



The Cashless Debit Card program is ending

INFORMATION FOR CDC PARTICIPANTS

5 October 2022

There are things you must do before the Cashless Debit Card (CDC) program ends.

There are things you must do if you lived in any of the following regions when you got it:

- Ceduna
- East Kimberley and Goldfields regions
- Bundaberg and Hervey Bay region.

To end it now, you can:

- use your Centrelink online account through myGov
- call the CDC hotline on **1800 252 604**
- visit a Services Australia service centre, and we recommend you make an appointment before you go.

Available options

You can choose to volunteer for the program or end your participation now.

If you want to continue to have your payment income managed, you need to contact us as soon as possible. You can do this by calling the CDC hotline on **1800 252 604**.

When your CDC participation ends, two things will happen:

- all of your payment will go into the bank account details we have for you
- your CDC account will close within 14 days.

You need to arrange to pay for your ongoing bills, direct debits, scheduled payments or regular deductions another way. These include payments like rent, phone, electricity and Buy Now Pay Later services, such as AfterPay or Zip Pay.

You can find a list of your regular bills and payments by looking at your CDC online account or calling Indue on **1800 710 265**. Call charges may apply.

For more information or support, you can do any of the following:

- go to servicessaustralia.gov.au/debitcard
- call the CDC hotline on **1800 252 604**
- visit a Services Australia service centre.

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

Support is available

Support is available in your area. This includes financial counselling, drug and alcohol rehabilitation, mental health services, family support services, and targeted youth activities.

Help will continue to be available after the CDC program. To find local support available to you, you can either:

- go to the Support Services Directory at dss.gov.au/supportservices
- call the CDC hotline on **1800 252 604**.

National support services

Disability Gateway

Disability Gateway is a free service to help people with disability, their families and carers.

- go to disabilitygateway.gov.au
- call **1800 643 787**, available 8 am to 8 pm AEDT, Monday to Friday.

Help with managing money

- Help with financial counselling, managing your money, and other financial supports go to moneysmart.gov.au
- National Debt Helpline **1800 007 007**, free, available 9.30 am to 4.30 pm, Monday to Friday
- Mob Strong Debt Helpline **1800 808 488**, free, available 9.30 am to 4.30 pm, Monday to Friday

Help with food and bills

- Salvation Army **13 72 58**
- St Vincent de Paul Society **13 18 12**
- local community centre, church or community organisation

Emotional support

Crisis support

- Lifeline **13 11 14**, available 24 hours
- Lifeline's crisis support online chat

Depression or anxiety

- Beyond Blue **1300 22 46 36**, available 24 hours
- Beyond Blue's web chat, available 3 pm to 12 am

Domestic or family violence counselling

- **1800RESPECT** or **1800 737 732**, available 24 hours

Alcohol or other drug use

- Family Drug Support Australia **1300 368 186**, available 24 hours

Gambling

- National Gambling Helpline **1800 858 858**, available 24 hours