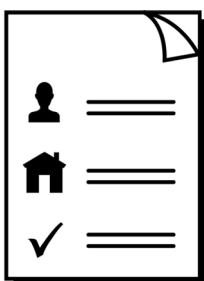




enhanced Income Management and the SmartCard

Fact sheet – Cape York and Doomadgee region



Easy Read

About this fact sheet



Services
Australia

This fact sheet is from Services Australia.



You can read more information about this topic on our website at

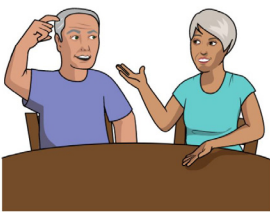
servicesaustralia.gov.au/smartcard



This fact sheet is written in a way that is easy to understand.



We add a star before and after *hard words*. Then we explain what the words mean.



You can ask someone to help you read and understand this fact sheet.



Contact information is at the end of this fact sheet.

enhanced Income Management



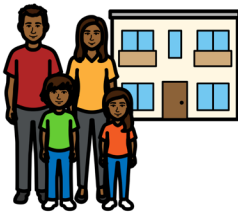
This information is for people in the Cape York and Doomadgee region who are on *enhanced Income Management*.



enhanced Income Management helps you manage the money you get from us.

For example, it helps you pay for

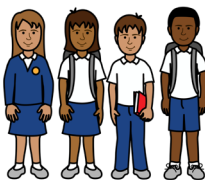
- food



- rent



- bills



- school.



Services
Australia

Your enhanced Income Management account will be managed through Services Australia.



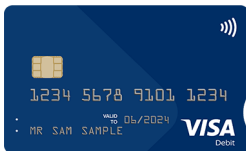
The Family Responsibilities Commission will determine how your payments will be managed.

For example, how much money will go into

- your enhanced Income Management account
- your personal bank account.



SmartCard



On enhanced Income Management you will get a SmartCard.



You can get your SmartCard when you visit a Services Australia service centre, participating Agent or remote servicing team.

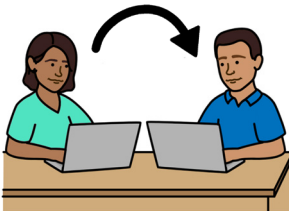


You can use the SmartCard and enhanced Income Management account to

- pay for things in store or online



- make BPAY bill payments.



You can also transfer money from your account to other people's enhanced Income Management accounts.



If you want to check your balance or set up your SmartCard tap to pay, you can do this

- online



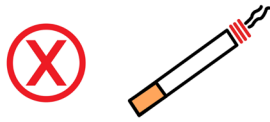
- on your SmartCard app



- by contacting Services Australia.

Things you cannot buy with your SmartCard

You **cannot** use your SmartCard to



- buy *tobacco* or tobacco products
 - tobacco is used in cigarettes and other products



- buy *pornography*
 - pornography means sexual pictures, videos or text



- buy alcohol or *homebrew kits*
 - homebrew kits are used to make alcohol.



Also, you **cannot** use your SmartCard to

- *gamble*
 - gamble means you bet money on things



- buy products that are like cash and some gift cards

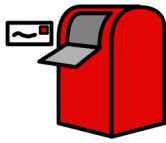


- get cash out.

If you lose your card



If you lose your card, you can get a SmartCard by visiting a Services Australia service centre, participating Agent or remote servicing team.



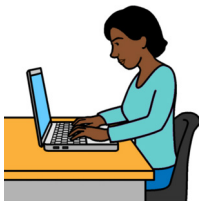
A new SmartCard with your name on it will be sent to you in the mail.

Help in your area

You can



- call the SmartCard eIM hotline on
1800 252 604
– tell us if you need an interpreter



- call the Family Responsibilities Commission on
1800 004 973



- go to the Services Australia website
servicesaustralia.gov.au/smartcard
- go to the Department of Social Services website
dss.gov.au/supportservices



If you need help to speak or listen, the National Relay Service can help you make a call.

Call 1800 555 660

Website accesshub.gov.au/nrs-helpdesk



National support services

You can get help from services across Australia.

Help for people with disability

Disability Gateway

Call 1800 643 787

Help with food and bills

Salvation Army

Call 13 72 58

St Vincent de Paul Society

Call 13 18 12



You can also contact local community centres, churches or community groups.

Help with managing money

Moneysmart

Call 1800 007 007

Mob Strong Debt Helpline

Call 1800 808 488

Emotional support

Lifeline

Call 13 11 14

Beyond Blue

Call 1300 22 46 36

1800RESPECT

Call 1800 737 732

Family Drug Support Australia

Call 1300 368 186

National Gambling Helpline

Call 1800 858 858

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