

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.

Table 1.1: Total number of active CDC participants as at 25 September 2020, including Indigenous indicator

	Indigenous ¹	Not Identified Indigenous	Total	Indigenous Proportion
Bundaberg and Hervey Bay	1,066	4,959	6,025	18%
Goldfields	1,667	1,791	3,458	48%
East Kimberley	1,364	307	1,671	82%
Ceduna	725	235	960	76%
Total	4,822	7,292	12,114	40%

Table 1.2: Total number of cards sent to CDC participants as at 25 September 2020

	Ceduna ²	East Kimberley ²	Goldfields ²	BHB ²	Total ³
Total cards sent to CDC participants ³	7,147	14,232	13,875	13,756	49,010

Table 1.3: Total number of people granted wellbeing exemptions from the CDC as at 25 September 2020

	Ceduna ²	East Kimberley ²	Goldfields ²	BHB ²	Total
Total wellbeing exemptions granted ⁴	33	34	106	19	192

Table 1.4: Total number of people exited from the CDC program as at 25 September 2020

	Ceduna ²	East Kimberley ²	Goldfields ²	BHB ²	Total
Total exit applications granted ⁵	14	10	87	143	254

Table 1.5: Total number of applications to the Ceduna Community Panel for a reduced CDC restricted portion by outcome status as at 25 September 2020

	Indigenous	Not Identified Indigenous	Total
Applications	112	79	191
Breakdown of applications to the Panel			
Not approved	29	14	43
Approved	85	63	148
Breakdown of approved applications by percentage reduced			
70%	n.p.	n.p.	54
60%	42	43	85
50%	<5	n.p.	9

Table 1.6: Total number of applications to the Kununurra and Wyndham Community Panels for a reduced CDC restricted portion by outcome status as at 25 September 2020 ⁶

	Indigenous	Not Identified Indigenous	Total
Applications	38	14	52
Breakdown of applications to the Panel			
Not approved	n.p.	n.p.	37
Approved	n.p.	<5	15
Breakdown of approved applications by percentage reduced			
70%	n.p.	<5	11
60%	0	0	0
50%	<5	<5	<5

¹ This data reflects the number of people who identify as an Indigenous Australian to Services Australia. People who do not identify as an Indigenous Australian or choose not to respond to this question, are not included.

² Geographical boundaries for each CDC region are specified in section 124PD of the *Social Security (Administration) Act 1999*.

³ The total number of cards is defined as both initial and replacement cards. A card is provided to participants upon commencement of the CDC program. 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.

⁴ Individuals are exempted from the CDC program where the Secretary (or their delegate) is satisfied that being a participant "would seriously risk that person's mental, physical or emotional wellbeing".

⁵ A person can apply to exit the program if they can demonstrate reasonable and responsible management of their affairs, including financial affairs, in accordance with the criteria set out in the legislation.

⁶ The Wyndham Panel only approves reductions to 70% on the quarantined percentage placed onto participants' cards.

Table 2.1: Total number of people on IM as at 25 September 2020

Total 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	25,444²	81%	2,311	n.p.	127	349	5,537	17,052	45	<5²
□ Alice Springs	6,117	89%	744	<5	22	71	1,266	4,005	n.p.	0
□ Barkly	1,495	92%	164	11	6	24	276	1,007	7	0
□ Katherine	4,059 ²	89%	411	0	21	58	920	2,644	n.p.	<5 ²
□ Daly-Tiwi-West Arnhem	4,695	90%	506	0	28	35	912	3,209	5	0
□ East Arnhem	3,270	92%	326	n.p.	23	12	675	2,225	<5	0
□ Rest of Northern Territory	5,808	50%	160	<5	n.p.	149	1,488	3,962	19	0
Western Australia	644	68%	527	76	6	10	13	12	0	0
□ Kimberley	301	96%	279	n.p.	0	0	6	5	0	0
□ Goldfields (<i>Ng Lands, Laverton and Kiwirrkurra</i>)	67	n.p.	55	0	<5	5	<5	<5	0	0
□ Greater Perth	240	22%	171	61	0	<5	<5	<5	0	0
□ Rest of Western Australia	36	86%	22	<5	<5	<5	<5	<5	0	0
South Australia	472	47%	138	9	10	227	19	69	0	0
□ Greater Adelaide (<i>Playford</i>)	321	27%	51	9	<5	213	n.p.	33	0	0
□ APY Lands	100	n.p.	81	0	n.p.	<5	<5	9	0	0
□ Rest of South Australia	51	75%	6	0	<5	n.p.	5	27	0	0
Victoria	150	21%	50	0	n.p.	75	n.p.	10	0	0
□ Shepparton	115	23%	n.p.	0	n.p.	59	0	0	0	0
□ Rest of Victoria	35	n.p.	<5	0	0	16	n.p.	10	0	0
New South Wales	163	19%	16	0	16	108	7	16	0	0
□ Greater Sydney (<i>Bankstown</i>)	124	11%	n.p.	0	n.p.	86	<5	8	0	0
□ Rest of NSW	39	44%	<5	0	<5	22	n.p.	8	0	0

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Queensland	1,100	37%	79	0	11	770	41	71	0	128
☐ Greater Brisbane (<i>Logan</i>)	561	21%	34	0	6	486	n.p.	n.p.	0	0
☐ Rockhampton	214	39%	n.p.	0	5	176	<5	0	0	0
☐ Far North (<i>Cape York</i>)	73	n.p.	0	0	0	0	0	<5	0	n.p.
☐ Rest of Queensland	252	56%	n.p.	0	0	108	25	50	0	n.p.
ACT	<5	n.p.	0	0	0	0	0	<5	0	0
Tasmania	n.p.	n.p.	<5	0	0	<5	0	<5	0	0
Unknown¹	35	83%	<5	0	0	<5	7	22	0	0
Total	28,015²	78%	3,125	108	178	1,545	5,631	17,255	45	128²

¹ 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.

²Totals are not inclusive of customers on the Cape York measure residing outside of Queensland.

Note: 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 25 September 2020

Exemption type	Indigenous indicator		Total
	Indigenous	Non-Indigenous	
Full Time Apprentices	<5	n.p.	10
Full Time Students	30	585	615
Parenting Requirements	508	827	1,335
Special Benefit	<5	0	<5
Regular Paid Employment	<5	n.p.	n.p.
< 25% of Max Payment	6	11	17
Total	549	1,437	1,986

Table 2.3: Current IM customers with an active BasicsCard by state/territory as at 25 September 2020

Current IM customers with an active BasicsCard by state/territory as at 25 September 2020 ¹	
Total customers with an active IM status & BasicsCard	27,341
Active IM status & BasicsCard - NT	24,925
Active IM status & BasicsCard - WA	633
Active IM status & BasicsCard - QLD	1,021
Active IM status & BasicsCard - SA	446
Active IM status & BasicsCard - VIC	141
Active IM status & BasicsCard - ACT/NSW/TAS/Unknown	175

¹The BasicsCard is one voluntary payment option available to customers on IM. 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.