

# CASHLESS DEBIT CARD (CDC) AND INCOME MANAGEMENT (IM) SUMMARY

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## Notes

1. Any variance from data reported prior to 28 August 2015 is due to a change in reporting method for the IM program to conform to the Australian Statistical Geography Standard (ASGS). The data represents the current residential address of income managed customers within designated statistical area(s). Any inconsistencies from data reported previously can be attributed to the fact that customers may have moved from the location where they were originally triggered onto the program.
2. To prevent customers from being identified, numbers below 5 (<5), or numbers that would identify groups of less than 5, are not provided (n/p).
3. Full time students receiving ABSTUDY or Austudy are not included in the granted exemptions, full-time student data, as those payments are not subject to the Disengaged Youth or Long Term Welfare Payment Recipient Measures of IM.
4. Data on Bundaberg and Hervey Bay participants are not included in these figures, as roll-out is still in progress in this region.
5. Updated Income Management data past 30 November 2018 is not available as work is being undertaken on reporting systems.

**Table 1.1: Total number of active CDC participants as at 27 March 2019, including Indigenous indicator**

	Indigenous*	Not Identified Indigenous	Total	Indigenous Proportion
Goldfields	1,482	1,758	3,240	46%
East Kimberley	1,225	266	1,491	82%
Ceduna	680	239	919	74%

\* This data reflects the number of people who identify as being Indigenous. People who do not identify as Indigenous or choose not to respond to this question, are not included.

**Table 1.2 Total number of Indue cards sent to CDC customers as at 29 March 2019**

	Ceduna*	East Kimberley*	Goldfields*	Total**
Total Indue cards** sent to Cashless Debit Card participants	4,858	9,346	7,053	21,257

**Table 1.3: Total number of people granted exemption from the CDC as at 1 April 2019**

	Ceduna*	East Kimberley*	Goldfields*	Total
Total participants exempt***	30	31	80	141

**Table 1.4: Total number of applications to the Ceduna Community Panel for a reduced CDC restricted portion by outcome status as at 1 April 2019**

	Indigenous	Not Identified Indigenous	Total
Applications	111	75	186
<b>Breakdown of applications to the Panel</b>			
Not approved	n/p	n/p	37
Approved	83	60	143
Waiting assessment	<5	<5	<5
Withdrawn	<5	<5	<5
<b>Breakdown of approved applications</b>			
70%	n/p	n/p	n/p
60%	41	41	82
50%	<5	<5	n/p

**Table 1.5: Total number of applications to the Kununurra and Wyndham Community Panels for a reduced CDC restricted portion by outcome status as at 1 April 2019**

	Indigenous	Not Identified Indigenous	Total
Applications	31	19	50
<b>Breakdown of applications to the Panel</b>			
Not approved	n/p	n/p	33
Approved	n/p	<5	14
Waiting assessment	<5	0	<5
Withdrawn	<5	0	<5
<b>Breakdown of approved applications</b>			
70%	7	<5	n/p
60%	0	0	0
50%	<5	<5	<5

Note: The Wyndham Panel only approves reductions to 70% on the quarantined percentage placed onto participants' cards.

**\*Geographical boundaries for each 'trial area' are specified in section 124PD of the *Social Security (Administration) Act 1999*.**

**\*\*The total number of Indue cards** is defined as both initial and replacement cards. A card is provided to participants upon commencement of the CDC trial. Replacement cards are provided if a card is lost by a participant. The figure does not include temporary cards given to participants as an interim measure while replacement cards are being sent by Indue.

**\*\*\*Individuals are exempted from the CDC trial** where the Secretary (or their delegate) is satisfied that being a trial participant "would seriously risk that person's mental, physical or emotional wellbeing".

**Table 2.1: Total number of people on IM as at 30 November 2018**

Number of People on Income Management	Total	Per cent Indigenous	Voluntary Income Management	Child Protection Measure	Vulnerable (Social Worker Assessed)	Vulnerable (Youth Triggers)	Disengaged Youth Measure	Long Term Welfare Recipient Measure	Supporting People at Risk Measure	Cape York Measure
Northern Territory	<b>21,718</b>	<b>83%</b>	<b>2693</b>	<b>38</b>	<b>132</b>	<b>278</b>	<b>3797</b>	<b>14753</b>	<b>27</b>	<b>0</b>
□ Alice Springs	<b>5511</b>	89%	904	10	21	76	898	3595	7	0
□ Barkly	<b>1403</b>	90%	205	16	5	19	250	898	10	0
□ Katherine	<b>3607</b>	89%	487	n/p	24	32	683	2372	<5	0
□ Daly-Tiwi-West Arnhem	<b>4163</b>	89%	562	0	33	n/p	779	2761	<5	0
□ East Arnhem	<b>2849</b>	91%	360	<5	27	<5	467	1985	<5	0
□ Rest of Northern Territory	<b>4185</b>	53%	175	<5	22	120	720	3142	<5	0
Western Australia	<b>924</b>	<b>64%</b>	<b>694</b>	<b>124</b>	<b>&lt;5</b>	<b>n/p</b>	<b>29</b>	<b>56</b>	<b>0</b>	<b>0</b>
□ Kimberley*	<b>409</b>	96%	346	21	0	<5	n/p	22	0	0
□ Goldfields (Ng Lands, Laverton and Kiwirrkurra)	<b>87</b>	93%	70	0	<5	<5	<5	9	0	0
□ Greater Perth	<b>385</b>	23%	258	98	0	8	5	16	0	0
□ Rest of Western Australia	<b>43</b>	81%	20	5	<5	<5	<5	9	0	0
South Australia	<b>454</b>	<b>40%</b>	<b>115</b>	<b>21</b>	<b>n/p</b>	<b>204</b>	<b>35</b>	<b>73</b>	<b>&lt;5</b>	<b>0</b>
□ Greater Adelaide (Playford)	<b>324</b>	25%	79	19	<5	185	12	25	<5	0
□ Western & West Coast (Ceduna Region*)	<b>&lt;5</b>	100%	0	0	0	0	0	<5	0	0
□ APY Lands	<b>70</b>	96%	26	<5	<5	5	15	n/p	0	0
□ Rest of South Australia	<b>n/p</b>	58%	10	n/p	0	14	8	26	0	0
Victoria	<b>184</b>	<b>22%</b>	<b>75</b>	<b>0</b>	<b>10</b>	<b>68</b>	<b>9</b>	<b>22</b>	<b>0</b>	<b>0</b>
□ Shepparton	<b>132</b>	23%	n/p	0	10	49	0	<5	0	0
□ Rest of Victoria	<b>52</b>	19%	<5	0	0	19	9	n/p	0	0
New South Wales	<b>131</b>	<b>23%</b>	<b>18</b>	<b>0</b>	<b>16</b>	<b>79</b>	<b>5</b>	<b>13</b>	<b>0</b>	<b>0</b>
□ Greater Sydney (Bankstown)	<b>91</b>	13%	n/p	0	n/p	56	<5	<5	0	0
□ Rest of NSW	<b>40</b>	45%	<5	0	<5	23	<5	n/p	0	0

Number of People on Income Management	Total	Per cent Indigenous	Voluntary Income Management	Child Protection Measure	Vulnerable (Social Worker Assessed)	Vulnerable (Youth Triggers)	Disengaged Youth Measure	Long Term Welfare Recipient Measure	Supporting People at Risk Measure	Cape York Measure
Queensland	<b>1,089</b>	<b>40%</b>	<b>109</b>	0	<b>10</b>	<b>700</b>	<b>23</b>	<b>98</b>	0	<b>149</b>
<input type="checkbox"/> Greater Brisbane (Logan)	<b>519</b>	22%	60	0	n/p	429	n/p	20	0	0
<input type="checkbox"/> Rockhampton	<b>234</b>	33%	39	0	n/p	186	0	<5	0	0
<input type="checkbox"/> Far North ( <i>Cape York</i> )	<b>81</b>	81%	0	0	0	0	<5	<5	0	78
<input type="checkbox"/> Rest of Queensland	<b>255</b>	71%	10	0	0	85	17	72	0	71
<b>ACT</b>	<b>6</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<5	<b>0</b>	n/p	<b>0</b>	<b>0</b>
<b>Tasmania</b>	<5	<b>50%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<5	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Unknown**</b>	<b>24</b>	<b>71%</b>	<5	<b>0</b>	<b>0</b>	<5	<5	<b>18</b>	<b>0</b>	<b>0</b>
<b>Total***</b>	<b>24,532</b>	<b>78%</b>	<b>3,706</b>	<b>183</b>	<b>177</b>	<b>1,350</b>	<b>3,901</b>	<b>15,038</b>	<b>28</b>	<b>149</b>

\*There are a small number of people who are captured as Income Management participants in CDC locations. This is because some individuals are in the process of being transitioned from IM to the CDC at the point of data extraction.

\*\*Customers with "Unknown" locations did not have an allocated address at the time of data extraction. This often occurs because a customer is in the process of moving address.

\*\*\*Numbers <5 have been withheld for privacy reasons. Numbers have not been provided (n/p) to ensure figures cannot be derived from totals.

**Table 2.2: Granted Exemptions from IM as at 30 November 2018**

Exemption type	Indigenous indicator		
	Indigenous	Non-Indigenous	Total
Full Time Apprentices	<5	n/p	9
Full Time Students	29	434	463
Parenting Requirements	518	870	1388
Special Benefit	0	<5	<5
Regular Paid Employment	0	<5	<5
< 25% of Max Payment	<5	n/p	8
<b>Total</b>	<b>553</b>	<b>1320</b>	<b>1873</b>

**Table 2.3: Current IM customers with an active BasicsCard by state/territory as at 30 November 2018**

Current Income Management customers with an active BasicsCard by state/territory as at 30 March 2018***	
Total customers with an active Income Management Status & BasicsCard	<b>23,638</b>
Active IM status & BasicsCard - NT	<b>21,039</b>
Active IM status & BasicsCard - WA	<b>901</b>
Active IM status & BasicsCard - QLD	<b>976</b>
Active IM Satus & BasicsCard - SA	<b>418</b>
Active IM status & BasicsCard - VIC	<b>166</b>
Active IM status & BasicsCard - ACT/NSW/TAS/Unknown	<b>138</b>

\*\*\*The BasicsCard is one voluntary payment option available to customers on Income Management. Most customers choose to use a BasicsCard to access their income managed funds due to the convenience and ease of use of the BasicsCard. A small number of customers choose to use other available payment options to access their income managed funds, such as direct deductions or BPay payments.