



Australian Government

# Cashless Debit Card

## Questions and answers

### How is privacy maintained for the Cashless Debit Card?

Any information shared between Indue and the Australian Government occurs within the requirements of privacy laws. The Government only uses the data in accordance with the Australian Privacy Principles.

Data received by the Government from Indue is used for program compliance and helps the Government and Indue ensure that Cashless Debit Card participants are not subject to fraud.

### Are temporary residents in a Cashless Debit Card site who meet the payment and age criteria placed on the card?

No, temporary residents (such as visitors, people in rehabilitation or undergoing medical treatment) in a Cashless Debit Card site are not placed on the cashless debit card. Temporary residents may still volunteer to go on the card except in the Bundaberg and Hervey Bay region.

### What if a person on the program leaves the area?

Once a person is placed on the program, they remain on the Cashless Debit Card so long as they continue to meet the payment and age criteria, even if they move to a non-Cashless Debit Card area.

### How does a person exit the program?

Once a person is placed on the program, they will remain on the Cashless Debit Card so long as they continue to meet the age and payment criteria.

If being on the card is affecting a person's mental, physical or emotional wellbeing, they should contact the Department of Social Services (DSS) to discuss their situation further.

### How is the Cashless Debit Card different from Income Management?

The Cashless Debit Card has been designed by the Government to test an alternative welfare quarantining mechanism to that offered by Income Management.

Income Management is a valuable tool in many locations across Australia, which has led to an improvement in the lives of many people.

The Cashless Debit Card is not an expansion of Income Management. It is a separate initiative that builds on Income Management and tests new ideas and technologies that have been developed with industry and communities.

While Income Management is targeted towards vulnerable individuals, the Cashless Debit Card is testing whether restricting the amount of cash in a community can reduce the overall social harm caused by welfare-fuelled alcohol, gambling and drug misuse at the individual and community level.

For more information on the differences between Income Management and the Cashless Debit Card please contact DSS.

### Where can I get more information?

DSS can answer questions about the Cashless Debit Card and assist people who have the card.

Contact the Cashless Debit Card Hotline on **1800 252 604**.

For people on the Cashless Debit Card they can also contact the card provider Indue for assistance.

Contact Indue by phone on 1800 710 265 or go to [www.indue.com.au/dct](http://www.indue.com.au/dct)



Where can I find out more? Go to [www.dss.gov.au/cashlessdebitcard](http://www.dss.gov.au/cashlessdebitcard)  
Or contact the Department of Social Services on 1800 252 604 or at [cashlessdebitcard@dss.gov.au](mailto:cashlessdebitcard@dss.gov.au)