Enhanced Income Management and the SmartCard

Enhanced Income Management gives you access to an enhanced Income Management account with a SmartCard.

Using your account and your SmartCard

You can use your account and SmartCard:

- at over 1 million EFTPOS terminals across Australia
- for online shopping
- to make BPAY® bill payments
- to set up direct debits for bills like rent, electricity and water
- with tap to pay payment options once you set it up
- to transfer money from your enhanced Income Management account to other enhanced Income Management accounts.

Checking your account

You can check your account balance in the following ways:

- use the Smartcard eIM mobile app or TCU Smartcard eIM mobile app, available from the App Store or Google Play
- log into your SmartCard or TCU online account
- use the SMS balance checking options on the back of your SmartCard
- at any Westpac, Commonwealth, ANZ or NAB ATM
- at other participating ATMs across Australia
- call the SmartCard eIM hotline on **1800 252 604**
- call the TCU Customer Service Centre on **1800 828 232** if you have a TCU SmartCard.

NT only

You can go online or log into your app to:

- get a new or replacement SmartCard
- check your account balance
- transfer money from your enhanced Income Management account to another enhanced Income Management account
- set up BPAY® or direct debit for regular payments such as rent, electricity or water bills.

What you cannot do with your account and SmartCard

You cannot use your enhanced Income Management account or SmartCard to:

- ❌ buy tobacco or tobacco products
- ❌ buy pornography
- ❌ buy alcohol or homebrew kits
- ❌ gamble
- ❌ buy cash-like products and some gift cards
- ❌ get cash out.

Download on the App Store

GET IT ON Google Play

Getting a replacement SmartCard

You can get a new SmartCard to replace a lost, stolen or damaged one in the following ways:

- visit selected Services Australia service centres, or a TCU branch if you have a TCU SmartCard
- call the SmartCard eIM hotline on **1800 252 604**, or TCU Customer Service Centre on **1800 828 232**
- visit a participating agent.

Go to **findus.servicesaustralia.gov.au** to search for your nearest Services Australia service centre or agent site.

Cape York or Doomadgee region

If you live in the Cape York or Doomadgee region, you can either:

- contact the Family Responsibilities Commission (FRC) on **1800 004 973**
- speak with the **FRC Local Registry Coordinator** in your community.

More information and support

To find out more:

go to **servicesaustralia.gov.au/smartcard**

go to **tcu.com.au/smartcard** (NT only)

call the **SmartCard eIM hotline** on **1800 252 604**

Let us know if you need an interpreter and we will arrange one for free.

call the **TCU Customer Service Centre** on **1800 828 232** (NT only) if you have a TCU SmartCard

visit a Services Australia service centre.

visit a TCU branch (NT only).

For information to help you budget, deal with debt and manage your money, go to **servicesaustralia.gov.au/managing-your-money**

You can find support available through the Support Services Directory, go to **dss.gov.au/supportservices**

If you are a person with disability and need other support, call the Disability Gateway on **1800 643 787** or go to **disabilitygateway.gov.au**

Calls to **1800** phone numbers from a fixed phone line or Telstra payphone are free. But there may be charges for calls from mobile phones depending on the provider and call length.