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Australian Government
Services Australia

Participation in Cashless Debit Card (CDC) 103-03150010

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Background

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From 17 March 2021, Income Management (IM) customers based in the Northern Territory (NT) can permanently transition to the Cashless Debit Card (CDC) program. Customers on an income support payment who are living in the NT and are not currently on IM, will be able to volunteer for the Cashless Debit Card (CDC) from this date. For more information on this process or to initiate an IM to CDC transition, see [Income Management \(IM\) to Cashless Debit Card \(CDC\) Transition in the Northern Territory](#), which also contains staff resources and links to the transition overview Intranet page for additional information.

This document outlines the eligibility criteria for participation in the Cashless Debit Card (CDC).

On this Page:

Eligibility criteria

Services Australia will determine if a person is eligible to start on the CDC.

To be placed on the CDC, customers must:

- be in receipt of a category P or a category R welfare payment, reside in the Cape York Cashless Debit Card area and have been referred by the Family Responsibilities Commission, **or**
- be in receipt of a current CDC [trigger payment](#) for a [Cashless Debit Card location](#), and
- **s 47E(d)** within the [Cashless Debit Card location](#), and
- meet the age criteria for that [Cashless Debit Card location](#)
 - **For Ceduna, East Kimberley, Goldfields and Northern Territory regions, customers must be under Age Pension age**
 - **For Bundaberg and Hervey Bay, customers must be under 36 years of age**

Note: customers in the above locations who are **within 6 months of reaching the maximum age** of participation will **not** commence on the Cashless Debit Card program.

If an income managed customer in the Northern Territory would like to transition to the CDC, see [Income Management \(IM\) to Cashless Debit Card \(CDC\) Transition in the Northern Territory](#) for eligibility details.

Previous CDC participants who lose and subsequently regain eligibility may also meet the requirements to commence on the CDC. This includes customers who have previously elected to transition to the Cashless Debit Card in the Northern Territory.

Once a person is placed on the CDC, they will remain on the CDC even if they move out of the [Cashless Debit Card location](#). When customers move outside the Cashless Debit Card locations, they will be able to use their cashless debit card at any merchant that accepts EFTPOS or Visa, except for those selling alcohol or gambling services. The card issuer's website lists the approved merchants and excluded merchants for the CDC.

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Service Profiling

The system automatically identifies eligible participants for the CDC depending on certain customer events and places them in one of the following service components. The service component the customer profiles in will determine the action required on the record (not all service components will require actioning).

Service components and description

- 714 - Eligible for CDC, currently on IM
- 715 - Eligible for CDC, requires manual switch on
- 716 - Eligible for CDC or currently on CDC
- 717 - Not eligible for CDC and on IM
- 718 - Currently on CDC, Age Pension granted
- s 47E(d)
- 720 - Eligible for CDC but FTS of FTA (student profiles)

Customers not eligible for the CDC

Customers will not be placed on the CDC if they:

- s 47E(d)
- are under 18 year old dependant Youth Allowance and ABSTUDY customers where their payment is paid to a Parent/Guardian/institution, or
- are over the age of 35 years as at 21 December 2018 (**applicable in Bundaberg and Hervey Bay region only**)
- are Age Pension age or older, or
- will turn Age Pension age during the first 12 months from the determination date in the respective [Cashless Debit Card location](#) (**applicable in Ceduna, East Kimberley and Goldfields regions only**)
- are a full-time student (**applicable in the Northern Territory only**)

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Payment Nominees

A customer may be eligible for the CDC program if they have a payment nominee who is a CDC participant or subject to Income Management and they meet all other CDC eligibility criteria. Eligible participants will profile under SC715 for assessment and switch on.

Unless otherwise requested by the payment nominee, the participants personalised CDC will be issued in the payment nominees name with the participants name recorded underneath.

When a payment nominee relationship is started, changed or ended, the system will perform an eligibility check for CDC and take the appropriate action automatically.

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Volunteering for CDC

Centrelink customers can volunteer to participate in the CDC. For more information, see [Cashless Debit Card \(CDC\) Volunteers](#).

Appealing decision to be placed on CDC

Participants may request a review, or appeal participation in the CDC. They must be able to demonstrate the decision was incorrect. This may include providing evidence they were in the CDC location temporarily or their address details were incorrect.

If a participant does not agree with a decision to be placed on the CDC they may appeal that decision. The participant will have access to:

- an explanation of the decision
- quality checks by a Subject Matter Expert (SME), referral to Authorised Review Officer (ARO) and implementation of ARO decisions
- Administrative Appeals Tribunal (AAT) (CLK), and
- Court Appeals

The [Resources](#) page contains a link to the CDC intranet page, and links to Services Australia, Department of Social Services (DSS) and the card issuer websites.

Related links

[Cashless Debit Card \(CDC\)](#)

[Varying the restricted percentage for Cashless Debit Card \(CDC\)](#)

[Ending Cashless Debit Card \(CDC\) participation](#)

[Income Management customers in Cashless Debit Card \(CDC\) areas](#)

[Income Management \(IM\) to Cashless Debit Card \(CDC\) Transition in the Northern Territory](#)

[Cashless Debit Card \(CDC\) Volunteers](#)

Process

On this page:

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[System profiles eligible participants for the CDC](#)

[Switching a customer on to the CDC profiled under SC715](#)

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[Switching a customer on to the CDC profiled under SC720](#)

[Appealing decision to be placed on the CDC](#)

Note: for customers residing in the Northern Territory, see [Income Management \(IM\) to Cashless Debit Card \(CDC\) Transition in the Northern Territory](#)

Eligibility for the Cape York Cashless Debit Card Program

Table 1: this table describes the steps to determine a customer's eligibility for the Cape York CDC when they have been referred by the Family Responsibilities Commission (FRC).

Step	Action
1	<p>Referral for the Cashless Debit Card + Read more ...</p> <p>An Income Management Contact Officer (IMCO) will determine a customer's eligibility for the Cape York Cashless Debit Card when a Notice to Commence Cashless Debit Card is received from the FRC.</p> <p>Note: if the customer is partnered, the FRC is required to send a separate notice if the partner's payments are also to be quarantined.</p> <p>Has a Notice to Commence the Cashless Debit Card been received from the FRC?</p> <ul style="list-style-type: none"> • Yes, go to Step 2

	<ul style="list-style-type: none"> • No, the customer is not eligible for the Cape York Cashless Debit Card. Procedure ends here
2	<p>Eligibility for the Cape York Cashless Debit Card + Read more ...</p> <p>To be eligible for the Cape York Cashless Debit Card, the customer or their partner must be in receipt of a category P or a category R welfare payment.</p> <p>Is the customer or their partner in receipt of an eligible income support payment?</p> <ul style="list-style-type: none"> • Yes, go to Step 3 • No, the customer is not eligible for the Cape York Cashless Debit Card. The Cashless Debit Card notice will still be recorded and remain 'inactive' until the notice expires or revoked by the FRC <ul style="list-style-type: none"> ○ If the customer or their partner receives an eligible income support payment while an 'inactive' notice is in place, the customer will become eligible for the Cashless Debit Card ○ Procedure ends here
3	<p>Payment nominee + Read more ...</p> <p>Go to the Nominee Link Summary (NOLS) screen and check whether the customer has a current payment nominee (NOP) arrangement.</p> <p>Customers who have been referred for the Cashless Debit Card should have their payment nominee relationship reviewed to ensure it is appropriate and in the best interests of the customer. For more information, see Nominee arrangements under Income Management.</p> <p>Note: having a correspondence nominee (NOC) does not exclude a customer from the Cashless Debit Card program.</p> <p>Does the customer have a current payment nominee?</p> <ul style="list-style-type: none"> • Yes, review nominee arrangements to confirm the arrangements are in the customer's best interests. If the arrangement is to: <ul style="list-style-type: none"> ○ continue, go to Step 4 ○ end, cancel the nominee arrangement. Go to Step 5 • No, go to Step 5
4	<p>s 47E(d)</p> <ul style="list-style-type: none"> • Yes, s 47E(d) <ul style="list-style-type: none"> ○ Procedure ends here • No, go to Step 5
5	<p>Customer resides in a Cape York Cashless Debit Card area + Read more ...</p> <p>Is the customer's usual place of residence in a Cape York Cashless Debit Card area?</p> <ul style="list-style-type: none"> • Yes, go to Step 6

	<ul style="list-style-type: none"> • No, advise the customer if they do not agree with the FRC's determination that they are a community member, they must contact the FRC to request a review of the decision to refer them for the Cashless Debit Card. Go to Step 6
6	<p>Customer eligible for the Cape York Cashless Debit Card Program + Read more ...</p> <p>The customer is eligible for the Cape York Cashless Debit Card Program.</p> <p>Procedure ends here.</p>

System profiles eligible participants for the CDC

Table 2: this table outlines the eligibility checks to be performed after the system automatically identifies a customer as potentially eligible for the CDC program.

Step	Action
1	<p>Identification by the system + Read more ...</p> <p>Customers who move into a nominated area and meet the eligibility criteria will automatically be identified by the system and placed into a relevant service component for action.</p> <p>Service Component work items are allocated to Service Officers via WLM.</p> <p>Confirm customer's eligibility for the CDC.</p>
2	<p>s 47E(d)</p> <ul style="list-style-type: none"> • Yes, email the Welfare Quarantining Program Management Team to action • No, go to Step 3
3	<p>s 47E(d)</p> <ul style="list-style-type: none"> • Yes, the SC715 must be deferred for 13 weeks. See Step 1 in Table 3 • No, go to Step 4
4	<p>s47E(d) + Read more ...</p> <p>s 47E(d)</p> <p>s 47E(d)</p> <ul style="list-style-type: none"> • Yes, go to Step 5


	<ul style="list-style-type: none"> • No, the customer is not eligible for the CDC. Procedure ends here
5	<p>s47E(d) + Read more ...</p> <p>s 47E(d)</p> <ul style="list-style-type: none"> • Yes, additional eligibility checks are required, go to Step 6 • No, go to Step 8
6	<p>Check if the customer was previously a participant on the CDC in the NT + Read more ...</p> <p>Navigate to the Debit Card trial Assessment Summary (Q2SU) screen.</p> <p>Does the screen show the cohort as NT category E Transition-CIM (excludes YAL-FTS) and the participant is off CDC?</p> <ul style="list-style-type: none"> • Yes, go to Step 7 • No, investigate whether another reason for the SC715 may exist. If unable to resolve, contact the appropriate Technical Support before processing.
7	<p>Northern Territory Student Status + Read more ...</p> <p>Full time students in the Northern Territory are not eligible for the CDC.</p> <p>Check the:</p> <ul style="list-style-type: none"> • Education Course History (EDCH) screen for current 'FTS' coding (including PES customers) • Benefit Status Line (BST) to see if the customer is in receipt of Youth Allowance or Jobseeker as a Student <p>Then run the Job Plan guided procedure to check if the customer has full-time study recorded in their Job Plan.</p> <p>Is the customer a full time student?</p> <ul style="list-style-type: none"> • Yes, the customer is not eligible for the CDC. See Step 1 in Table 3 • No, go to Step 8 <p>Note: full-time apprentices are eligible to participate under NT CDC provisions.</p>
8	<p>Check eligible payment + Read more ...</p> <p>Is the customer on a trigger payment for that CDC location?</p> <ul style="list-style-type: none"> • Yes, <ul style="list-style-type: none"> ○ trigger payment is current, go to Step 10 ○ trigger payment is CZR/SUS, go to Step 9 • No, the customer is not eligible for the CDC and should not profile for CDC <ul style="list-style-type: none"> ○ Contact CDC Technical Peer Support (TPS line). TPS staff will review the record and escalate any issues ○ TPS are to immediately notify the CDC Service Support Officer (SSO) for further action. Procedure ends here

9	<p>Payment status CZR or SUS + Read more ...</p> <p>When an eligible customer's payment status changes to CZR or SUS whilst in service profile 715 or 720, the customer cannot be placed on the program.</p> <p>The customer's record must be removed from the service component by re-profiling the record and the "CDC Processing Required" DOC on the Activity List (AL) cancelled.</p> <p>Re-profile record</p> <ul style="list-style-type: none"> • Go to the Profile Summary (PQS) screen • Key 'Y' in Restore DCT Eligibility field and press [Enter] • Add detailed notes and complete activity. Procedure ends here <p>Any future change to the customer's payment status will trigger an eligibility assessment on the record.</p> <p>Procedure ends here.</p>
10	<p>Check customer's age + Read more ...</p> <p>Customers who are within 6 months of reaching the maximum age of participation for their location must not be placed on the program. Defer the service component until the day after the customer's next birthday.</p> <p>Is the customer:</p> <ul style="list-style-type: none"> • within 6 months of the maximum age of participation for their location, see Step 2 in Table 3 • more than 6 months below the maximum age of participation for their location, go to Step 11 • over the maximum age of participation for their location, procedure ends here
11	<p>Payment nominee + Read more ...</p> <p>Go to the Nominee Link Summary (NOLS) screen and check whether the customer has a current payment nominee (NOP) arrangement.</p> <p>s 47E(d)</p> <ul style="list-style-type: none"> • Yes, s 47E(d) <ul style="list-style-type: none"> ○ Procedure ends here • No, go to Step 12
12	<p>Identify Service Component + Read more ...</p>

	<p>Navigate to the Q2NS screen to confirm further processing instructions (if any)</p> <p>Navigate to the PQSS screen to determine what Service Component the customer has been identified as potentially eligible under. For:</p> <ul style="list-style-type: none"> • 715 – Eligible for CDC, required manual switch on, see Step 3 in Table 3 • 720 – Eligible for CDC but FTS or FTA (student profiles), go to Table 5 <p>Note: NT CDC participants will only ever fall into SC715.</p>
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Switching a customer on to the CDC profiled under SC715

Table 3: This table outlines how to defer or commence CDC participants who are identified in SC715, including new and reinstated participants and those who have previously elected to transition from Income Management to the Cashless Debit Card.

Step	Action
1	<p>Defer Service Component + Read more ...</p> <p>Navigate to the Service Strategy (PQSS) screen to defer the SC715 for 13 weeks.</p> <ul style="list-style-type: none"> • On PQSS, E'X'pand service component 715 • Key T next to service action 712, key DEF in Status field, press [Enter] • Key 'FRR' in the DEF field and update the End Date field to be: <ul style="list-style-type: none"> ○ 13 weeks in the future, s 47E(d) ○ the expected end date of the study break/ placement up to a maximum of 13 weeks for full time students in the Northern Territory • Key INT in Source and T in DOR field, press [Enter] twice • Key 'AR' in Nxt: and press [Enter], select 'Finalise' radio button then select 'Continue' <p>Go to Step 4.</p>
2	<p>Defer Service Component - customers within 6 months of the maximum age of participation for their location + Read more ...</p> <p>Navigate to the Service Strategy (PQSS) screen to defer the SC715 until the day after the customer's next birthday.</p> <ul style="list-style-type: none"> • On PQSS, E'X'pand service component 715 • Key T next to service action 712, key DEF in Status field, press [Enter] • Key 'FRR' in the DEF field and update the End Date field to be the day after the customer's next birthday • Key INT in Source and T in DOR field, press [Enter] twice • Key 'AR' in Nxt: and press [Enter], select 'Finalise' radio button then select 'Continue' <p>Go to Step 4.</p>
3	<p>Customer profiled under SC715 + Read more ...</p>  <p>Once the manual eligibility checks are complete and it has been determined the customer is eligible they can be manually switched on.</p> <ul style="list-style-type: none"> • On the Service Strategy (PQSS) screen, E'X'pand service component 715

	<ul style="list-style-type: none"> • Key 'T' next to service action 712, key 'COM' in Status field, press [Enter] • Key 'INT' in Source and 'T' in DOR field, press [Enter] twice • Key 'AR' in Nxt: and press [Enter], select 'Finalise' radio button then select 'Continue' <p>The manual commencement will send a request to the card issuer to create an account for the participant. Clear out of the record to allow these updates to occur. Once an account has been created, the system will automatically complete SC716 activity.</p> <p>Go to Service Strategy (PQSS) screen and check the service component has changed to 716 (on CDC) and reconfirm the participant's eligibility.</p> <p>Has the participant correctly commenced on the CDC?</p> <ul style="list-style-type: none"> • Yes, go to Step 4 • No go to Step 5
4	<p>Document record + Read more ...</p> <p>SC715 Deferral</p> <ul style="list-style-type: none"> • Update Q2NT screen with the details of the SC715 deferral. See Resources for standard text. <p>SC715 manual switch on</p> <ul style="list-style-type: none"> • DOC record using standard text in Resources <p>Procedure ends here.</p>
5	<p>Participant incorrectly commenced on the CDC + Read more ...</p> <p>Service Officers must immediately notify CDC Technical Peer Support (TPS) line if there has been an issue with commencing a participant, including if they have been incorrectly identified.</p> <p>TPS staff will review the record and either end the person's participation or provide further advice regarding escalating any ICT issues. In all cases, TPS should immediately notify the CDC Service Support Officer (SSO) for further action, which may include arranging for letters and/or cards to be stopped.</p>

Customers with ineligibility coding

Table 4: this table explains why a customer has been coded ineligible for the CDC and if necessary, how to remove the ineligibility coding. Ineligibility coding on a customer's record will prevent them profiling for the CDC program.

Step	Action
1	<p>s 47E(d)</p> <ul style="list-style-type: none"> • Yes, go to Step 2


	<ul style="list-style-type: none"> No, go to Step 3
2	<p>Create review + Read more ...</p> <p>s 47E(d)</p> <p>When creating the review ensure to use the correct keywords:</p> <ul style="list-style-type: none"> Key 'RVR' in the Next: field Press [Enter] or select Continue Service Reason: the customer's payment type (e.g. PPP or PPS) Review Reason: MAN (Manual Assessment Review Ent.) Due Date: 6 months from today's date Text: enter notes regarding action required at review Source: and Date of Receipt: <p>Other Details:</p> <ul style="list-style-type: none"> Keywords - CDTM and CDC Workgroup (leave blank) Position (leave blank) Transfer To Region - CDT <p>Procedure ends here.</p>
3	<p>Remove ineligibility coding + Read more ...</p> <p>The Remove Ineligibility Assessment screen will display both Remove Ineligibility Assessment and Ineligibility Assessment history.</p> <p>The ineligibility coding must be removed:</p> <ul style="list-style-type: none"> Go to Workspace >Cashless Debit Card > Decision Details and select Remove Ineligibility Assessment Decision type will default to Remove Ineligibility Assessment Ineligible reason will default to participant's current ineligible reason Additional Information select Add mandatory notes, add notes with the reason for removing ineligibility Processing Declaration select the checkbox and Continue to complete the activity <p>Procedure ends here.</p>

Switching a customer on to the CDC profiled under SC720

Table 5: this table outlines the eligibility checks to be performed for full-time students and apprentices residing **outside of the Northern Territory**.

Step	Action
1	<p>Income Support Payment paid to parent, guardian or institution + Read more ...</p> <p>Fulltime students or apprentices under 18 years of age and their ISP is paid to a parent/guardian or an institutions account are not eligible for the CDC.</p>

	<p>Is the customers ISP directed to their parent/guardian or an institution?</p> <ul style="list-style-type: none"> • Yes, go to Step 5 • No, go to Step 2
2	<p>CES Payments + Read more ...</p> <p>Fulltime students or apprentices who do not receive an ISP on a fortnightly basis and only receive CES payment are not eligible for the CDC.</p> <p>Does the customer receive CES payments only each fortnight?</p> <ul style="list-style-type: none"> • Yes, go to Step 5 • No, go to Step 3
3	<p>s 47E(d)</p> <p>s 47E(d)</p> <p>s 47E(d)</p> <ul style="list-style-type: none"> • Yes, go to Step 5 • No, go to Step 4
4	<p>s 47E(d)</p> <ul style="list-style-type: none"> • Yes, go to Step 6 • No, go to Step 5 <p>s 47E(d)</p> <p>If the customer's eligibility for the program is unclear, contact with the customer may be required to determine their eligibility.</p>
5	<p>Defer Service Component + Read more ...</p> <p>Navigate to the Service Strategy (PQSS) screen to defer the SC720.</p> <ul style="list-style-type: none"> • On PQSS, E'X'pand service component 720 • Key T next to service action 719, key DEF in Status field, press [Enter] • Key FRR in the DEF field and update the End Date field to be: <ul style="list-style-type: none"> ○ 13 weeks in the future, for customers whose ISP is paid to their parents/guardian or who only receive CES on a fortnightly basis ○ the expected end date of the study break/ placement up to a maximum of 13 weeks

	<ul style="list-style-type: none"> • Key 'INT' in Source and 'T' in DOR field, press [Enter] twice • Key 'AR' in Nxt: and press [Enter], select 'Finalise' radio button then select 'Continue' <p>Go to Step 7</p>
6	<p>Customer profiled under SC720 + Read more ...</p>  <p>Once the manual eligibility checks are complete and it has been determined the customer is eligible the Service Officer will be required to manually complete the SC720 before a manual commence can be completed.</p> <ul style="list-style-type: none"> • On the Service Strategy (PQSS) screen, E'X'pand service component 720 • Key 'T' next to service action 719, key 'COM' in Status field, press [Enter] • Key 'INT' in Source and 'T' in DOR field, press [Enter] twice • Key 'AR' in Nxt: and press [Enter], select 'Finalise' radio button then select 'Continue' • Go to PQSS and check the service component has changed to 715 <p>If still displaying SC720 the service component will require re profiling:</p> <ul style="list-style-type: none"> • Go to the Profile Summary (PQS) screen, key 'Y' in Reprofile box, key 'INT' in Source and 'T' in DOR: field, press [Enter]. • Go to Service Strategy (PQSS) screen and check the service component has now changed to 715 <p>The customer can now be manually switched on</p> <ul style="list-style-type: none"> • On the Service Strategy (PQSS) screen, E'X'pand service component 715 • Key 'T' next to service action 712, key 'COM' in Status field, press [Enter] • Key 'INT' in Source and 'T' in DOR field, press [Enter] twice • Key 'AR' in Nxt: and press [Enter], select 'Finalise' radio button then select 'Continue' <p>The request is sent to the card issuer to create an account for the participant. Clear out of the record to allow these updates to occur. Once an account has been created, the system will automatically complete SC716.</p> <ul style="list-style-type: none"> • Go to Service Strategy (PQSS) screen and check the service component has changed to 716 (on CDC)
7	<p>Document record + Read more ...</p> <p>SC720 Deferral</p> <ul style="list-style-type: none"> • Update Q2NT screen with the details of the SC720 deferral. See Resources for standard text. <p>SC720 manual switch on</p> <ul style="list-style-type: none"> • DOC record using standard text in Resources <p>Procedure ends here.</p>

Appealing decision to be placed on the CDC

Table 6: This table explains how to record details if a participant appeals the decisions to be placed on the CDC.

Step	Action
1	<p>Notification of Decision + Read more ...</p> <p>A request for an appeal or review of the decision to place a participant on the CDC program can be requested by the participant at any time.</p> <p>The participant must be able to demonstrate the decision was incorrect. This may include providing evidence they were in the CDC location temporarily or their address details were incorrect.</p> <p>For Eligibility criteria for participation in the CDC, see Participation in Cashless Debit Card (CDC).</p> <p>Is the participant satisfied with this explanation of the decision?</p> <ul style="list-style-type: none"> • Yes, annotate the record. Procedure ends here. • No, go to Step 2
2	<p>Run appeals script in Customer Record + Read more ...</p> <p>The process to ask for an explanation of decision or appeal applies as normal:</p> <p>See Request for an explanation, quality check or review (CLK) and Secretary initiated review of decision and follow the process using the correct reasons below.</p> <p>Select the following options:</p> <ul style="list-style-type: none"> • Payment Type: Income Quarantining/IQN • Process Type: NNCL • Which office/Unit made the Decision: CDT • Reason for Contact: Disagree with legislation/POL • Decision Type: IQN/Selection • Reason for Decision: Meets eligibility requirements/MER • Transfer Request: CDT

References

Policy

[Social Security Guide, 8.7.4, Participants - people subject to Cashless Welfare Arrangements](#)

[Social Security Guide, 8.7.4.20, Voluntary Participation in Cashless Debit Card](#)

[Social Security Guide, 11.2.3, Conditions that Result in Individual being Subject to the Cashless Debit Card program in Cape York](#)

[Social Security Guide, 11.2.3.10, The Cashless Debit Card program in Cape York - Individuals & Partners](#)

[Social Security Guide, 11.2.4, Notice Requiring an Individual be Subject to the Cashless Debit Card program in Cape York](#)

[Social Security Guide, 11.2.5.10, Category P Welfare Payment](#)

[Social Security Guide, 11.2.5.20, Category R Welfare Payment](#)

Legislation

Links to the Federal Register of Legislation site point to a 'Series' page. Select the 'Latest' version.

[Social Security \(Administration\) Act 1999, Part 3D, Cashless welfare arrangements](#)

Use the above link to scroll/navigate to the following - section 123TC, Definitions

- category P welfare payment
- category R welfare payment

Resources

On this Page:

Intranet links

[Cashless Debit Card](#)

Contact details

[CDC Card Issuer](#)

[Cashless Debit Card program and technical support](#)

Services Australia website

[Cashless Debit Card](#)

External websites

[Geospatial Tool - CDC Locations \(arcgis.com\)](#)

[Department of Social Services website, Cashless Debit Card - Overview](#)

[Card issuer website](#)

[Card issuer website - Local Partners](#)

[Australian Bureau of Statistics \(ABS\) Maps - to view regions \(down to street level\) by nominated boundary type\(s\)](#)

Templates

DOC - Fast Note template

Title	Details
Manual commencement annotation	<p>Extra details: Cashless Debit Card switch on</p> <p>Text: Customer meets eligibility for the Cashless Debit Card (CDC). Customer's payments have been switched on to CDC as of XXXXXXXX. The address that met eligibility since XXXX (insert date) is XXXXXXXX (insert address including suburb). Refer to OB 103-03150000 for further details. If the customer contacts and would like further information, please WARM TRANSFER to the CDC Hotline on 1800 252 604</p>
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Q2NT template

Title	Details
Deferring (DEF) a service component	Service component deferred until (xx/xx/20xx & reason) customer moved into CDC location as of (xx/xx/20xx). At review check for any change in circumstances (no change –defer again/change in circumstance action record)
Deferring (DEF) Income Managed customer's service component	Customer on [CIM/VIM/VWPR] and service component deferred until [13 weeks mandatory VIM/portability/exemption/exclusion] ends on [xx/xx/20xx]. Customer moved into CDC location as of [xx/xx/20xx].
Review (RVR) placed on record - when customer has been coded ineligible (Welfare Quarantining action only)	Customer has been coded ineligible for the CDC (reason), at review check if any change in circumstances. If there is no change reset review for XX months, if the customer is no longer ineligible contact Welfare Quarantining Programme Management team to have ineligibility coding removed.

Training & Support

Add the course number to the Search field in the [Learning Portal](#) (LMS) in ESSentials:

- **CLK00622** - Cashless Debit Card
- **CLK01253** - NT Cashless Debit Card Transition

Passfield, Hannah

From: MEDIA
Sent: Friday, 3 June 2022 2:19 PM
To: Martyn, Peta; s 47E(d) Moon, Brendan; s 22
s 47E(d) s 22
Cc: MEDIA
Subject: FW: Breaking News Alert: Minister for Social Services Amanda Rishworth Media Release - 'Abolishing the Cashless Debit Card' [SEC OFFICIAL]

Good afternoon,

Just flagging for your awareness.

Kind Regards

s 22

P: 0411 670 958 E: media@servicesaustralia.gov.au

Media Branch

SERVICES AUSTRALIA
servicesaustralia.gov.au

We acknowledge the Traditional Custodians of the lands we live on. We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

From: MEDIA
Sent: Friday, 3 June 2022 12:07 PM
To: MEDIA
Subject: Breaking News Alert: Minister for Social Services Amanda Rishworth Media Release - 'Abolishing the Cashless Debit Card' [SEC=OFFICIAL]

Good afternoon,

Minister for Social Services Amanda Rishworth has issued a media release saying she has discussed the termination of the Cashless Debit Card with the Department of Social Services.

This release has been published on [Twitter](#).



Amanda Rishworth MP ✓

@AmandaRishworth

...

Media Release: Abolishing the Cashless Debit Card



**The Hon Amanda Rishworth MP
Minister for Social Services**

Abolishing the Cashless Debit Card

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The report showed whilst noting the Department of Social Services' efforts to improve the implementation of the program, the ANAO highlighted the lack of evidence to demonstrate the effectiveness of the Cashless Debit Card.

Minister for Social Services, Amanda Rishworth, has already received briefings from the Department on the program and to discuss its termination, delivering on Labor's election commitment. I will be working with local communities on better local solutions.

"The former Coalition Government spent more than \$170 million on the privatised Cashless Debit Card – money that could have been spent on services locals need," Minister Rishworth said.

3 June 2022

1:40 pm · 3 Jun 2022 · Twitter Web App

145 Retweets 44 Quote Tweets 388 Likes

Kind regards,

Media Section

Passfield, Hannah

From: Passfield, Hannah
Sent: Friday, 3 June 2022 2:09 PM
To: MEDIA
Subject: RE: Breaking News Alert: Minister for Social Services Amanda Rishworth Media Release - 'Abolishing the Cashless Debit Card' [SEC=OFFICIAL]

Thanks team!

From: MEDIA
Sent: Friday, 3 June 2022 2:07 PM
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Media Section

s 22

Chat Files Organization Activity +

Friday, 3 June 2022

03/06/2022 2:29 pm
<https://auspol.co/amanda-rishworth-mp-media-release-abolishing-the-cashless-debit-card/>

s22

s 22 s 22
s22 s22

03/06/2022 3:21 pm

03/06/2022 3:22 pm

s22

s 22

Chat Files +

Friday, 3 June 2022

03/06/2022 2:28 pm
<https://auspol.co/amanda-rishworth-mp-media-release-abolishing-the-cashless-debit-card/>

s 22 s 22
s22 s22

03/06/2022 2:29 pm

s 22 s 22
s22 s22

03/06/2022 2:30 pm

s 22

Chat Files +

Friday, 1 July 2022

03/06/2022 2:24 pm
<https://auspol.co/amanda-rishworth-mp-media-release-abolishing-the-cashless-debit-card/>

s 22

s 22

3/06 2:23 pm

s22



Amanda Rishworth MP
@AmandaRishworth

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▼ Collapse all

s 22

s 22

s22

3/06 2:29 pm

s 22

s 22

s22

3/06 4:11 pm

↩ Reply

From: s 22
To: s 22
Cc: s 22
Subject: Breaking News Alert
Date: Friday, 3 June 2022 3:05:12 PM
Attachments: [image002.png](#)

Hi all,

Might be aware but sharing further amongst the group for visibility.

Some of our service delivery counterparts like the SIMCO/IMCO group already noticed at the same time.

Cheers,

s 22

s 22

Senior Project Officer
Phone s 22
Welfare Quarantining Programme Management
Deduction and Confirmation Branch
WORKING AGE PROGRAMMES DIVISION

s 22

I acknowledge the Traditional Custodians of the lands we live on. I pay my respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations

From: s 22

Sent: Friday, 3 June 2022 2:18 PM

To: s 22

Subject: FW: Breaking News Alert: Minister for Social Services Amanda Rishworth Media Release - 'Abolishing the Cashless Debit Card' [SEC=OFFICIAL]

Cheers,

s 22

s 22, Communication Account Manager
Business and Financial Communication, Working Age Section,
Marketing Communications Branch, Communication Division
I work in the office on Monday, Wednesday and Friday and from home on Tuesday and Thursday
[Chat with me](#) / [Call me](#)

I acknowledge the Traditional Custodians of the lands we live on. I pay my respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations

SERVICES AUSTRALIA
servicesaustralia.gov.au

s 22

Subscribe to the [Services Australia](#), [preferred terms list](#) and [brand](#) intranet pages for new agency templates, terms and news. Read the new [Plain English Policy](#) and updated [Writing Guide](#)

From: s 22

Sent: Friday, 3 June 2022 2:16 PM

To: s 22

Cc: s 22

s 47E(d)

Subject: FW: Breaking News Alert: Minister for Social Services Amanda Rishworth Media Release - 'Abolishing the Cashless Debit Card' [SEC=OFFICIAL]

FYI

From: MEDIA <@..>

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To: MEDIA <@..>

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Kind regards,

Media Section

Friday, 3 June 2022



s22

03/06/2022 2:48 pm

<https://auspol.co/amanda-rishworth-mp-media-release-abolishing-the-cashless-debit-card/>



From: s 22
To: s 22
Cc: s 22 s 47E(d)
Subject: FW: Breaking News Alert: Dean Crampton
Date: Friday, 3 June 2022 2:16:02 PM

FYI

From: MEDIA <@..>
Sent: Friday, 3 June 2022 2:07 PM
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Kind regards,

Media Section

From: s 22
To: s 22
Subject: Fwd: Breaking News Alert: To Directors [SEC=OFFICIAL]
Date: Friday, 3 June 2022 2:29:56 PM

Sent from my iPhone

Begin forwarded message:

From: 's 22
Date: 3 June 2022 at 2:16:01 pm AEST
To: s 22

Cc: 's 22
s 47E(d)

Subject: FW: Breaking News Alert: Minister for Social Services Amanda Rishworth Media Release - 'Abolishing the Cashless Debit Card' [SEC=OFFICIAL]

FYI

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Kind regards,

Media Section

From: s 22 on behalf of s 47E(d)
To: ["CashlessDebitCardAdmin"](#)
Cc: s 47E(d) s 47F(1)
Subject: Hotline talking points for Services Australia [SEC=OFFICIAL]
Date: Friday, 3 June 2022 3:47:56 PM

Hi team

Following the recent Media Release and other articles circulating regarding the announcement by MP Aamanda Rishworth, I'm hoping you could please send any updated talking points/holding lines in anticipation for related enquiries to the CDC hotline to ensure consistent messaging.

Kind Regards,

s 22

Phone s 22

Deduction and Confirmation Branch

Families, Children and Targeted Services Division

s 22

