

Senate Standing Committee on Community Affairs

Social Security (Administration) Amendment (Income Management Reform) Bill 2023 [Provisions]

PUBLIC HEARING 15 May 2023

ANSWER TO QUESTION ON NOTICE

**Social Services Portfolio
Services Australia**

Topic: Income Management and Cashless Debit Card customer numbers

Question reference number: IQ23-000036

Member: Senator Slade Brockman

Type of question: Spoken. Hansard Page/s: 41

Date set by the committee for the return of answer: 25 May 2023

Question:

Senator BROCKMAN: What is the lived experience, in terms of the cashless debit card? For those areas that have moved out of compulsory income management, what is the take-up rate of people going onto a voluntary income management regime?

Ms Toze: Excluding the Northern Territory, there were 173 people who chose to remain on enhanced income management after the abolishment of the cashless debit card program.

Senator BROCKMAN: Can you remind me of the total population prior to that?

Ms Toze: I think there were around 12,000 people. I would have to get you the exact number.

Senator BROCKMAN: I can probably dig it up, but, if it's easy, could you just grab that for me on notice, please?

Answer:

As at 1 October 2022, (day after Royal Assent) there were 12,302 customers who were eligible to transition off the Cashless Debit Card program.