

IM and Enhanced IM - Exemptions

How many Exemptions have been granted by Program and Indigenous status?

At 27 September 2024:

s 22 - out of scope

IM exemptions sought/granted by calendar year

Year	Total Exemptions	Exemptions Sought		Exemptions Granted		
		Yes	No	Total Exemptions	Identified as Indigenous	
					Yes	No
2023	2,531 – of these 1,269 were auto applied.	1,111	1,420	2,217	862	1,355
2024	816 – of these 699 were auto applied.	377	439	768	339	429

On what grounds can a person be exempt from the Income Management (IM) or enhanced IM program?

- There are several circumstances where Services Australia (the Agency) can grant an exemption from IM or enhanced IM, depending on the measure of IM or enhanced IM.
- Program participants may seek an exemption from the Agency, but some are automatically applied based upon their circumstances.
- Participants subject to the Long-Term Welfare Payment Recipient (LTWPR) or Disengaged Youth (DEY) measures can be granted an exemption in the following circumstances:
 - if they have dependent children:
 - if they have not had any indicators of financial vulnerability (declined transactions/urgent payments) in the previous 12 months; and
 - their children are engaged in appropriate activities.
 - if they have no dependent children:
 - if they are a full-time student or apprentice receiving Youth Allowance; or
 - have received less than 25 per cent of the maximum base rate of payment; or
 - receive Special Benefit.
- Where a person ***is on*** IM or enhanced IM due to a referral, there are no exclusion or exemptions available. However, the relevant referring authority can revoke the referral notice where they assess that it is no longer needed. If the notice is revoked, their participation in the program will end. This is up to the referring authority (ie Child Protection - NT Families) and the customer. The Agency has no involvement in this process.

In practice, what is the process for a person to seek an Exemption?

- Participants on Compulsory IM or enhanced IM can seek an exemption by contacting the Agency in person or by phone.
- Services Australia specialised staff (APS 4) assess exemption requests and, if needed, will ask participants for evidence, for example, school attendance records.

Customer with a dependent child

- A parent/principal carer of a school age child or younger, who is on Compulsory IM or enhanced IM under the Disengaged Youth (DEY) or Long Term Welfare Payment Recipient (LTWPR) measure, may contact the agency seeking an exemption from the program.
- A Service Officer will speak with the customer about the exemption process, gather information (i.e. immunisation record, day care attendance, playgroup participation etc) and discuss documentation (i.e. school attendance records) required.

- A Service Officer will conduct a financial vulnerability assessment interview. If the interview is unable to be completed, the work item will be placed on hold for up to 28 days pending the customer providing additional supporting documentation.
- A Service Officer will make a determination and code the exemption as either granted or rejected. A letter is sent to the customer to advise the outcome.

Customer without a dependent child

- A customer on Compulsory IM or enhanced IM under the DEY or LTWPR measure who has received less than 25% of their maximum basic rate of payment for at least 4 out of the last 6 fortnights may be identified for an exemption automatically by the agency for IM, or following review of a weekly system generated report for enhanced IM.
- If the agency identifies that a customer may be eligible for an exemption because of their payment rate, the exemption will be processed.
- If the agency has not initiated the exemption, a customer can request to be assessed for one if they believe they meet the above criteria or are a full-time student or an Australian apprentice in receipt of Youth Allowance (student or apprentice payment).
- If the exemption request is customer initiated, the Service Officer will conduct an eligibility check based on records maintained in agency systems. No further evidence is required. The exemption is coded as either granted or rejected. A letter is sent to the customer to advise the outcome.

Customer receiving a special benefit

- A customer who receives a Special Benefit may contact the agency seeking an exemption if they:
 - are not the principal carer of a child under 6 years of age, and
 - are aged 16 years or older.
- A Service Officer will speak with the customer about the exemption, assess their circumstances and make a determination. They will advise the customer of the outcome.

A letter is sent to the customer to advise the outcome.

Is there disparity in the exemption application and approval rates between Indigenous and Non-Indigenous populations?

- ***Indigenous status is not part of the eligibility criteria for exemptions.*** Not all IM or enhanced IM participants will qualify to apply for an exemption under the legislation. The majority of exemption applications are system identified based on the legislative eligibility requirements.
- Indigenous full-time students who receive a Pensioner Education Supplement or ABSTUDY are not included in full-time student data for granted IM or enhanced IM exemptions, as those payments are not subject to the compulsory measures of IM or enhanced IM.
- As Indigenous full-time students are not subject to income management, there is a higher proportion of applications and granted exemptions for non-Indigenous customers compared to exemptions for Indigenous customers. Our data also shows that the rate of automatic exemptions for Indigenous customers are more closely aligned to the overall population of Indigenous customers on IM.

- Approximately 10 per cent of income managed customers are volunteers and the majority of these customers identify as Indigenous. As these customers are on income management voluntarily they do not need to seek an exemption.
- The main reasons for exemptions being rejected are for not supplying the required evidence, evidence being insufficient, or failure to meet the requirements (for example more than five unexplained absences from school in a calendar year).

How does the Agency support participants to apply for and access exemptions?

- The Agency supports participants to provide the required evidence for an exemption in a number of ways. These include:
 - Providing hard copies of evidence to a service centre, agent or remote servicing team, who will scan and send to the Service Officer assessing the exemption
 - Participants authorising the Service Officer to collect school attendance evidence from the school on their behalf
 - Service Officers can provide the participant with the Department of Education's email address to request evidence, and they will directly supply the evidence to the Agency
 - The Agency receiving faxes from community stores and community centres.
- The exemption assessment process involves a conversation with the participant where these additional supports are mentioned. They are also detailed in the request for additional information letter that the participant receives.
- The Agency has dedicated priority IM and enhanced IM phone lines where service officers are trained to assist Indigenous and remote participants with income management, including the exemptions process.
- Remote Servicing Teams, Indigenous Service Officers and other specialist staff support Indigenous customers on income management through outreach services and this includes discussing exemptions from income management and supporting them with required evidence.
- Services Australia also produces a number of reports of participants eligible for an exemption, which prompts staff (exemption team) to discuss the exemption service offer with eligible participants or to action an exemption where further evidence is not required (for example a full-time student).
- There are also auto exemptions (12 months) applied when the customer meets the circumstances – for example where regular earnings, studying etc.

What is the agency doing to improve the exemptions process for participants?

- A review of the servicing and process approach used to assess exemptions is underway. This review close to be finalised and will be the subject of discussion with DSS on the next steps and possible changes. s47C

How many Exclusions have been granted by Program and Indigenous status?

s 22 - out of scope

Exclusions

- Customers may be referred for IM or enhanced IM under a number of measures, including Child Protection, Supporting People at Risk, Cape York or VWPR with a social worker notice.
- Where a person ***is on*** IM or enhanced IM due to a referral, there are no exclusion or exemptions available. However, the relevant referring authority can revoke the referral notice where they assess that it is no longer needed. If the notice is revoked, their participation in the program will end. This is up to the referring authority (ie Child Protection - NT Families) and the customer. The Agency has no involvement in this process.

s 22 - out of scope

Ceasing participation where a person is referred for IM or enhanced IM

In practice, what is the process for a person to seek an Exclusion?

- Participants on VWPR Youth IM or enhanced IM can seek an exclusion by contacting the Agency in person or by phone. Services Australia staff assess exclusion requests.

Students and apprentices:

- Full-time students or apprentices who are identified for the VWPR Youth measure are automatically excluded from IM and enhanced IM.
- Participants who are subject to the VWPR Youth measure, who become full-time students or apprentices after commencing on the program can apply for an exclusion by phone or face-to-face contact.

Receive less than 25 per cent of the maximum base rate of payment:

- A customer on VWPR Youth IM or enhanced IM who has received less than 25 per cent of the maximum base rate of payment for 4 out of 6 fortnights may be identified for an exclusion automatically by the Agency for IM, or following review of a weekly system generated report for enhanced IM.
- If the Agency identifies that a customer may be eligible for an exclusion because of their payment rate, the exclusion will be processed.
- If the Agency has not initiated the exclusion, a customer can request to be assessed for one if they believe they meet the criteria.
- If the exclusion request is customer initiated, the Service Officer will conduct an eligibility check based on records maintained in Agency systems. No further evidence is required. The exclusion is coded as either granted or rejected. A letter is sent to the customer to advise the outcome.

Social worker determined exclusion:

- A customer on VWPR Youth IM or enhanced IM may contact the Agency seeking an exclusion from the program, where:
 - being on enhanced IM would place the customer's mental, physical, or emotional wellbeing at risk, or
 - being on enhanced IM is not practicable due to Support & Demonstrated Capacity
- A service officer will speak to the customer about the exclusion process, gather information about their circumstances to determine if the customer meets one of the exclusion criteria. Where the customer meets one of the exclusion criteria the service officer will refer the customer to a social worker.

- The social worker will conduct an exclusion assessment. The exclusion assessment forms part of a complex social work intervention requiring a number a contacts with the participant and third parties where appropriate before an exclusion can be granted.
- The social worker will make a determination and code the exclusion as either granted or rejected. A letter is sent to the customer to advise the outcome.

How many Exemptions have been granted by Program and Indigenous status?

At 27 December 2024:

s 22 - out of scope

Enhanced IM exemptions sought/granted by calendar year

Year	Exemptions Sought*			Exemptions Granted		
	Total Exemptions	Indigenous	Non-Indigenous	Total Exemptions	Indigenou s	Non-Indigenous
2023	363	166	197	161	63	98
2024	1,292	614	678	1,002	409	593

*Exemptions sought in this table are based on keywords manually input by staff due to systems limitations. These should not be relied upon or quoted as they are not a completely accurate representation. To provide a more accurate picture of exemptions sought, the Agency would need to manually interrogate a large number of individual records. The Agency is pursuing system improvements to ensure accurate reporting of applications sought in the future (to be implemented in 2025).

s 22 - out of scope

IM exemptions sought/granted by calendar year and Indigenous Indicator

Year	Exemptions Sought				Exemptions Granted		
	Total Exemptions	Auto Exemptions	Identified as Indigenous		Total Exemptions	Identified as Indigenous	
			Yes	No		Yes	No
2023	2,531	1,269	1,114	1,420	2,217	862	1,355
2024	1,042	919	472	570	993	433	560

Why is the number of enhanced IM exemptions sought not completely reliable?

- Due to systems limitations, the number of exemptions sought is based on counting keywords on customer records which are manually recorded. The Agency is currently pursuing system enhancements to ensure these records can be accurately counted. Data on the number of exemptions sought for IM customers is accurate.

On what grounds can a person be exempt from the Income Management (IM) or enhanced IM program?

- There are several circumstances where Services Australia (the Agency) can grant an exemption from IM or enhanced IM, depending on the measure of IM or enhanced IM. Program participants may seek an exemption from the Agency, but some are automatically applied based upon their circumstances.
- Participants subject to the Long-Term Welfare Payment Recipient (LTWPR) or Disengaged Youth (DEY) measures can be granted an exemption in the following circumstances:
 - if they have dependent children:
 - if they have not had any indicators of financial vulnerability in the previous 12 months; and
 - their children are engaged in appropriate activities.
 - if they have no dependent children:
 - if they are a full-time student or apprentice receiving Youth Allowance; or
 - have received less than 25 per cent of the maximum base rate of payment; or
 - receive Special Benefit.

Is there disparity in the exemption application and approval rates between Indigenous and Non-Indigenous populations?

- **Indigenous status is not part of the eligibility criteria for exemptions.** Not all IM or enhanced IM participants will qualify to apply for an exemption under the legislation. The majority of exemption applications are system identified based on the legislative eligibility requirements.
- Indigenous full-time students who receive a Pensioner Education Supplement or ABSTUDY are not included in full-time student data for granted IM or enhanced IM exemptions, as those payments are not subject to the compulsory measures of IM or enhanced IM.

- As Indigenous full-time students are not subject to income management, there is a higher proportion of applications and granted exemptions for non-Indigenous customers compared to exemptions for Indigenous customers. Our data also shows that the rate of automatic exemptions for Indigenous customers are more closely aligned to the overall population of Indigenous customers on IM.
- Approximately 10 per cent of income managed customers are volunteers and the majority of these customers identify as Indigenous. As these customers are on income management voluntarily they do not need to seek an exemption.
- The main reasons for exemptions being rejected are for not supplying the required evidence, evidence being insufficient, or failure to meet the requirements (for example more than five unexplained absences from school in a calendar year).

How does the Agency support participants to apply for and access exemptions?

- The Agency supports participants to provide the required evidence for an exemption in a number of ways. These include:
 - Providing hard copies of evidence to a service centre, agent or remote servicing team, who will scan and send to the Service Officer assessing the exemption
 - Participants authorising the Service Officer to collect school attendance evidence from the school on their behalf
 - Service Officers can provide the participant with the Department of Education's email address to request evidence, and they will directly supply the evidence to the Agency
 - The Agency receiving faxes from community stores and community centres.
- The exemption assessment process involves a conversation with the participant where these additional supports are mentioned. They are also detailed in the request for additional information letter that the participant receives.
- The Agency has dedicated priority IM and enhanced IM phone lines where service officers are trained to assist Indigenous and remote participants with income management, including the exemptions process.
- Remote Servicing Teams, Indigenous Service Officers and other specialist staff support Indigenous customers on income management through outreach services and this includes discussing exemptions from income management and supporting them with required evidence.
- Services Australia also produces a number of reports of participants eligible for an exemption, which prompts staff (exemption team) to discuss the exemption service offer with eligible participants or to action an exemption where further evidence is not required (for example a full-time student).
- There are also auto exemptions (12 months) applied when the customer meets the circumstances – for example where regular earnings, studying etc.

What is the agency doing to improve the exemptions process for participants?

- A review of the servicing and process approach used to assess exemptions was undertaken in the latter half of 2024. This review will be the subject of ongoing discussion with DSS on the next steps and any possible changes. s47C
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In practice, what is the process for a person to seek an Exemption?

- Participants on Compulsory IM or enhanced IM can seek an exemption by contacting the Agency in person or by phone.
- Services Australia staff assess exemption requests and, if needed, will ask participants for evidence, for example, school attendance records.

Customer with a dependent child

- A parent/principal carer of a school age child or younger, who is on Compulsory IM or enhanced IM under the Disengaged Youth (DEY) or Long Term Welfare Payment Recipient (LTWPR) measure, may contact the agency seeking an exemption from the program.
- A Service Officer will speak with the customer about the exemption process, gather information (i.e. immunisation record, day care attendance, playgroup participation etc) and discuss documentation (i.e. school attendance records) required.
- A Service Officer will conduct a financial vulnerability assessment interview. If the interview is unable to be completed, the work item will be placed on hold for up to 28 days pending the customer providing additional supporting documentation.
- A Service Officer will make a determination and code the exemption as either granted or rejected. A letter is sent to the customer to advise the outcome.

Customer without a dependent child

- A customer on Compulsory IM or enhanced IM under the DEY or LTWPR measure who has received less than 25% of their maximum basic rate of payment for at least 4 out of the last 6 fortnights may be identified for an exemption automatically by the agency for IM, or following review of a weekly system generated report for enhanced IM.
- If the agency identifies that a customer may be eligible for an exemption because of their payment rate, the exemption will be processed.
- If the agency has not initiated the exemption, a customer can request to be assessed for one if they believe they meet the above criteria or are a full-time student or an Australian apprentice in receipt of Youth Allowance (student or apprentice payment).
- If the exemption request is customer initiated, the Service Officer will conduct an eligibility check based on records maintained in agency systems. No further evidence is required. The exemption is coded as either granted or rejected. A letter is sent to the customer to advise the outcome.

Customer receiving a special benefit

- A customer who receives a Special Benefit may contact the agency seeking an exemption if they:
 - are not the principal carer of a child under 6 years of age, and
 - are aged 16 years or older.
- A Service Officer will speak with the customer about the exemption, assess their circumstances and make a determination. They will advise the customer of the outcome.
- A letter is sent to the customer to advise the outcome.

IM and Enhanced IM - Exclusions

s 22 - out of scope

s 22 - out of scope

Ceasing participation where a person is referred for IM or enhanced IM

- Customers may be referred for IM or enhanced IM under a number of measures, including Child Protection, Supporting People at Risk, Cape York or VWPR with a social worker notice.
- Where a person is on IM or enhanced IM due to a referral, there are no exclusion or exemptions available. However, the relevant referring authority can revoke the referral notice where they assess that it is no longer needed. If the notice is revoked, their participation in the program will end.

In practice, what is the process for a person to seek an Exclusion?

- Participants on VWPR Youth IM or enhanced IM can seek an exclusion by contacting the Agency in person or by phone. Services Australia staff assess exclusion requests.

Students and apprentices:

- s 22 - out of scope
- Participants who are subject to the VWPR Youth measure, who become full-time students or apprentices after commencing on the program can apply for an exclusion by phone or face-to-face contact.

Receive less than 25 per cent of the maximum base rate of payment:

- A customer on VWPR Youth IM or enhanced IM who has received less than 25 per cent of the maximum base rate of payment for 4 out of 6 fortnights may be identified for an exclusion automatically by the Agency for IM, or following review of a weekly system generated report for enhanced IM.
- If the Agency identifies that a customer may be eligible for an exclusion because of their payment rate, the exclusion will be processed.
- If the Agency has not initiated the exclusion, a customer can request to be assessed for one if they believe they meet the criteria.
- If the exclusion request is customer initiated, the Service Officer will conduct an eligibility check based on records maintained in Agency systems. No further evidence is required. The exclusion is coded as either granted or rejected. A letter is sent to the customer to advise the outcome.

Social worker determined exclusion:

- A customer on VWPR Youth IM or enhanced IM may contact the Agency seeking an exclusion from the program, where:
 - being on enhanced IM would place the customer's mental, physical, or emotional wellbeing at risk, or
 - being on enhanced IM is not practicable due to Support & Demonstrated Capacity

- A service officer will speak to the customer about the exclusion process, gather information about their circumstances to determine if the customer meets one of the exclusion criteria. Where the customer meets one of the exclusion criteria the service officer will refer the customer to a social worker.
- The social worker will conduct an exclusion assessment. The exclusion assessment forms part of a complex social work intervention requiring a number a contacts with the participant and third parties where appropriate before an exclusion can be granted.
- The social worker will make a determination and code the exclusion as either granted or rejected. A letter is sent to the customer to advise the outcome.

Enhanced Income Management (enhanced IM)
KEY FACTS AND FIGURES
February 2024

s22 (out of scope)

Key enhanced IM Figures

s 22 - out of scope

s 22 - out of scope

Enhanced IM Exemptions – From 6 March 2023 to 29 December 2023

Approved	Not Approved
102	26

s 22 - out of scope

s 22 - out of scope

s 22 - out of scope

How many Exemptions have been granted by Program and Indigenous status?

At 29 August 2025:

s 22 - out of scope

Enhanced IM exemptions sought/granted by calendar year

Year	Approved			Not Approved			Total
	Indigenous	Non-Indigenous	Approved	Indigenous	Non-Indigenous	Not Approved	
2023	63	97	160	0	0	0	160
2024	408	594	1,002	0	0	0	1,002
2025	446	522	968	20	27	47	1,015

* Customers who have identified as Indigenous are displayed as 'Yes'. Customers who have not identified as Indigenous or declined to answer are displayed as 'No.'

* The Agency has implemented system enhancements in March 2025 to record applications which are 'Not Approved'. Applications prior to April 2025 which were not approved are not available.

s 22 - out of scope

IM exemptions sought/granted by calendar year and Indigenous Indicator

	Automatic Exemptions	Approved			Not Approved			
Year	Auto Approved	Indigenous	Non-Indigenous	Approved	Indigenous	Non-Indigenous	Not Approved	Total Approved
2023	1,269	362	593	955	254	66	320	2,224
2024	923	41	33	74	46	11	57	997
2025	461	<5	<5	7	NP	<5	17	468

* Customers who have identified as Indigenous are displayed as 'Yes'. Customers who have not identified as Indigenous or declined to answer are displayed as 'No.'

* Automatic Exemptions are applied by the agency's system based on the customers circumstances. The customer does not apply for the Exemption.

Why is the number of enhanced IM exemptions 'not approved' not available prior to 2025?

Due to systems limitations, the number of exemptions sought was based on counting keywords on customer records which were manually recorded. In March 2025 Services Australia (the agency) deployed system enhancements which allow data on exemptions sought and their outcomes to be accurately recorded. Exemption reporting reflects this from April 2025.

On what grounds can a person be exempt from the Income Management (IM) or enhanced IM program?

- There are several circumstances where the agency can grant an exemption from IM or enhanced IM, depending on the measure of IM or enhanced IM. Program participants may seek an exemption from the Agency, but some are automatically applied based upon their circumstances.
- Participants subject to the Long-Term Welfare Payment Recipient (LTWPR) or Disengaged Youth (DEY) measures can be granted an exemption in the following circumstances:
 - if they have dependent children:
 - if they have not had any indicators of financial vulnerability in the previous 12 months; and
 - their children are engaged in appropriate activities.
 - if they have no dependent children:
 - if they are a full-time student or apprentice receiving Youth Allowance; or
 - have received less than 25 per cent of the maximum base rate of payment; or
 - receive Special Benefit.

Is there disparity in the exemption application and approval rates between Indigenous and Non-Indigenous populations?

- ***Indigenous status is not part of the eligibility criteria for exemptions.*** Not all IM or enhanced IM participants will qualify to apply for an exemption under legislation. The majority of exemption applications are system identified based on legislative eligibility requirements.
- Indigenous full-time students who receive a Pensioner Education Supplement or ABSTUDY are not included in full-time student data for granted IM or enhanced IM exemptions, as those payments are not subject to the compulsory measures of IM or enhanced IM.
- As Indigenous full-time students are not subject to income management, there is a higher proportion of applications and granted exemptions for non-Indigenous customers compared to exemptions for Indigenous customers. Our data also shows that the rate of automatic exemptions for Indigenous customers are more closely aligned to the overall population of Indigenous customers on IM.
- The main reasons for exemptions being rejected are for not supplying the required evidence, evidence being insufficient, or failure to meet the requirements (for example more than five unexplained absences from school in a calendar year).

In practice, what is the process for a person to seek an Exemption?

- Participants on Compulsory IM or enhanced IM can seek an exemption by contacting the agency in person or by phone.
- Services Australia staff assess exemption requests and, if needed, will ask participants for evidence, for example, school attendance records.

Customer with a dependent child

- A parent/principal carer of a school age child or younger, who is on Compulsory IM or enhanced IM under the Disengaged Youth (DEY) or Long Term Welfare Payment Recipient (LTWPR) measure, may contact the agency seeking an exemption from the program.
- A Service Officer will speak with the customer about the exemption process, gather information (i.e. immunisation record, day care attendance, playgroup participation etc) and discuss documentation (i.e. school attendance records) required.
- A Service Officer will conduct a financial vulnerability assessment interview. If the interview is unable to be completed, the work item will be placed on hold for up to 28 days pending the customer providing additional supporting documentation.
- A Service Officer will make a determination and code the exemption as either granted or rejected. A letter is sent to the customer to advise the outcome.

Customer without a dependent child

- A customer on Compulsory IM or enhanced IM under the DEY or LTWPR measure who has received less than 25% of their maximum basic rate of payment for at least 4 out of the last 6 fortnights may be identified for an exemption automatically by the agency for IM, or following review of a weekly system generated report for enhanced IM.
- If the agency identifies that a customer may be eligible for an exemption because of their payment rate, the exemption will be processed.
- If the agency has not initiated the exemption, a customer can request to be assessed for one if they believe they meet the above criteria or are a full-time student or an Australian apprentice in receipt of Youth Allowance (student or apprentice payment).
- If the exemption request is customer initiated, the Service Officer will conduct an eligibility check based on records maintained in agency systems. No further evidence is required. The exemption is coded as either granted or rejected. A letter is sent to the customer to advise the outcome.

Customer receiving a Special Benefit

- A customer who receives a Special Benefit may contact the agency seeking an exemption if they:
 - are not the principal carer of a child under 6 years of age, and
 - are aged 16 years or older.
- A Service Officer will speak with the customer about the exemption, assess their circumstances and make a determination. They will advise the customer of the outcome.
- A letter is sent to the customer to advise the outcome.

How does the agency support participants to apply for and access exemptions?

- The agency supports participants to provide the required evidence for an exemption in a number of ways. These include:
 - Providing hard copies of evidence to a service centre, agent or remote servicing team, who will scan and send to the Service Officer assessing the exemption
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 - The agency receiving faxes from community stores and community centres.
- The exemption assessment process involves a conversation with the participant where these additional supports are mentioned. They are also detailed in the request for additional information letter that the participant receives.

- The Agency has dedicated priority IM and enhanced IM phone lines where Service Officers are trained to assist Indigenous and remote participants with income management, including the exemptions process.
- Remote Servicing Teams, Indigenous Service Officers and other specialist staff support Indigenous customers on income management through outreach services and this includes discussing exemptions from income management and supporting them with required evidence.
- Services Australia also produces a number of reports of participants eligible for an exemption, which prompts staff (exemption team) to discuss the exemption service offer with eligible participants or to action an exemption where further evidence is not required (for example a full-time student).
- There are also auto exemptions (12 months) applied when the customer meets the circumstances – for example due to regular earnings or studying.

IM and Enhanced IM - Exclusions

How many Exclusions have been granted by Program and Indigenous status?

Enhanced Income Management

s 22 - out of scope

Exclusions

s 22 - out of scope

s 22 - out of scope

Ceasing participation where a person is referred for IM or enhanced IM

- Customers may be referred for IM or enhanced IM under a number of measures, including Child Protection, Supporting People at Risk, Cape York or VWPR with a social worker notice.
- Where a person is on IM or enhanced IM due to a referral, exclusions or exemptions are not available. However, the relevant referring authority can revoke a referral notice where they assess it is no longer needed. If a notice is revoked, program participation will end.

In practice, what is the process for a person to seek an Exclusion?

- Participants on VWPR Youth IM or enhanced IM can seek an exclusion by contacting the agency in person or by phone. Services Australia staff assess exclusion requests.

Students and apprentices:

- s 22 - out of scope
- Participants who are subject to the VWPR Youth measure, who become full-time students or apprentices after commencing on the program can apply for an exclusion by phone or face-to-face contact.

Receive less than 25 per cent of the maximum base rate of payment:

- A customer on VWPR Youth IM or enhanced IM who has received less than 25 per cent of the maximum base rate of payment for 4 out of 6 fortnights may be identified for an exclusion automatically by the agency for IM, or following review of a weekly system generated report for enhanced IM.
- If the agency identifies that a customer may be eligible for an exclusion because of their payment rate, the exclusion will be processed.
- If the Agency has not initiated the exclusion, a customer can request to be assessed for one if they believe they meet the criteria.
- If the exclusion request is customer initiated, the Service Officer will conduct an eligibility check based on records maintained in Agency systems. No further evidence is required. The exclusion is coded as either granted or rejected. A letter is sent to the customer to advise the outcome.

Social Worker determined exclusion:

- A customer on VWPR Youth IM or enhanced IM may contact the agency seeking an exclusion from the program, where:

- being on enhanced IM would place the customer's mental, physical, or emotional wellbeing at risk, or
 - being on enhanced IM is not practicable due to Support and Demonstrated Capacity
- A Service Officer will speak to the customer about the exclusion process, gather information about their circumstances to determine if the customer meets one of the exclusion criteria. Where the customer meets one of the exclusion criteria the service officer will refer the customer to a social worker.
- The Social Worker will conduct an exclusion assessment. The exclusion assessment forms part of a complex social work intervention requiring a number a contacts with the participant and third parties where appropriate before an exclusion can be granted.
- The Social Worker will make a determination and code the exclusion as either granted or rejected. A letter is sent to the customer to advise the outcome.

Enhanced Income Management (enhanced IM)
KEY FACTS AND FIGURES
May 2024

s 22 - out of scope

Key enhanced IM Figures

s 22 - out of scope

s 22 - out of scope

Enhanced IM Exemptions – From 6 March 2023 to 29 March 2024.

Approved	Not Approved
256	42

Enhanced IM Exclusions

Due to systems limitations, the Agency does not routinely report on enhanced IM exclusion numbers. Manual interrogation of a subset of customer records would be required to identify these. Systems enhancements are planned for a future release to enable ongoing reporting of exclusions.

s 22 - out of scope

s 22 - out of scope

enhanced Income Management and Income Management

Exemptions Review

Updated February 2025

s47C

s47C