



Cashless Debit Card exit application

Supporting information

Australian Government
Services Australia

If you volunteered for the Cashless Debit Card program and want to exit the program, you do not need to complete this form. Call the Cashless Debit Card hotline on **1800 252 604**.

When to use this form



Use this form to apply to exit the Cashless Debit Card program.

If you were an Income Management participant and transitioned to the Cashless Debit Card, use this form to apply to exit the Cashless Debit Card program.

If you were placed on the Cashless Debit Card program by the Family Responsibilities Commission in Queensland, you will need to contact them directly to discuss your participation.

If you are not on the Cashless Debit Card program, you are not eligible to apply to exit through this form.

Important information

If you are on the Cashless Debit Card program, you can apply to exit the program at any time. There is no minimum time that you must have been on the program before you can apply.

To exit the program, you will need to show reasonable and responsible management of your affairs (including financial affairs).

When you fill out and return this form, you are agreeing that information from third parties can be collected to assess your application.

Online services



You can upload this form, with any supporting documents, online.

Sign in to your Centrelink online account and select upload documents from the home page. Choose the type of document you are uploading by selecting **Centrelink form** and **SS526**.

For more information about how to access an online account or how to lodge documents online, go to servicesaustralia.gov.au/centrelinkuploaddocs

How it works



1. Submit application form and evidence



2. Officer assesses information



3. Officer conducts interview



4. Officer makes decision



5. Participant notified of outcome

How your application will be assessed

Services Australia and the Department of Social Services will look at a range of personal information to assess your application and verify information you provide. This includes information held by Services Australia, the Department of Social Services, other relevant Commonwealth agencies, state and territory governments and, where applicable, community panels (excluding the Ceduna Community Panel).

All applicants will be contacted to complete a phone interview. We will try to call you 2 times. If we are not able to contact you, we may not be able to assess your application.

In the interview, you may be asked to provide extra information.

All applications will be considered on a case-by-case basis. Application processing times will vary.

You will be notified of the outcome of your application by letter.

If a health or community worker believes you should be placed back on the program for medical or safety reasons, they may contact Services Australia to request this.

Information that will be considered in assessing your application

To exit the program, the decision maker (using the assessment criteria below) must be satisfied you can show reasonable and responsible management of your affairs (including financial affairs), taking into account all of the following:

- the interests of any children you are responsible for
- any convictions or sentences of imprisonment for an offence in the last 12 months
- your risk of homelessness
- your health and safety and the health and safety of the community
- your responsibilities and circumstances
- your engagement in the community, including employment or efforts to find work.

Information that may be used to assess your application and verify information you have provided in your application form includes:

- Cashless Debit Card account information, transaction and transfer history and Cashless Debit Card hotline information
- Income Management and BasicsCard account information, transaction and transfer history and BasicsCard hotline information
- Centrelink payment information, including payment reductions, suspensions, cancellations and requests for urgent payments
- child protection information
- public housing information, such as eviction notices and public housing debts
- convictions and prison sentences
- protection orders made against you including for domestic and family violence
- health information, such as medical care relating to drug and alcohol issues
- barring orders relating to drug, alcohol or gambling issues
- other relevant Centrelink history, such as accommodation, employment, and education status.

Assessment criteria

We will assess your application against criteria set out in subsection 124PHB(3) of the *Social Security (Administration) Act 1999*.

A guiding set of factors based on the criteria has been developed to assist with the assessment of your application.

These factors will assist in the assessment, however any information that relates to the criteria will be considered. When assessing your application, your individual responsibilities and circumstances will be taken into account.

The interest of any children you are responsible for

Factors that may be considered include:

- children are in a safe environment and are not at risk of abuse or neglect
- children of compulsory school age are attending school, or an alternative schooling arrangement
- if the primary needs of children are being met, including housing, food and health.

If you have been convicted of an offence or served a sentence of imprisonment for an offence at any time in the last 12 months

Factors that may be considered include:

- if you have been convicted or served a sentence of imprisonment for an offence against a law of the Commonwealth, State or Territory in the last 12 months.

Your risks of homelessness

Factors that may be considered include:

- if you have experienced any periods of homelessness in the last 12 months
- if you have experienced any evictions or rental arrears in the last 12 months
- if you are staying in temporary accommodation, such as temporarily staying with family or friends, or in a boarding house.

Your health and safety and the health and safety of the community

Factors that may be considered include:

- if you have any issues with alcohol or drug use, or gambling
- if you have negatively impacted community health and safety, including as a result of drug, alcohol or gambling issues in the last 12 months
- if you have had a domestic violence order, family violence order or other protection order made against you
- if you have incurred a state or territory fine as a result of anti-social behaviour.

Your responsibilities and circumstances

Circumstances that may be taken into account include:

- if you share expenses with someone else
- if money is directed to your primary needs, such as:
 - housing
 - utilities
 - food
 - health
 - loan payments
- if you have financial stress, or are considered at financial risk
- if you are being financially exploited, including if your money or card is used by other people without your permission
- if you have breached the terms and conditions of your Cashless Debit Card
- if you transfer funds regularly to another person's account to meet your primary needs, you will need to provide evidence that these needs have been met.

Your engagement in the community, including employment or efforts to obtain work

Factors that may be considered include:

- if you have complied with any mutual obligation or participation requirements for the type of welfare payment you receive
- if you are currently employed, including self-employed
- if you are unemployed, your demonstrated efforts to get employment and your recent history of employment
- if you are studying
- if you are actively engaged in the community, such as volunteering or other community activities.

Your disability or caring responsibilities

If you have a disability or caring responsibility (other than as a parent) that impacts on your ability to meet these assessment criteria, this can be considered as part of your assessment.

What else you need to give us

We will assess all relevant supporting information that you give us.

To support your application, you need to give us, where applicable:

- school attendance reports for each school aged child you are responsible for, provided by their school. The report should list the number of explained and unexplained absences for the last 4 school terms. School attendance records can be provided over consecutive years. If your child has not yet completed a full year of school, provide attendance reports for the school terms your child has attended.
- bank statements for the last 3 months for all accounts you own or have joint ownership of
- credit or store card statements for the last 3 months
- statements for the last 3 months for any buy now pay later services you use, such as Afterpay or Zip pay.

If you have a joint bank account, you must get consent from the other account holder(s) to provide us with the joint account information. Any joint account information provided to us will be taken to have consent from the other account holder(s).

If you transfer your funds to another person's account to meet your primary needs, you will need to provide evidence these needs are being met. This could include:

- proof of housing payments
- rental statements or details of your housing situation (for example, staying temporarily with friends or family while trying to find permanent accommodation)
- loan payments
- direct debit arrangements.

If you do not provide the required supporting information, your application will not be considered complete, and will not be assessed.

If you need help

If you have any questions about applying to exit the program, call the Cashless Debit Card hotline on **1800 252 604** or visit one of our service centres.

Reviewing a decision

If you do not agree with the decision made on your application, you can request a review by calling the Cashless Debit Card hotline **1800 252 604**.

If you have previously been unsuccessful in applying to exit the program and believe your circumstances have changed, you can reapply.

Withdrawing an application

If you would like to withdraw an application you have submitted, call the Cashless Debit Card hotline **1800 252 604**.

For more information

Go to servicesaustralia.gov.au/debitcard or visit one of our service centres.

Call us on **1800 252 604**.

We can translate documents you need for your claim for free.

To speak to us in your language, call **131 202**.

Call charges may apply.

If you have a hearing or speech impairment, you can contact the **TTY service** Freecall™ **1800 810 586**. A TTY phone is required to use this service.



TTY



Cashless Debit Card exit application (SS526)

Filling in this form

You can complete this form on your computer, print and sign it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this ► **Go to 1** skip to the question number shown.

About you

1 Your Centrelink Reference Number (if known)

 - - -

2 Your name

Mr Mrs Miss Ms Other

Family name

First given name

Second given name

3 Your date of birth

 / /

4 Your permanent address

 Postcode

5 Your postal address (if different to above)

 Postcode

6 Read this before answering the following question.

You will be contacted for a phone interview to talk about your application.

Provide a phone number for us to contact you.

We will try to call you 2 times at different times of the day and may send you a message before our call. If we are not able to contact you, your application will be assessed on the available information. This may mean that you will not be exited from the Cashless Debit Card program.

Do you have a phone number we can call you on for your interview?

No ► Call the Cashless Debit Card hotline on **1800 252 604** to discuss options.

► *Go to next question*

Yes ► Give details below

Phone number

7 Tick **ONE** of the boxes below to tell us about your relationship status

Married

Registered relationship
(your relationship is registered under Australian state or territory law)

De facto
(your relationship is similar to a married couple but you are not married or in a registered relationship)

Separated
(previously in a marriage, registered or de facto relationship)

Divorced

Widowed
(previously in a marriage, registered or de facto relationship)

Never married or lived with a partner



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8 Have you applied to exit the Cashless Debit Card program before?

No Go to next question

Yes Give details below

What has changed since your last application?

Form with 10 horizontal dashed lines for text entry.

If you need more space, provide a separate sheet with details.

9 Read this before answering the following question.

You may still be responsible for children not in your care, for example, if your child lives with their other parent/guardian and you still have contact and are involved in important decisions such as education.

Are you responsible for any children or dependants?

No Go to next question

Yes Give details below

Number of children or dependants you are responsible for

Small rectangular input box for the number of children or dependants.

 If you are responsible for school aged children, provide a school attendance report for each child for the last 4 terms.

Give details of your level of responsibility

Form with 10 horizontal dashed lines for text entry.

If you need more space, provide a separate sheet with details.

10 Have you had contact with child protection authorities for any children you are, or have been responsible for, in the last 2 years?

No Go to next question

Yes Give details below

Tell us what happened.

Form with 10 horizontal dashed lines for text entry.

If you need more space, provide a separate sheet with details.

11 Have you been convicted of an offence(s) in the last 12 months?

No Go to next question

Yes Give details below

Date of offence(s)

Input box for date of offence(s) with slashes for day and month.

Input box for date of offence(s) with slashes for day and month.

If you would like to tell us more, give details below

Form with 10 horizontal dashed lines for text entry.

If you need more space, provide a separate sheet with details.

12 Were you serving a prison sentence for an offence at any time in the last 12 months?

No **Go to 14**

Yes **Go to next question**

13 Was the prison sentence a result of a conviction?

No **Give details below**

Yes

Dates of imprisonment

From

To

If you would like to tell us more, give details below

If you need more space, provide a separate sheet with details.

14 Have you received a state or territory based fine in the last 2 years?

No **Go to next question**

Yes **Give details below**

Tell us what the fine was for.

If you need more space, provide a separate sheet with details.

15 Were you named as a respondent or defendant on one of the following orders in the last 12 months (this means an order was made against you):

- Protection Order (Qld)
- Apprehended Domestic Violence Order (NSW)
- Intervention Order (Vic or SA)
- Family Violence Order (Tas)
- Domestic Violence Order (ACT or NT)
- any other protection or restraining order not related to family or domestic violence?

No **Go to next question**

Yes **Give details below**

Tell us what happened.

If you need more space, provide a separate sheet with details.

16 Have you presented to hospital or been treated for alcohol, drug abuse or gambling addiction in the last 12 months?

No **Go to next question**

Yes **Give details below**

Tell us what happened.

If you need more space, provide a separate sheet with details.

26 Did you provide a phone number or call us on the hotline at Question 6?

No You need to call the Cashless Debit Card hotline on **1800 252 604** to discuss options.

▶ Go to next question

Yes **Go to next question**

27 We may need to ask you for more information to help us assess your application. If extra information is needed, we will ask for this in your phone interview.

Checklist

28 Which of the following documents are you providing with this form?

You **must** provide the following documents.

Copies of documents with details of bank, building society or credit union account balances and transactions for the last 3 months

You need to provide the following documents (if applicable).

Copies of school attendance reports for each child for the last 4 terms
(If you answered Yes at **question 9** and your children are of school age)

Copies of evidence to support your claims of having a disability or caring arrangements, such as medical certificates, NDIA agreements
(If you answered Yes at **question 20**)

Copies of evidence that your primary needs have been met, such as rental statements, utility statements, or bank statement (including any joint accounts)
(If you answered Yes at **question 24**)

Copies of any credit card or store card statements, including Gem Visa Cards or Go MasterCard, for the last 3 months

Copies of any buy now pay later services, such as from Afterpay or Zip, statements for the last 3 months

Important

If you do not provide the requested documents as detailed above, your application will not be considered complete. This means you will **not** be exited from the Cashless Debit Card.

Privacy notice

29 You need to read this

Privacy and your personal information

The privacy and security of your personal information is important to us, and is protected by law. We need to collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to **servicesaustralia.gov.au/privacy** or **dss.gov.au/privacy-policy**

Declaration

30 I declare that:

- the information I have provided in this form is complete and correct.
- I will notify Services Australia of any changes(s) to this information **within 14 days** of the changes occurring.

I agree to:

- Services Australia disclosing my personal information to third parties and requesting my information from third parties for the purposes of assessing my application to exit the Cashless Debit Card program. The third parties include (but are not limited to):
 - the Commonwealth Department of Social Services
 - a community panel established in a Cashless Debit Card location under section 124PO of the *Social Security (Administration) Act 1999*
 - Cashless Debit Card provider(s)
 - BasicsCard provider(s)
 - state and territory governments, including any state or territory government departments, agencies and entities
- Services Australia and/or the Commonwealth Department of Social Services collecting and using my personal information from third parties for the purposes of assessing my application. Examples of information that may be collected and/or used include (but are not limited to) information relating to:
 - my current and previous Cashless Debit Card(s), including account information, transaction and transfer histories and Cashless Debit Card hotline information
 - any current and previous participation in the Income Management program and/or BasicsCard(s) program, including account information, transaction and transfer histories and BasicsCard hotline information
 - public housing, child protection, criminal convictions, prison sentences, protection orders, restraining orders, intervention orders, family and domestic violence orders, medical records and barring orders
- The Commonwealth Department of Social Services sharing this information with Services Australia to assess my application.
- Services Australia using information from my Centrelink record for the purposes of assessing my application.

I understand that:

- giving false or misleading information is a serious offence.

Your full name

Your signature

Date

Returning this form

Return this form and any supporting documents:

- **online** using your Centrelink online account. For more information, go to **servicesaustralia.gov.au/centrelinkuploaddocs**
- by post to Services Australia
Reply Paid 7800
Canberra BC ACT 2610
- in person at one of our service centres, if you are unable to use your Centrelink online account.