

# Income management Procedure

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## 1. Purpose

Enhanced income management is a Commonwealth program that ensures that welfare payments are not spent on certain products and services. DCP staff can use enhanced income management to prioritise welfare payment spending on the health, safety and welfare needs of infants, children and young people. Enhanced income management was introduced on 4 September 2023. Prior to this, individuals could be subject to income management (refer to 4.7).

This procedure describes how to:

- assess whether enhanced income management is appropriate
- refer for enhanced income management
- manage enhanced income management
- bring enhanced income management to an end.

## 2. Scope

Enhanced income management is available in the following areas of South Australia:

- Ceduna and surrounding regions
- Greater Adelaide region
- Anangu Pitjantjatjara Yankunytjatjara (APY) Lands.

It is not available in other areas of South Australia. Refer to [Social Security Guide 12.3.5.30](#) for specific locations.

A DCP case worker can use enhanced income management:

- to strengthen and support a family to resolve child protection concerns
- to support, reduce risk and increase stability for a young person transitioning from care to independent living as they learn money management skills
- to administer the welfare payments of a young person who will be referred to the South Australian Civil and Administrative Tribunal (SACAT) for an administration order on turning 18 years of age.

If the person has a payment nominee (ie someone else who receives payments on their behalf), the payment nominee will also be subject to enhanced income management.

This procedure also applies to the Financial Systems and Compliance Officer (FSCO).

Please note that in this document, the term **Aboriginal**, refers to all people who identify as Aboriginal, Torres Strait Islander or both Aboriginal and Torres Strait Islander. This term is used as the First Nations Peoples of South Australia are predominantly Aboriginal peoples and it is their preferred term. We acknowledge and respect that it is preferable to identify Aboriginal peoples, where possible, by their specific Language group or Nation.

## 3. Authority

### 3.1 Legislative context

[Children and Young People \(Safety\) Act 2017](#)

[Social Security \(Administration\) Act 1999 \(Commonwealth\)](#), Part 3B—Income management regime

[Social Security \(Administration\) Amendment Income Management Reform\) Act 2023\)](#)

[Australian Government Social Security Guide chapter 12 Enhanced income management regime](#) provides policy interpretation of the income management legislation.

### 3.2 Whole of Government requirements

[United Nations Convention on the Rights of the Child \(1989\)](#)

### 3.3 DCP requirements

- [Understanding Restrictive Practices Practice Paper](#)

### 3.4 Principles

- The safety of children and young people is the paramount consideration.
- DCP staff should only use enhanced income management to improve the health, safety and welfare needs of infants, children and young people where there is no other suitable alternative.
- Enhanced income management is an environmental restrictive practice. It should be considered as a last resort and as part of a holistic intervention strategy for addressing child protection concerns and the needs of families, children and young people.
- Parents and carers will be supported and assisted in reaching decisions and taking action to promote the child or young person's safety and wellbeing.
- Young people in care will be supported to learn life skills and transition to independent living and adulthood.
- Individuals (parents, carers or young people) referred to enhanced income management will be supported to address the issues that place their financial stability and the safety and wellbeing of children or young people at risk.
- Seeking informed consent is the preferred method of referral for enhanced income management.
- Decision making about enhanced income management will be procedurally fair, transparent and accountable.
- Consideration will be given to culture, language, disability and/or developmental delay of the person.
- DCP staff will be mindful of cultural bias and the ongoing impacts of past policies on Aboriginal people when considering using income management with Aboriginal people.
- DCP will have regard for the United Nations Convention on the Rights of the Child 1989, and in particular that the best interests of the child should be a primary consideration (Article 3.1)

## 4. Procedure requirements

Under enhanced income management a proportion of a person's Centrelink payment is quarantined and cannot be used on any of the following:

- alcoholic beverages
- tobacco products
- pornography
- home brew concentrates and home brew kits
- gambling services
- cash withdrawal or cash-like products (for example, gift cards).

Enhanced income management does not change how much welfare payment a person receives, only the way they receive the quarantined part of their payment. People participating in enhanced income management receive the rest of their payments in the usual way.

People can spend their quarantined funds by organising direct payments to people or businesses such as stores, landlords, or utility providers, by using the SmartCard associated with their enhanced income management account, which can be used at the majority of merchants who accept EFTPOS and Visa. The SmartCard can also be used to shop online and pay bills with BPAY. Refer to the [Services Australia](#) website for more information about the SmartCard.

Two enhanced income management measures are available to DCP in South Australia – Voluntary enhanced income management and Child Protection Income Management (CPIM):

### Voluntary enhanced income management

A person can self-refer for voluntary enhanced income management if:

- they are living in the APY Lands, Greater Adelaide region or Ceduna and surrounding regions (see [Social Security Guide 12.3.5.30](#) for specific locations); AND
- they are receiving a category A welfare payment as outlined in [Social Security Guide 12.2.2](#).

People can self-refer by contacting the Department of Social Services (DSS) directly (contact details can be found on the [Services Australia](#) website). DCP can also refer through the Unified Government Gateway (UGG) if the person agrees.

Under voluntary enhanced income management, 50% of Centrelink payments and 100% of any advance and lump sum payments will be quarantined. The remaining 50% of payments can be spent as the person chooses. A person will remain on voluntary enhanced income management for a minimum of 13 weeks, after which they can exit at any time.

### Child Protection Income Management (CPIM)

CPIM is a compulsory form of enhanced income management and should only be used if:

- the person is not willing to be subject to voluntary enhanced income managed but enhanced income management is required to address risks to the child or young person; OR
- more than 50% of the person's income must be quarantined in order to sufficiently reduce the level of risk to the child or young person.

It is a tool to help individuals manage their welfare payments to meet essential household needs and expenses and ensure they are spent in the best interest of children, young people and families.

A person can be referred for CPIM by a DCP caser worker if:

- they are living in the APY Lands or Greater Adelaide region (see [Social Security Guide 12.3.5.30](#) for details of local government areas included in the Greater Adelaide region); AND
- the person or their partner receives a category A payment as outlined in [Social Security Guide 12.2.2](#).

Under CPIM, 70% of a person's Centrelink payments and 100% of any advance and lump sum payments is quarantined for a specified period. The remaining 30% of payments can be spent as the person chooses. CPIM will remain in effect until the stated end date unless specifically revoked or withdrawn.

The DCP case worker must give written notice to DSS stating that the person is required to be subject to enhanced income management. The written notice should specify the period which the person will be income managed for and the DCP case worker may provide guidance on the priority needs of the children or young people that are to be addressed through enhanced income management.

If the person moves out of a designated CPIM area, CPIM may be extended in consultation with DSS if the DCP case worker is still based within a designated CPIM area.

#### 4.1 Assess if CPIM is appropriate

CPIM is a compulsory form of enhanced income management. CPIM may be appropriate if:

- use of welfare payments is contributing to risk to a child or young person:
  - **and** is likely to be ongoing without intervention
  - **and** compulsory enhanced income management could be a useful component of intervention to address these matters and contribute to the safety and wellbeing of the child or young person
- a child or young person in care is being considered for a referral to SACAT at age 18 for an administration order due to mental incapacity.

The DCP case worker must record in C3MS a clear rationale for why CPIM is considered appropriate and how the individual will be supported through the process. This should include the following:

- What is the purpose of CPIM?
- What do we think (or know) is contributing to the misuse of welfare payments and what can we do to minimise or prevent this?
- Have we sought cultural advice or considered cultural safety (see 4.3)? Consultation with a Principal Aboriginal Consultant should be considered for Aboriginal individuals.
- What are the person's views on CPIM and the underlying issues leading to considering CPIM?
- What active efforts have been made to work within the DCP Family Led Decision Making Framework for Aboriginal Families?
- Are there alternatives to CPIM? Have other options been tried prior to using CPIM?
- Has the individual been encouraged to register for voluntary enhanced income management instead of using CPIM?
- How long is the person expected to remain on CPIM? Has the time period for CPIM been set to the shortest period appropriate to manage the risks?
- What is the step-down approach to removing the individual from CPIM?
- Has careful consideration been given to the risks associated with CPIM? (Refer to the [Understanding Restrictive Practices Practice Paper](#) for further information regarding the impact of restrictive practices).

- Have other strategies been put in place to support the individual to address the underlying issues in addition to CPIM (for example, financial counselling, support to address alcohol and/or drug use or gambling)?
- Has clear guidance been developed about the priority needs of the child or young person that can be provided to DSS?

Supervisor approval is required to proceed with CPIM and consultation with the care team should take place prior to starting CPIM for a young person in care.

## 4.2 Supporting individuals on voluntary enhanced income management

The DCP case worker should support individuals on voluntary enhanced income management to access support services to address the underlying issues (for example, financial counselling, gambling support and drug and/or alcohol counselling) regardless of whether the person was referred by DCP.

### Note

Enhanced income management is not a standalone intervention. As part of holistic intervention, enhanced income management may contribute financial structure, priorities and limits to support addressing other issues or developmental needs. It will not, by itself, address associated issues such as alcohol and/or drug use, or teach financial management skills for transitioning to adulthood. It cannot address insufficient income to meet key needs.

## 4.3 Facilitate engagement and cultural safety

The DCP case worker should respond to the specific circumstances of the child or young person and family, including culture, language and ability. While keeping the child or young person's safety paramount, it is important to consider specific needs of the child, young person and family and any support needs or cultural obligations that apply.

### 4.3.1 Aboriginal people

The factors influencing Aboriginal families' and communities' financial circumstances are complex and include:

- the intergenerational impacts of previous and current government policies and practices
- differing cultural perspectives and expectations regarding management of financial resources
- cultural obligations observed by families and communities.

The DCP case worker should wherever possible and appropriate support the family's participation in decision making about the child or young person's safety (for further guidance, refer to the [Family Led Decision Making for Aboriginal families Framework](#)). When engaging with Aboriginal families, the DCP case worker should:

- identify decision makers within the child or young person's family and kinship networks and include them in discussions about enhanced income management
- use genograms and ecomaps to identify family and community supports and engage the family in discussions about key supports within their family and community networks and cultural obligations observed by the family and/or community
- engage in deep listening and allow the family to articulate for themselves what the issues are and what they need
- recognise and acknowledge interrelated issues that the family may raise; exploring these can be productive in identifying a range of potential strategies for keeping the child or young person safe

- consider consulting with a Principal Aboriginal Consultant to discuss how to approach complex or sensitive cultural matters
- consider whether an interpreter or translator is required (refer to the [Aboriginal Languages Interpreters and Translators Guide](#)).

The DCP case worker should refer to the [Aboriginal and Torres Strait Islander Child Placement Principle Practice Paper](#), [Bias in child protection Practice Paper](#) and the [Relationship based Practice Paper](#) for further guidance regarding best practice when engaging with Aboriginal families.

### 4.3.2 People from culturally and linguistically diverse (CALD) backgrounds

The DCP case worker should be aware of, and responsive to, the cultural factors, privacy concerns and low levels of literacy which may influence families' financial circumstances and their management of financial resources. These can include:

- differing cultural perspectives and expectations regarding management of financial resources
- cultural obligations observed by families and communities
- lack of familiarity with Australian welfare and statutory child protection systems.

The DCP case worker should seek to understand the cultural and family context in order to assess whether enhanced income management is appropriate. The DCP case worker should:

- ascertain whether the family require an [interpreter or translator](#) or a cultural support person to be present during discussions about enhanced income management. If English is not the person's first language or when it is suspected that proficiency in the English language is a barrier to effective communication, interpreting and sign language services must be offered or provided. Additional time or a more flexible approach may be needed to support their participation. The DCP case worker should refer to the [Interpreting and translating procedure for people from a culturally and linguistically diverse \(CALD\) background](#).
- use genograms or ecomaps to identify family and community support and engage the family in discussions about the child or young person's family and community networks and to identify:
  - key decision makers
  - individuals who provide support for the child or young person and the family
  - cultural obligations observed within the family and/or community
- consider potential [cultural biases](#) that may influence their perspective of how the family views money and manages financial resources
- for sensitive or complex cultural matters, consult with [DCP Multicultural Services](#).

For additional guidance, refer to the [Working with cultural diversity Practice Paper](#).

### 4.3.3 People with disabilities

The DCP case worker should be aware of, and responsive to, the communication needs of people with intellectual disability, acquired brain injury, sensory or other disability which may impact their understanding of verbal and written information and/or their own verbal or written communication. An appropriately skilled support person should be present at key times when important information is being delivered or decision making is required (for example, a support coordinator, disability worker or disability advocate).

The DCP case worker should be aware that community attitudes can affect if or how people with disability from culturally and linguistically diverse backgrounds access services and supports. For additional

information, refer to the [Working with children and young people with disability Practice Paper](#). Aboriginal people and those from culturally and linguistically diverse backgrounds who have a disability may need additional support when making decisions about income management. Refer to sections 4.3.1 and 4.3.2 for further guidance.

## 4.4 Referral process

### 4.4.1 DCP case worker responsibilities

The DCP case worker must discuss voluntary enhanced income management with the person and whether they would be willing to participate before using CPIM unless more than 50% of the person's income must be quarantined in order to sufficiently reduce the level of risk to the child or young person. The DSS [Volunteering for enhanced Income Management and SmartCard Fact sheet](#) should be used to help the person understand the process if necessary.

If the DCP case worker considers that CPIM is necessary they must:

- advise the person of the intent to use CPIM and the timeframe it will be applied for (3, 6, 9 or 12 months)
- provide the person with the [Child protection income management fact sheet](#). Ensure the client is fully informed about CPIM, the information that will be exchanged between DCP and DSS in the referral and while CPIM is active, timeframes and the review and complaint mechanisms if the person is dissatisfied with DCPs decisions or decision making process for CPIM (see 4.6)
- seek informed consent of the person, unless it is considered inappropriate. It is noted that DCP is the decision maker regarding referral to CPIM and does not require consent of the person concerned if this is not appropriate to attain
- discuss attending the DSS Initial Assessment interview with the client as necessary
- identify the priorities for allocation of the person's quarantined funds
- encourage the person to engage with a financial counselling service to develop money management skills and determine priority needs. If the person provides consent refer them to an appropriate service. Details of financial counselling support services can be found on the [DCP website](#).
- email the FSCO ([DCPFinancialSystemsandCompliance@sa.gov.au](mailto:DCPFinancialSystemsandCompliance@sa.gov.au)) and request referral for CPIM. Include the following information about the client:
  - name
  - address
  - telephone number/mobile number/email address
  - date of birth
  - gender
  - Centrelink reference number (CRN) if known
  - the duration for CPIM (3, 6, 9 or 12 months)
  - ranked priority needs for allocation of quarantined funds
  - whether DCP wishes to offer the person a 20% unconditional cash payment (see 4.5.3)
  - if the person requires an interpreter (and if so, language details)
  - the DCP case worker's contact details.



- complete and send the [Child protection income management - letter to client](#) to notify the client that the referral is made.

#### 4.4.2 DCP contact officer

DCP is the decision maker with regard to referring a person to CPIM, so a DCP officer must be contactable by DSS or the person on CPIM for the duration that the measure is in place. The DCP case worker should be the DCP enhanced income management contact officer. The DCP case worker should ensure that CPIM has either expired or been revoked before closing the associated child protection case.

If CPIM is being used, the situation must be reviewed every three months or sooner if there is a change in circumstances (for example, the child or young person is removed and placed in care) to ensure that the measure is still appropriate.

DCP has no decision making or ongoing role in the operation or management of voluntary enhanced income management. The DCP case worker should refer the individual to DSS for queries relating to voluntary enhanced income management.

#### 4.4.3 Financial Systems and Compliance Officer (FSCO) responsibilities

[Redacted]

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[Redacted]

[Redacted]



[Redacted content]

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#### 4.4.4 The Unified Government Gateway (UGG)

[Redacted content]



## 4.5 Transitioning from CPIM

CPIM can end for a number of reasons. The DCP case worker should plan for the end of a term of CPIM with the person, assess the value and continued need for enhanced income management, and either extend or support the person to transition from CPIM.

### 4.5.1 CPIM lapses

If no other action is taken, CPIM will end at the end of its term (3, 6, 9 or 12 months) when the Notice expires.

About 35 days before the end date of a Notice, DSS will contact the DCP case worker to discuss extension or exit of the person from CPIM.

If the DCP case worker assesses with the person that they are able to manage finances to meet priority needs, the DCP case worker can allow the Notice to expire and the person's payments will no longer be subject to enhanced income management.

### 4.5.2 Extend CPIM

A Notice for CPIM cannot be extended. If CPIM is to continue past the end of the current term, the DCP case worker must make a new request to the FSCO to issue a Notice through the UGG. The same assessment criteria and authorisation processes apply.

### 4.5.3 Stepdown from CPIM

DSS provides the below options to step-down from CPIM. This can be discussed with the person as financial and child protection goals are reached and should be planned with the client a sufficient time before CPIM is scheduled to end.

- Voluntary enhanced income management can be used as a step down from CPIM if the client is willing.
- The DCP case worker can offer a 20% unconditional cash payment at any time if assessed as appropriate, reducing the proportion of quarantined payments to 50% and increasing the proportion of payments deposited direct to the person's regular account for discretionary spending to 50%. The DCP case worker can use the unconditional cash payment as a step down from CPIM.

### 4.5.4 Revoke CPIM

The DCP case worker can withdraw or revoke CPIM at any time after it has been sent by requesting the FSCO to send a Revocation of Income Management notice to DSS via the UGG.

When DSS receives a Revocation Notice from the DCP case worker, the DCP case worker will be notified through the UGG as soon as practicable after this is actioned. DSS will also notify the person that enhanced income management has ceased.

### 4.5.5 Person is no longer eligible

CPIM will automatically cease if the person is no longer eligible. This may occur because another person has been nominated to manage their financial affairs, or because the person's eligible welfare payments are suspended or have ceased (for example, the person is in prison and welfare payments are suspended; the person did not meet the attendance or activity requirements of their provider). Once the payments are restored the CPIM will also be restored if its term has not finished.

The DCP case worker will be advised through the UGG about the exit and the reason. The person will be advised of the loss of eligibility and the end of CPIM.

### 4.5.6 DSS transition interview

If CPIM ends, DSS advises the person of the option to attend an interview to transition off enhanced income management, and will discuss voluntary enhanced income management if available, disbursement of funds, and other DSS financial management tools. Attending the interview is at the person's discretion.

## 4.6 Complaints, reviews and appeals

Both DCP and DSS are involved in decision making and service provision for CPIM. DCP is responsible for the decisions to refer a person to CPIM, the term of CPIM, and whether to withdraw CPIM or maintain it. DSS is responsible for decisions about allocation of funds under enhanced income management to meet priority needs.

A person who is aggrieved by a decision or action about the use of enhanced income management has the right to make a complaint or seek review of the decision. It is important that the DCP case worker provides a person who is on CPIM or is being informed about CPIM with clear information about DCP and DSS grievance, review and appeal systems, and about which matters can be taken up with either department.

### The decision to refer a person to CPIM

DCP can only review the decisions to **refer** a person to Centrelink for enhanced income management, or about the period that it is to be applied for.

Review options that are available to a person aggrieved by a decision made by DCP include:

- exploring the issue directly with the office involved, through the DCP case worker, supervisor or manager.
- if the complaint cannot be resolved locally, the aggrieved person can contact the DCP Complaints Management and Feedback Unit
- if the matter is still not resolved, the complainant can refer the matter to the Ombudsman
- the complainant may also refer the matter to the Health and Community Services Complaints Commissioner.

Information is available publicly on the DCP website regarding the [Complaints and Feedback Management Procedure](#).

### The decision to apply and implement the use of CPIM

The DSS (through Centrelink) is the final decision maker for CPIM regarding allocation of funds under enhanced income management to meet priority needs. Further information can be found on [Reviews and appeals - Accessing our services - Services Australia](#) on the appeals and reviews of decisions about the application and implementation of enhanced income management by DSS.

## 4.7 Individuals subject to income management prior to 4 September 2023

Individuals who were subject to income management prior to 4 September 2023 can be transferred onto enhanced income management by contacting DSS. Further information about income management and how to transfer onto enhanced income management can be found on the [DSS website](#).

## 4.8 Recording

All information related to enhanced income management must be recorded in case notes in C3MS with the category 'Income Management – Commonwealth'. This includes all reports (including those from the UGG), consultation and correspondence. The type of enhanced income management should be at the beginning of the subject in the case note for example:

- 'CPIM report change of circumstances'
- 'Voluntary Enhanced Income Management – referral'.

When the person starts enhanced income management an alert should be raised in C3MS with the Type 'Informational' and sub-type 'Review Critical History'. The details in the alert should provide information about the enhanced income management in place. For children and young people in DCP residential care, this information should also be recorded in the child or young person's wellbeing plan.

## 5. Compliance, monitoring and evaluation

This procedure will be reviewed in alignment with the policy review cycle, or earlier if required by legislative or organisational imperatives.



## 6. Related documents

Related documents, forms and templates
<a href="#">Aboriginal and Torres Strait Islander Child Placement Principle Practice Paper</a>
<a href="#">Aboriginal Languages Interpreters and Translators Guide</a>
<a href="#">Bias in child protection Practice Paper</a>
<a href="#">Child protection income management - letter to client</a>
<a href="#">Child protection income management fact sheet</a>
<a href="#">Complaints and Feedback Management Procedure</a>
<a href="#">Internal Review Procedure</a>
<a href="#">Interpreting and translating procedure for people from a culturally and linguistically diverse (CALD) background</a>
<a href="#">Family Led Decision Making for Aboriginal families Framework</a>
<a href="#">Relationship Based Practice Practice Paper</a>
<a href="#">Understanding restrictive practices Practice Paper</a>
<a href="#">Working with cultural diversity Practice Paper</a>
<a href="#">Working with children and young people with disability Practice Paper</a>

## Document control

<b>Reference No./ File No.</b>			
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3 November 2023	2.0	Update to align with Social Security (Administration) Amendment Income Management Reform) Act 2023).
21 December 2018	1.3	Update to new template, expansion to Greater Adelaide region, remove Ceduna (now a Cashless Debit Card location), new DCP structure and legislation.
14 July 2017	1.2.1	Update to DCP template and badging.
2 August 2015	1.2	Incorporate changed Government policy following Coroner's recommendations to use CPIM without consent.
15 September 2014	1.2	Include the Ceduna and surrounding areas trial.
2 September 2013	1.1	Include the Anangu Pitjantjatjara (APY) Lands trial.
26 October 2012	1.0	Original for the Playford trial.