



Australian Government
Department of Social Services

Ray Griggs AO CSC
Secretary

Senator Nita Green
Senator for Queensland
Parliament House

Dear ~~Senator~~ Green *Senator*

Thank you for your letter dated 26 October 2021 notifying of your intention to ask questions about the Cashless Debit Card program at the Senate Community Affairs Legislation Committee Estimates hearing on Thursday 28 October 2021.

I note that you have specifically asked for the following documents prior to our appearance at Senate Estimates tomorrow as per your request:

- Documents relating to the Cashless Debit Card Technology Working Group, as provided under the Order of Production of Documents made by the Senate last week.
- An organisation chart showing the entire structure of the Cashless Welfare Engagement and Support Services Branch.
- The budget of the Cashless Welfare Engagement and Support Services Branch.
- Advertising expenditure relating to the Cashless Debit Card.

Consistent with the Minister's response to the Senate Order of Production of Documents, we are unable to provide documents in relation to the Technology Working Group that were not included in that Order. These documents include sensitive and personal information and we wish to confer with individuals named in the documents before releasing them.

The budget for the Cashless Welfare Engagement and Support Services Branch in 2021-22 is \$7.153m.

You may also be interested to note that my department has also provided up to date program data for the Cashless Debit Card and Income Management programs to the Committee in advance of tomorrow's hearing.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Ray Griggs' with a flourish at the end.

Ray Griggs

27 October 2021

Cashless Debit Card Technology Working Group Agenda

19 February 2020

10.00 – 11.30am

Westpac Banking
Corporation,

Level 27 Client Floor, Tower 2
200 Barangaroo Avenue, Sydney

#	Agenda Item	Lead
1.	Acknowledgement of Country and Introduction (5 mins)	Chairs
2.	Government Cashless Debit Card (CDC) Overview (10 mins)	
3.	Key Technology Issues (10 mins)	
4.	Product Level Blocking (PLB) Pilot Update (10 mins)	
5.	Payment Network Platform White Label approach (10 mins)	eftpos
6.	General Discussion (20 mins)	All members
7.	Next Steps and Workplan (20 mins)	All members
8.	Meeting Schedule and close (5 mins)	Chairs

Cashless Debit Card Technology Working Group Agenda

18 March 2020

Location: Department of Social Services offices (Melbourne/Sydney/Perth/Canberra)

#	Agenda Item	Lead
1.	Introductions and Acknowledgement of Country	Chairs
2.	Update on Product Level Blocking	Department of Social Services
3.	Discuss experiences with Product Level Blocking and any impacts on customer experience	Australia Post Coles Woolworths Metcash
4.	Acquiring members to provide update on PIN Pad changes	ANZ CBA NAB Westpac
5.	Acquirer mixed merchant data request	Department of Social Services
6.	Shared Services Issuer Platform discussion	eftpos / all members
7.	Discuss and agree on Terms of Reference and work plan	Chairs
8.	Agree action items and close	Chairs

Cashless Debit Card Technology Working Group Agenda

15 April 2020

10:30am-12:00pm AEST / 8:30am-10am AWST

#	Agenda Item	Lead
1.	Introduction and Acknowledgement of Country	Chairs
2.	CDC update	
3.	Product Level Blocking update	
4.	CDC issuing discussion	Minderoo / eftpos
5.	Acquirer mixed merchant data request	
6.	Update from members on action items	
7.	Summary and conclusion	Chairs

Cashless Debit Card Technology Working Group Agenda

20 May 2020

10.30am – 12.00pm AEST / 8.30 – 10.00am AWST

#	Agenda Item	Lead
1.	Introduction and Acknowledgement of Country	Chairs
2.	Cashless Debit Card update	
3.	Product Level Blocking update	
4.	Cashless Debit Card issuing discussion	Minderoo / eftpos
5.	Update from members on action items	
6.	Summary and conclusion	Chairs

Cashless Debit Card Technology Working Group Agenda

24 June 2020

10.30am – 12.00pm AEST / 8.30 – 10.00am AWST

#	Agenda Item	Lead
1.	Introduction and Acknowledgement of Country	Chairs
2.	Cashless Debit Card update	
3.	Product Level Blocking update	
4.	Cashless Debit Card issuing discussion	eftpos
5.	Update from members on action items	
6.	Summary and conclusion	Chairs

Cashless Debit Card Technology Working Group Agenda

22 July 2020

10.30am – 12.00pm AEST / 8.30 – 10.00am AWST

#	Agenda Item	Lead
1.	Introduction and Acknowledgement of Country	Chairs
2.	Cashless Debit Card update	
3.	Product Level Blocking update	
4.	Multiple Issuer Feasibility Study Discussions	
5.	Update from members on action items	
6.	Summary and conclusion	Chairs

Cashless Debit Card Technology Working Group Agenda

19 August 2020

10.30am – 12.00pm AEST / 8.30 – 10.00am AWST

#	Agenda Item	Lead
1.	Introduction and Acknowledgement of Country	Chairs
2.	Cashless Debit Card Update	
3.	Product Level Blocking Update	
4.	Multiple Issuer Feasibility Study Discussions	
5.	CDC Terms of Reference Progress Review	
5.	Action Items and Next Steps	
6.	Summary and Conclusion	Chairs

Cashless Debit Card Technology Working Group Agenda

2 November 2020

1-2pm AEDT / 10-11am AWST

#	Agenda Item	Lead
1.	Introduction and Acknowledgement of Country	Chairs
2.	Cashless Debit Card Update	Chairs
3.	Multiple Issuer Feasibility Study Report	
4.	Product Level Blocking Update	
5.	Next Steps	
6.	Summary and Conclusion	Chairs

Cashless Debit Card Technology Working Group Agenda

Thursday 27 May 2021

12:30-1:30pm AEST / 10:30-11:30am AWST

#	Agenda Item	Lead
1.	Introduction and Acknowledgement of Country	Chair Deputy Chair
2.	Cashless Debit Card Update	Chair
3.	Cashless Debit Card in the Northern Territory and Cape York	
4.	Multiple Issuer Update	
5.	Product Level Blocking Update	
6.	Next Steps	
7.	Summary and Conclusion	Chair Deputy Chair

Cashless Debit Card Technology Working Group Agenda

Thursday 19 August 2021

12:30-1:30pm AEST / 10:30-11:30am AWST

#	Agenda Item	Lead
1.	Introduction and Acknowledgement of Country	Chair Deputy Chair
2.	Cashless Debit Card Update	Chair
3.	Cashless Debit Card in the Northern Territory and Cape York	
4.	Multiple Issuer Update	
5.	Product Level Blocking Update	
6.	Next Steps	
7.	Summary and Conclusion	Chair Deputy Chair

Cashless Debit Card Advertising Expenditure

A total of \$703,013.34 has been spent on communications and advertising for the CDC since the program commenced in 2015-16.

Advertising included radio ads, (in English and translated into 15 Indigenous languages), newspaper ads, fact sheets and other translation costs.

Cashless Welfare Engagement and Support Services Branch

