## **1. The total cost of the cashless debit card trial in Ceduna from the beginning of the trial until 31 August 2017**

On 19 April 2017, the Department responded to a freedom of information request related to the cost of the cashless debit card trial from the Shadow Minister for Families and Social Services, the Hon Jenny Macklin MP. The Department's response was provided before the end of the one year cashless debit card trial. The response estimated the maximum cost of the trial as \$18.9 million (GST exclusive). The response is published online in the Department's 2016-17 freedom of information disclosure log, available here: <https://www.dss.gov.au/freedom-of-information/disclosure-log/disclosure-log-2016-17-financial-year>.

Now that the trial period is over, the actual cost of the trial can be provided. The total cost of the trial in Ceduna and East Kimberley for the one year trial period was \$17.8 million (GST exclusive). This includes both departmental and administered funding for both the Department of Social Services and the Department of Human Services.

This total includes one-off expenses related to the establishment and implementation of the cashless debit card. These expenses include creating the backend IT system, and implementation costs including card distribution and call centre establishment. Future costs associated with the cashless debit card program will be lower than the costs of the first year of the trial as one-off costs will not be required again.

The total cost of the cashless debit card trial in Ceduna is not available due to there being considerable shared costs between sites.

While the cost of the one year trial is provided above, the cost until 31 August 2017 cannot be provided. This is because partner organisations, including Indue, provide cashless debit card services before invoicing the Department. As at 25 October 2017, partner organisations have not invoiced the Department for all services in the period to 31 August 2017.

## **2. The total cost of the cashless debit card trial in East Kimberley from the beginning of the trial until 31 August 2017**

On 19 April 2017, the Department responded to a freedom of information request related to the cost of the cashless debit card trial from the Shadow Minister for Families and Social Services, the Hon Jenny Macklin MP. The Department's response was provided before the end of the one year cashless debit card trial. The response estimated the maximum cost of the trial as \$18.9 million (GST exclusive). The response is published online in the Department's 2016-17 freedom of information disclosure log, available here: <https://www.dss.gov.au/freedom-of-information/disclosure-log/disclosure-log-2016-17-financial-year>.

Now that the trial period is over, the actual cost of the trial can be provided. The total cost of the trial in Ceduna and East Kimberley for the one year trial period was \$17.8 million (GST exclusive). This includes both departmental and administered funding for both the Department of Social Services and the Department of Human Services.

This total includes one-off expenses related to the establishment and implementation of the cashless debit card. These expenses include creating the backend IT system, and implementation costs including card distribution and call centre establishment. Future costs associated with the cashless debit card program will be lower than the costs of the first year of the trial as one-off costs will not be required again.

The total cost of the cashless debit card trial in East Kimberley is not available due to there being considerable shared costs between sites.

While the cost of the one year trial is provided above, the cost until 31 August 2017 cannot be provided. This is because partner organisations, including Indue, provide cashless debit card services before invoicing the Department. As at 25 October 2017, partner organisations have not invoiced the Department for all services in the period to 31 August 2017.

### **3. The total projected cost of the rollout of the cashless debit card in Bundaberg and Hervey Bay in Queensland**

The financial impacts of the measure to expand the cashless debit card as announced in the 2017-18 Budget are not for publication (marked as 'nfp') to protect the Commonwealth's commercial interests.

The total cost of the rollout of the cashless debit card in Bundaberg and Hervey Bay will depend on ongoing implementation decisions. Even after implementation decisions have been made, the cost of individual cashless debit card sites cannot be disaggregated.

### **4. The total projected cost of the rollout of the cashless debit card in the Goldfields in Western Australia.**

The financial impacts of the measure to expand the cashless debit card as announced in the 2017-18 Budget are not for publication (marked as 'nfp') to protect the Commonwealth's commercial interests.

The total cost of the rollout of the cashless debit card in the Goldfields will depend on ongoing implementation decisions.