

## **Cashless Debit Card well-being exemption process**

This document has been generated to give some insight into the process, and to assist anyone who wants to do a well-being exemption application.

The first thing I want to note down, is for ANYONE who contacts the cdc hotline to write down the date, time, name of the person you speak to and to get a receipt number for the phone call, along with a brief outline of what was discussed so you have that information available at a future date if needed.

Note: the social worker only has 15 days to lodge the well-being exemption application from the date of referral. Make sure to make a doctors appointment within that time for any documents you may need to help your case.

1. Call the cdc hotline on 1800 252 604. You will need to confirm your details for the operator to enter your record.
2. Once the operator has confirmed your identity and entered into your record, all you have to say is that you want to apply for a well-being exemption, and want to be referred to a social worker. You DO NOT need to explain yourself, or feel as though you need to answer any questions etc. Remember to get a receipt number for the phone call.
3. A social worker from Centrelink /Services Australia will contact you generally within 48 hours of your referral being put through from the cdc hotline. They will call you on a private number.
4. The social worker will ask you questions about your situation, it is paramount you are honest about your situation. The reason why is because the social worker is the person who needs to agree it is

beneficial for you to be removed off the cdc under the well-being exemption. Try to be as honest as possible about any problems you have had on the card, ie; rent payments, bill payments, groceries, school items for children, school excursions, markets, mental health issues exacerbated by being on the card, any abuse you may of been subjected to because of the card, any threatened violence because of the card, and I can not stress enough if you have been through domestic violence in the past that involved financial abuse, how you are being financially abused again like you were when you went through domestic violence. I understand this is a hard subject to speak about, but this view on it will help you tremendously as it is considered a trigger for past experiences in life. You need to establish the fact that your emotional, mental and physical well-being is at risk by being on the cdc.

5. The social worker will ask you to get a letter of support from your medical practitioner, whether it be your gp, psychologist, or psychiatrist, to be removed off the card. The social worker may even ask to speak to your medical practitioner directly.

Once you have your support letter, you can upload it to your online services account through mygov or the centrelink app.

6. The social worker may call you a few different times to ensure they are thorough and have the correct information. Based off the information you give them during your phone calls, he/she will decide if they support the decision to remove you off the cdc for the well-being exemption.
7. If the social worker decides to support you to have you removed off the cdc, they will then lodge the application to the relevant team. Sometimes it can be urgently escalated by the social worker, so instead of a longer period waiting for a response, they can get the exemption processed within 1-3 business days.
8. If you are successful in getting the well-being exemption, you will receive a phone call stating you

have been removed off the card effective immediately, and they may have already transferred remaining funds if you have any, to your usual bank account, or may ask you to log onto your indue account and transfer it yourself to your usual bank account.