

# Senate Finance and Public Administration Legislation Committee

## 2025 - 2026 Supplementary Budget Estimates ANSWERS TO QUESTION ON NOTICE

Finance Portfolio  
Services Australia

**Department/Agency:** Services Australia

**Outcome Number:** 1

**Topic:** Income Management – Compulsory and Voluntary

**Question reference number:** SA SQ25-000226

**Senator:** Penny Allman-Payne

**Type of Question:** Hansard Proof, 08 October 2025, F&PA Committee, page 123

**Date set by the Committee for the return of answer:** 28 November 2025

### **Question:**

Senator ALLMAN-PAYNE: So which one is compulsory, and which one isn't?

Ms Toze: There are elements of compulsory income management—

Senator ALLMAN-PAYNE: In both?

Ms Toze: in both. Yes.

Senator ALLMAN-PAYNE: Okay. What I'm keen to know—and I'm happy for you to take it on notice, if necessary—is the breakdown between compulsory versus voluntary, in those numbers. If I could also get a breakdown broken down by Indigenous status as well—how many First Nations people are on compulsory versus on voluntary? Actually, I might ask you to take these couple of questions on notice as well: how many people on compulsory income management have applied for an exemption, temporary or permanent, from income management over the past 12 months, and, of that group, how many have successfully obtained an exemption during that period?

Ms Toze: I am happy to take that on notice.

### **Answer:**

The table below shows the number of participants on Income Management (IM) and enhanced Income Management (eIM) by measure, as at 10 October 2025.

<b>Income Management</b>			
<b>Measure</b>	<b>Indigenous*</b>	<b>Non-Indigenous</b>	<b>Total</b>
Voluntary	1,298	138	1,436
Compulsory Long Term Welfare Payment Recipient	5,723	1,001	6,724
Compulsory Disengaged Youth	1,320	41	1,361
Compulsory Vulnerable Welfare Payment Recipient Notice	69	8	77
<b>Total</b>	<b>8,410</b>	<b>1,188</b>	<b>9,598</b>

<b>Enhanced Income Management</b>			
<b>Measure</b>	<b>Indigenous*</b>	<b>Non-Indigenous</b>	<b>Total</b>
Voluntary	684	101	785
Compulsory Long-Term Welfare Payment Recipient	11,504	3,320	14,824
Compulsory Disengaged Youth	4,484	476	4,960
Compulsory Vulnerable Welfare Payment Recipient Youth	913	835	1,748
Compulsory Vulnerable Welfare Payment Recipient Notice	N.P**	N.P**	33
Compulsory Nominee	429	13	442
Compulsory Child Protection	77	17	94
Compulsory Cape York	N.P**	<5**	72
<b>Total</b>	<b>18,189</b>	<b>4,769</b>	<b>22,958</b>

\* Customers who do not identify as Indigenous include those who have either declined to disclose their Indigenous status or have not provided this information.

\*\*To protect individual privacy, data cells containing fewer than five individuals (i.e., counts of one to four) have been suppressed and are displayed as “<5”. In some instances, additional cells may also be suppressed to prevent the derivation of suppressed values from other data. These cells are marked “N.P” (not provided).

The table below shows the number of IM customers who applied for an exemption during the 12-month period between 11 October 2024 and 10 October 2025, and the number approved.

<b>Income Management (IM)</b>				
<b>Exemption Type</b>	<b>Approved</b>		<b>Not Approved</b>	
	<b>Indigenous</b>	<b>Non Indigenous</b>	<b>Indigenous</b>	<b>Non Indigenous</b>
< 25% of Max Payment	0	<5	0	0
Auto Approved	238	133	0	0
Full Time Apprentices	<5	5	0	0
Full Time Students*	28	318	0	0
Ineligible	0	0	11	<5
Parenting Requirements	N.P	<5	0	0
<b>Total</b>	<b>273</b>	<b>461</b>	<b>11</b>	<b>&lt;5</b>

\*Full time students receiving ABSTUDY or Austudy are not included in the full-time student exemptions, as those payments are not subject to the compulsory measures of Income Management (Disengaged Youth or Long-Term Welfare Payment Recipient). Non-Indigenous numbers are disproportionately high compared to Indigenous for this reason.

The table below shows the number of eIM customers who applied for an exemption between 1 April 2025 and 10 October 2025, and the number approved.

<b>Enhanced Income Management (eIM)</b>						
<b>Exemption Type</b>	<b>Approved</b>		<b>Not Approved</b>		<b>Pending</b>	
	<b>Indigenous</b>	<b>Non Indigenous</b>	<b>Indigenous</b>	<b>Non Indigenous</b>	<b>Indigenous</b>	<b>Non Indigenous</b>
< 25% of Max Payment	285	193	9	N.P	0	0
Full-time Student	<5	15	0	<5	0	0
Undertaken Approved Activity	N.P	228	23	22	<5	0
<b>Total</b>	<b>405</b>	<b>436</b>	<b>32</b>	<b>32</b>	<b>&lt;5</b>	<b>0</b>

Data prior to April 2025 is unavailable for eIM, so the reporting period does not cover a full 12 months.