



Australian Government

# Cashless Debit Card

## Important information for program participants

If you receive a working age welfare payment, such as Newstart Allowance or Youth Allowance, you will soon receive your Cashless Debit Card.

### To activate your card, make sure you have these details with you:

- Cashless Debit Card ID and Activation Number
- Centrelink Customer Reference Number (CRN)
- date of birth
- an active email address
- regular bank account number
- payment type

*Please tell Centrelink if your details have changed.*

### Activate your card:

There are several ways to activate your card:

- **Online** — by visiting the Indue website at [www.indue.com.au/dct](http://www.indue.com.au/dct)
- **Phone** — call the Indue Customer Service Centre on 1800 710 265
- **In person** — visit support staff at one of the local partners.



Where can I find out more? Contact the Department of Social Services:

Go to [www.dss.gov.au/cashlessdebitcard](http://www.dss.gov.au/cashlessdebitcard)

Phone: 1800 252 604 or Email: [cashlessdebitcard@dss.gov.au](mailto:cashlessdebitcard@dss.gov.au)



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## Get the facts

**The Cashless Debit Card is just like a regular bank card — use the card to:**

- pay rent or mortgage
- pay bills
- pay for medical appointments
- pay electricity bills
- pay car registration
- buy groceries
- check balance and transaction history for free

### **Did you know?**

- Medicare rebates can still go into your regular bank account

**The Cashless Debit Card cannot be used to buy alcohol, gambling products, some gift cards or to withdraw cash.**

People on the Cashless Debit Card receive:

- 20 per cent of their welfare payment into their usual bank account
- 80 per cent of their welfare payment onto their Cashless Debit Card
- 100 per cent of lump sum payments from Centrelink (e.g. Family Tax Benefit) are placed onto the Cashless Debit Card



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