



# Income Management


Helping you manage your money



Australian Government



Centrelink  
giving you options



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## What is Income Management?

**Income Management is a way to help you manage your money.**

It sets aside part of your Centrelink payments to help you pay for things you and your family need.

Income Management will not reduce how much money you get from Centrelink. It will only change the way you receive your payments.

## Does Income Management apply to me?

### Income Management will apply to you if:

- you are aged 15 to 24 and have been receiving one of the following payments for three of the last six months:
  - Youth Allowance
  - Newstart Allowance
  - Special Benefit
  - Parenting Payment Partnered or Parenting Payment Single
- you are aged 25 and above (but under age pension age) and have been receiving one of the following payments for more than one of the last two years:
  - Youth Allowance
  - Newstart Allowance
  - Special Benefit
  - Parenting Payment Partnered or Parenting Payment Single
- you have been referred for Income Management by a Centrelink Social Worker
- you have been referred for Income Management by child protection authorities, or
- you choose to participate in Voluntary Income Management.

**Centrelink will contact you if  
Income Management applies to you.**

You may be able to get an exemption from Income Management.  
To find out more about exemptions contact Centrelink.

# How does Income Management work?

**Fortnightly Centrelink payment**



**Automatic deductions (such as child support, government debt)**



**50%\* of your Centrelink money is income managed**



**50%\* of your Centrelink money is paid to you in the usual way**

**Advance or lump sum Centrelink payments**



**100% income managed**

\*Percentages may be different if you have been referred for Income Management by child protection authorities.

## Break it down

Rose gets

**\$462<sup>80</sup>**

a fortnight



**\$42<sup>80</sup>**

goes to government  
repayments, leaving

**\$420**



**\$210**

is income  
managed



**\$210**

is paid to Rose  
in her usual way



“It’s good going shopping for clothes and other things after you have done food shopping for the day and knowing you still have money left for food everyday... I’m really, really happy and for once feel really proud of myself”

# How can I spend my income managed money?

## Direct payments of bills and expenses

You can have your bills and expenses paid from your income managed money. This could include rent and electricity bills. Centrelink can organise this for you.

## BasicsCard

This lets you spend income managed money at approved stores. It is protected by a PIN. Centrelink will give you a BasicsCard and talk to you about how to use it.



You can check how much money you have on your BasicsCard at any time.

## Direct store payments

You can do your shopping anywhere. If a store does not accept BasicsCard, Centrelink can organise a payment to go directly to that store.

Centrelink can provide you with more information about any of these services.

## What can I spend my income managed money on?

You can spend your income managed money on priority items such as:



## And what can't I spend it on?

There are some things you can't spend your income managed money on. These include:





## Other payments and services

### Matched Savings Payment

Trying to save your money for something? You may be able to get a Matched Savings Payment of up to \$500 from Centrelink.

To get this money you must:

- be on Income Management (excluding Voluntary Income Management and Cape York Income Management)
- complete an approved money management course
- show that you have been saving your money that is not income managed for at least 13 weeks, **and**
- have saved the same amount of money that you want matched.

Your Matched Savings Payment will be 100% income managed.

### Money Management Services

Money Management Services and Commonwealth Financial Counselling can help you improve your financial skills, learn how to budget, save for a goal or manage your debt. These services are free, confidential and voluntary.

### Centrepay

Centrepay is a free service you can use to pay bills and other expenses from your money that is not income managed. You can use Centrepay for things such as mobile phone bills or court fines.

**Centrelink can provide you with more information about any of these services.**

# Voluntary Income Management

## Not on Income Management?

Choose Voluntary Income Management.

This means that Centrelink can still help you manage your money.

Talk to Centrelink to see if your payments can be income managed.

Once you sign up you will have to stay on it for at least 13 weeks.  
After that you can stop whenever you like.

## Voluntary Income Management Incentive Payment

You may also be able to get a Voluntary Income Management Incentive Payment of \$250. This will be automatically paid to you for every 26 continuous weeks you remain on Voluntary Income Management.

Your incentive payments will be 100% income managed.



## Break it down

Jane gets

**\$417<sup>70</sup>**

a fortnight from  
Parenting Payment

And

**\$156<sup>94</sup>**

a fortnight from  
Family Tax Benefit A

Total of

**\$574.64**



**\$287.32**

is income  
managed



**\$287.32**

is paid to Jane  
in her usual way

“Since signing up to Voluntary Income Management we have found it so much easier to save. After buying the things we need every week we put aside the little bit left over. Now we almost have enough to buy a new fridge!”

## Can I appeal?

If you are not happy with a decision regarding Income Management, you have the right to ask for a review by a Centrelink Authorised Review Officer. If you are still not happy you can appeal to the Social Security Appeals Tribunal.

## For more information

For more information on Income Management you can contact Centrelink in the following ways:

### **Income Management Line**

13 2594

### **Centrelink website**

[www.centrelink.gov.au](http://www.centrelink.gov.au)

### **In person**

Centrelink Customer Service Centre

**Note:** calls from your home phone to Centrelink '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls from public and mobile phones may be timed and charged at a higher rate.

## **Disclaimer**

The information contained in this publication is intended only as a guide. The information is accurate as at July 2010. If you use this publication after that date, please check with Centrelink that it is correct.