

QCOSS does not support the expansion of mandatory income management through a cashless debit card as attempts to address complex health issues through the welfare system are fundamentally flawed. The trial is due to extend into Hinkler from the end of January 2019.

We have engaged directly with the community to gauge the real impact of the Cashless Debit Card Trial. QCOSS will continue to support Hinkler residents affected by the trial.

## Survey Respondents



**128**  
responses collected

**89%** identified as individuals

**11%** responded on behalf of an organisation



expected friends or family to be in-scope for the trial

**32%** of services expect to have clients in-scope for the trial



**14%**

attended Department of Human Services meetings



Many reported not knowing about the info sessions

## Concerns around the trial

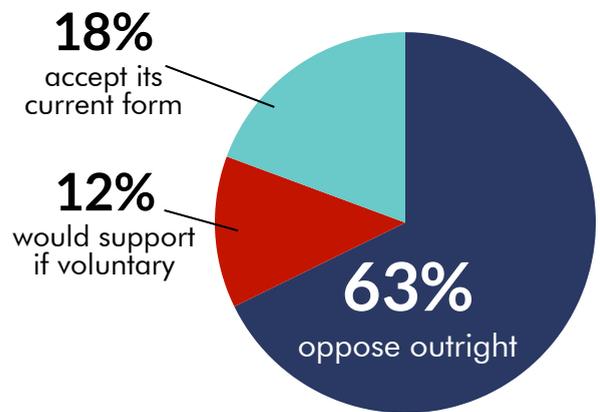


**65%**  
believe there will be no benefits from the trial

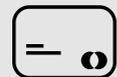
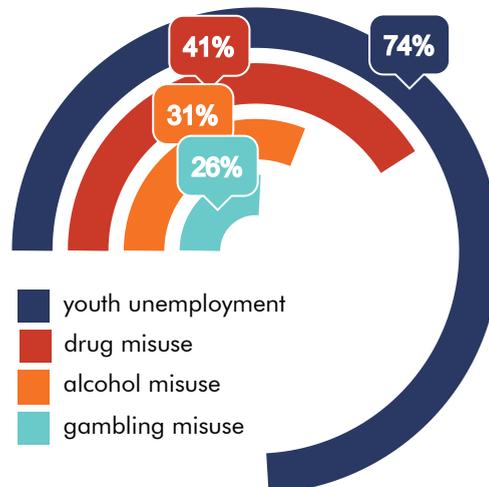
However a small number of respondents expected to see a reduction in:



**75%**  
oppose in its current form



## Which issues targeted by the card are serious in Hinkler?

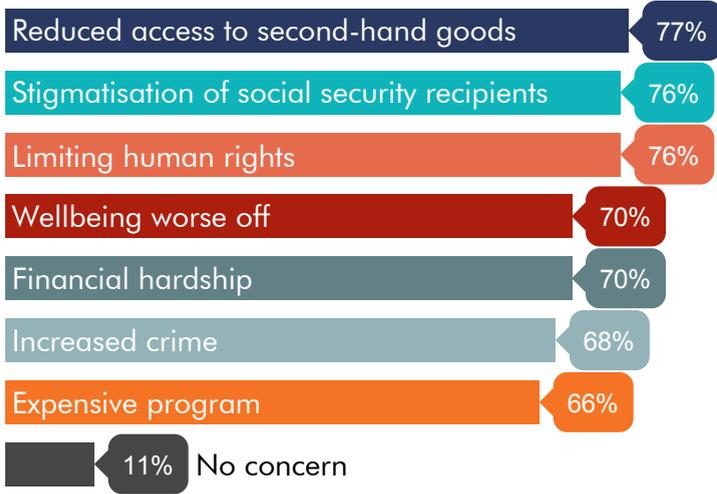


Some respondents saw the introduction of the Cashless Debit Card Trial as a serious issue itself



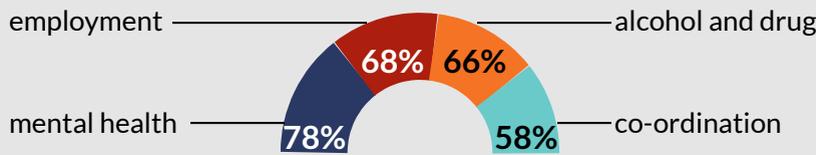
People linked this to a lack of empathy from elected representatives

## Concerns



Some respondents indicated they believe the trial will have the opposite effect from what is intended, and actually make the targeted problems worse

## Which services are most in need of additional funding?



## Individual impacts

A majority of respondents indicated people in the trial might need help dealing with



**61%**

stigma and discrimination



**56%**

emergency expenses



**56%**

exclusion from venues or services

**63%** provided additional feedback when invited

**90%** of which was negative

## The Cashless Debit Card



- Ineffective**  
Auditor-General: 'no evidence that it reduces social harm'
- Expensive**  
Auditor-General: \$10,000+ per person
- Harmful**  
32% said it made their lives worse
- Unsupported**  
Evaluation: recorded community opposition
- Discriminatory**  
Human Rights Committee: breaches rights of privacy and social security
- Paternalistic**  
Human Rights Committee: removes people's agency to manage their affairs