

Department of Education and Training

Income Management Referrals

Information for families

All children and young people aged between 6 and 17 years old must attend school or participate in training, employment or another eligible option. Parents and care givers are responsible to make sure children go to school every school day, as it is the law.

Student attendance and engagement

Regionally based student attendance and engagement teams can support children to attend school regularly.

Student attendance officers can enforce fines to families who do not comply and recommend income management referrals.

The student attendance officers work with the student engagement advisors to address barriers families may be facing. They will collaborate with you, your child, your school, and your community to support your family's needs. This includes:

- supporting families and students
- monitoring attendance
- community patrols
- enforcing school attendance laws
- running attendance campaigns
- collaborating with other services
- developing an Education Engagement Plan that identifies the barriers to your child attending school and outlining clear strategies to support them to re-engage with education.

Income management referrals

- The student attendance and engagement teams will work with you to understand the reason/s why your child is not attending school and support your family to reengage with the school.
- If your child is identified as being chronically disengaged from education, the School Attendance Officer can refer you to Services Australia (Centrelink) for up to 70 percent enhanced Income Management (eIM) under the Child Protection measure.
- Chronically disengaged means your child is attending school less than 20% of the time, or they are not attending at all. Your child's attendance records will tell us whether they are attending school or not.
- Enhanced Income Management helps you manage your money from Centrelink so you can pay for things like food, rent, bills and education for your child/ren. It can help your child attend school more regularly when they have enough food to eat and have their uniform to wear.

- You will not receive less money from Centrelink, but how you receive your money will change.
- Up to 70% of your payment from Centrelink will be put into a special account that can only be accessed with your SmartCard (Basics Card), through the internet, or with an app on your mobile phone or other device.
- You cannot use your SmartCard or account to buy alcohol or cigarettes. You cannot place bets or gamble, take cash out or buy some gift cards with your SmartCard.
- The School Attendance Officer and Student Engagement Advisor will work with you to decide when your eIM will end. They can decide to end eIM for you at any time, if there is evidence that your child/ren are attending school on a regular basis.
- The Student Engagement Advisor will provide ongoing support to get your children to school and to re-engage in education and learning. Student Engagement Advisors are here to help you.
- You have the right to appeal the decision made by the School Attendance Officer to refer you to eIM.
- If you believe the School Attendance Officer has made an error in referring you to income management, and your child/ren are attending school on a regular basis, you can lodge a request for review to the Director of Student Attendance and Engagement, email se.doe@education.nt.gov.au or call the free hotline number on 1800 206 317.
- For more information on eIM, visit the website servicesaustralia.gov.au.

Key contacts

For any questions or further information on Income Management referrals and Engagement support contact your local Student Attendance and Engagement office.

Support can be accessed through:

<p>Darwin Phone: 0436 644 051 Email: sedarwin.doe@education.nt.gov.au</p>	<p>Central Australia Phone: 0439 164 942 Email: secentral.doe@education.nt.gov.au</p>
<p>Top End Phone: 0429 123 860 Email: setopend.doe@education.nt.gov.au</p>	<p>Barkly Phone: 0408 707 469 Email: sebarkly.doe@education.nt.gov.au</p>
<p>Big Rivers Phone: 0499 785 496 Email: sebigrivers.doe@education.nt.gov.au</p>	<p>East Arnhem Phone: 0417 758 562 Email: seeastarnhem.doe@education.nt.gov.au</p>