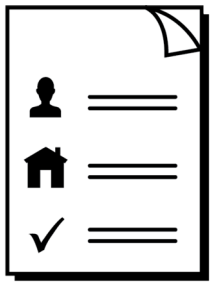
Australian Government

Services Australia

How to check your account balance



Easy Read

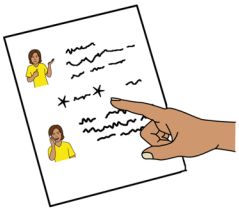
About this guide

This guide is from Services Australia.

You can read more information about this on our SmartCard web page

www.servicesaustralia.gov.au/smartcard

This guide is written in a way that is easy to understand.



We add a star before and after ***hard words***. Then we explain what the words mean.

You can ask someone to help you read and understand this guide.

Contact information is at the end of this guide.

How to check your *account balance*

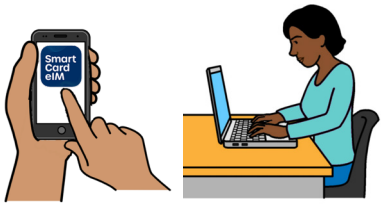
Account balance means how much money you have in your bank account.

There are different ways to check your account balance if you are on ***enhanced Income Management***.

Enhanced Income Management means

- some money you get from Centrelink goes to your enhanced Income Management account

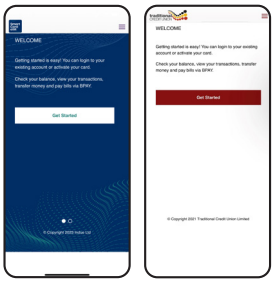
- some money goes to your bank account.



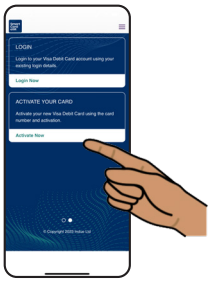
You can check your balance using the SmartCard ***eIM*** app or online account.

The letters eIM mean
enhanced Income Management.

People with a Traditional Credit Union SmartCard can use the TCU SmartCard eIM app.



The apps and online accounts look different but they work the same.



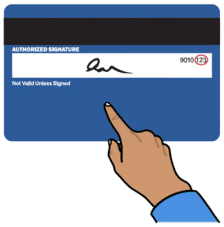
This guide shows the SmartCard eIM app.

Open your SmartCard eIM app to see your

- SmartCard and account ***available balance***
  - available balance means how much money you can spend

- SmartCard and account ***current balance***
  - current balance means how much money you have before payments are approved.

There are a lot of other ways you can check your balance.



You can

- use the SMS option on the back of your SmartCard

- use any Westpac, Commonwealth, ANZ, NAB ATM or other ATMs that do not charge fees

- call 1800 252 604 and choose the balance checking option
  - you will need the Card ID and ***CVV*** number

CVV means the three numbers on the back of your card.

- visit a service centre.

If you have a TCU SmartCard you can

- call 1800 828 232

- visit one of their branches.

More information and support

You can find more information on the

SmartCard web page

www.servicesaustralia.gov.au/smartcard

Call 1800 252 604

Tell us if you need an interpreter.

If you have a TCU SmartCard go to the

TCU SmartCard web page

www.tcu.com.au/smartcard

Call 1800 828 232

Visit a Services Australia service centre or

TCU branch.

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