



Australian Government

Department of Human Services

1 January — 19 March 2012

**centrelink**

# Education Payment Rates

## Austudy

### Basic conditions of eligibility

- To qualify for Austudy, a person must be undertaking qualifying study or a full-time Australian Apprenticeship and be aged 25 or over.

### Residence requirements

- Must be an Australian resident.
- Available to newly arrived migrants after 104 weeks in Australia as an Australian resident (some exemptions may apply).
- May be paid for 13 weeks of a temporary absence or longer if the person has to travel to study or train as part of their full-time Australian course or Australian Apprenticeship.

### Basic rates

- Single \$402.70 pf
- Single, with children \$527.50 pf
- Partnered, no children \$402.70 pf
- Partnered, with children \$442.10 pf
- Special rate for long-term income support recipients who are aged 21 years or more commencing full-time study or Australian Apprenticeship or migrants studying English:
  - Single \$489.10 pf
  - Partnered, no children \$442.10 pf
- Advance of Austudy payment of up to \$500 may be available.
- Pharmaceutical Allowance may be paid (page 6).
- Pension Supplement (page 5) is paid if recipient has reached age pension age.

### Student Start-up Scholarships

- Austudy recipients undertaking a higher education or preparatory course at a higher education institution will receive the Student Start-up Scholarship, paid in a maximum of two half-yearly instalments of \$1,025 (a total of \$2,050 in 2012).
- Students already receiving a Commonwealth Education Costs Scholarships (CECS) or Indigenous CECS are not eligible to receive a Student Start-up Scholarship.

## Fares Allowance

- Only paid to tertiary students who have to live away from their permanent home for study.
- Reimbursement of the cost of cheapest practicable form of public transport, regardless of transport actually used.
- Not payable for daily travel.

## Rent Assistance

- Rent Assistance is shared when both members of a couple, without children, are receiving an allowance or benefit.

## Personal income test

- Gross income is assessed.
- The first \$7,223 of a merit and equity based scholarship is exempt from means-testing.
- The income-free area is \$236 per fortnight.
- Income above the income-free area reduces payment (unless credit in Income Bank).
- See Chart D(a) (page 7).

## Income Bank

- Allows Austudy students to accumulate up to \$6,000 of any unused portion of their fortnightly income-free area.
- Allows Austudy Australian Apprentices to accumulate up to \$1,000 of any unused portion of their fortnightly income-free area.
- Income Bank credits can be used to offset any income earned that exceeds the fortnightly income-free area.

## Assets test

- See Chart A (page 6).
- Payment may be deferred when liquid assets are equal to or exceed \$3,000 (single) or \$6,000 (couple or single with dependants).
- Hardship provisions may apply to the assets test.

## ABSTUDY

### Basic conditions of eligibility

- Person is:
  - of Aboriginal or Torres Strait Islander descent according to the ABSTUDY definition of Aboriginality, **and**
  - studying an approved course at an approved education institution, **or**
  - undertaking a full-time Australian Apprenticeship, **and**
  - not receiving other government assistance for study.

### Residence requirements

- Must be an Australian citizen and normally live in Australia.

### Basic rates

- Living Allowance:

#### Standard

Aged under 16 years tertiary	\$30.40 pf
Aged under 16 years in State Care and Foster Care Allowance paid	\$220.40 pf
Aged 16–17 years in State Care and Foster Care Allowance paid	\$220.40 pf
Aged 18–20 years in State Care and Foster Care Allowance paid	\$265.00 pf
Aged under 16 years in State Care and no Foster Care Allowance paid	\$402.70 pf
Aged 16–20 years in State Care and no Foster Care Allowance paid	\$402.70 pf
Aged 16–17 years	\$220.40 pf
Aged 18–20 years	\$265.00 pf
Aged 21 years or over*	\$486.80 pf

#### Away from home

Aged under 16 years	\$220.40 pf
Aged 16–20 years	\$402.70 pf
Aged 21 years or over*	\$486.80 pf

#### Independent–single, no children

Aged under 16 years	\$402.70 pf
Aged 16–20 years	\$402.70 pf
Aged under 16 years at home	\$220.40 pf
Aged 16–17 years at home	\$220.40 pf
Aged 18–20 years at home	\$265.00 pf
Aged 21 years or over*	\$486.80 pf
Aged 60 years or over*	\$526.60 pf

#### Independent–partnered, no children

Aged under 16 years	\$402.70 pf
Aged 16–20 years	\$402.70 pf
Aged 21 years or over*	\$439.40 pf

#### Independent–single with dependent child

Aged under 16 years	\$527.50 pf
Aged 16–20 years	\$527.50 pf

Aged 21 years or over*	\$526.60 pf
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#### Independent–partnered with dependent child

Aged under 16 years	\$442.10 pf
Aged 16–20 years	\$442.10 pf
Aged 21 years or over*	\$439.40 pf

\* These amounts are indexed every March and September.

School Term Allowance	\$540.80 pa
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#### School Fees Allowance (at home)

Turning 16 before 1 July in school year	\$78.00 pa
Aged under 16 years at 30 June in school year	\$156.00 pa

#### School Fees Allowance (boarding)

Maximum rate (subject to income test)	\$8,813.00 pa
Income test-free	\$7,398.00 pa

#### Incidentals Allowance

Less than 12 week course	\$77.40 pa
12 to 16 week course	\$135.50 pa
17 to 23 week (one semester) course	\$269.60 pa
24 week to one year course	\$547.70 pa

#### Additional Incidentals Allowance

Essential course costs in excess of less than	
12 week course	\$133.00 pa
12 to 16 week course	\$263.50 pa
17 to 23 week (one semester) course	\$526.90 pa
24 week to one year course	\$1,055.40 pa
Maximum in a year	\$2,080.00 pa

#### Lawful Custody Allowance

Aged under 16 years	\$2,376.40 per semester
Boarding Supplement	
Residential Costs Option	\$41.60 pf plus actual costs

#### Masters and Doctorate allowances

Masters and Doctorate student	\$23,728.00 pa
living allowance	\$907.60 pf
Relocation Allowance	\$1,520.00 maximum (\$530.00 adult; \$260.00 child)

#### Thesis Allowance—one off payment

Masters—actual cost, maximum payment	\$420.00
PhD—actual cost, maximum payment	\$840.00
Compulsory course fees or Student Contribution Amounts (previously known as HECS)	actual costs

- Fares Allowance (students only) actual costs
- Away from base assistance actual costs
  - Maximum payment for Masters/PhD is \$2,080.00 per year.
- Remote Area Allowance (see page 6).
- Pharmaceutical Allowance may be paid (see page 6).
- The Pensioner Education Supplement (PES) is also payable under ABSTUDY (see page 3).
- Advance of ABSTUDY of up to \$500 may be payable.
- Pension Supplement (page 5) may be paid if recipient has reached age pension age.

## Student Start-up Scholarships

- All full-time students in receipt of ABSTUDY Living Allowance, who are undertaking a higher education or preparatory course at a higher education institution will receive the Student Start-up Scholarship, paid in a maximum of two half-yearly instalments of \$1,025 (a total of \$2,050 in 2012).
- Students already receiving a Commonwealth Education Costs Scholarships (CECS) or Indigenous CECS are not eligible to receive a Student Start-up Scholarship.

## Relocation Scholarships

- Full-time dependent students in receipt of ABSTUDY Living Allowance, who have to live away from home to undertake a higher education or preparatory course at a higher education institution will receive a Relocation Scholarship.
- The Relocation Scholarship is also available to independent students in receipt of Living Allowance, who are disadvantaged by personal circumstances and are unable to live in the parental home.
- Students already receiving a Commonwealth Accommodation Scholarship (CAS) or Indigenous CAS are not eligible to receive the Relocation Scholarship.
- The Relocation Scholarship provides payment of \$4,000 to eligible students in the first year they are required to live away from home to study, **and**
- For eligible students from major cities, \$1,000 in each year thereafter that the eligible student lives away from home to study, **or**
- For students from regional areas, \$2,000 in each of the second and third years that the eligible student lives away from home to study and \$1,000 in the following years the eligible student lives away from home to study.
- The Relocation Scholarship is payable in addition to the Student Start-up Scholarship.

## Rent Assistance

- See Chart F (page 8).

## Crisis Payment

- See Crisis Payment (page 5).

## Youth Disability Supplement

- Youth Disability Supplement of up to \$114.00 per fortnight is payable to ABSTUDY recipients aged under 21 who have been assessed as having a partial capacity to work.
- Youth Disability Supplement is added to the rate of ABSTUDY and the rate payable cannot exceed the rate payable to those aged over 21 on Newstart Allowance.

## Means tests

- Income test on Living Allowance and Rent Assistance.
- The 'at home' rate of Schools Fees Allowance and the School Term Allowance are payable to applicants eligible for an income support payment, ABSTUDY Living Allowance, CDEP wages or a Health Care Card.
- Parental means tests do not apply to students in state care.

## Personal income Test—Income Bank

- Same as for Austudy payment and the Youth Allowance personal income test and Income Bank for full-time students and Australian Apprentices. Applies to students and Australian Apprentices aged 16 and over and independent Australian Apprentices aged under 16.

## Parental income test

- Same as for Youth Allowance except for some additional circumstances where the parental income and assets tests does not apply. Contact Centrelink for details.
- Applies to dependent students and Australian Apprentices.

## Family assets test

- Same as for Youth Allowance. Applies to dependent students and Australian Apprentices.

## Family Actual Means Test

- Same as for Youth Allowance. Applies to dependent students and Australian Apprentices.

## Independent—Assets test

- Same as for Youth Allowance and Austudy payment.

## Independent—Partner income test

- For students and Australian Apprentices aged under 21—same as for Youth Allowance.
- For students and Australian Apprentices aged 21 and over—same as for Newstart Allowance except for partner income which exceeds the income-free area of \$825.67 reduces fortnightly allowance by 50 cents in the dollar (instead of 60 cents).

## Pensioner Education Supplement (PES)

### Basic conditions of eligibility

- Receipt of a Department of Education, Employment and Workplace Relations, Department of Families, Housing, Community Services and Indigenous Affairs or Department of Veterans' Affairs income support payment because a person has a disability, is a single parent, carer, widow allowee or Widow B pensioner, or wife pensioner partnered to a disability support pensioner.
- Studying an approved course at an approved educational institution.
- Single principal carers and people with a partial capacity to work who receive Newstart Allowance, Youth Allowance or Parenting Payment (Partnered) may be eligible for PES in certain circumstances.

### Residence requirements

- Must be an Australian resident.
- Available to newly arrived migrants after 104 weeks in Australia as an Australian resident (some exemptions may apply).
- May be paid for up to 13 weeks of a temporary absence from Australia (or longer in certain limited circumstances, e.g. if travel is to study as part of your Australian course).

## Basic rates

- \$62.40 per fortnight for:
  - approved students with at least a 50 per cent study load, **or**
  - approved students granted a 25 per cent workload concession who undertake at least 25 per cent study load and who are either Disability Support Pensioners or Invalidation Service Pensioners, **or**
  - approved students granted a 25 per cent workload concession who undertake at least 25 per cent study load with a War Widow(er) Pension receiving an invalidity income support supplement.
- \$31.20 per fortnight for:
  - approved students, other than those above, with at least a 25 per cent study load.

## Fares Allowance

- Fares Allowance is payable to tertiary PES students who live away from partner/child to study.
- Reimbursement of the cost of cheapest practicable form of public transport, regardless of transport actually used.

## Income and assets tests

- No income or assets tests.

## Assistance for Isolated Children (AIC) Scheme

### Basic conditions of eligibility

- Families of primary, secondary and certain tertiary students who do not have reasonable daily access to an appropriate state school can receive assistance:
  - for students who must board away from home, in a school, hostel or privately, **or**
  - to maintain a second home so that a student can access school daily, **or**
  - for students who are enrolled in full-time studies in an approved distance education course.
- An appropriate state school is normally one that offers tuition at the grade or year in which the student is qualified to enrol (e.g. Year 11). Where the student has a health-related condition (including a disability) or special educational needs, the nearest appropriate state school is the one which provides access to the facilities, programs, and/or environment required to meet those needs.
- Students must:
  - normally have reached minimum school entry age and be aged under 19 as at 1 January (certain pensioner students may be eligible for AIC up to their 21st birthday), **and**
  - be undertaking approved studies at an approved institution.
- Tertiary students must be either under the minimum age that the state or territory requires them to participate in education or training or under 16 years of age (whichever is the greater).

## Residence requirements

- Student and claimant must be living permanently in Australia and be:
  - an Australian citizen, **or**
  - an Australian permanent resident, **or**
  - a New Zealand citizen who arrived on a New Zealand passport (waiting periods may apply).

## Allowances and maximum rates

- Boarding Allowance
 

Maximum rate of two components:	\$8,813.00 pa
– Basic (not income tested)	\$7,398.00 pa
– Additional (subject to parental income and actual board costs)	\$1,415.00 pa
- Second Home Allowance (limited to a maximum of three students in a family) \$215.52 pf per student
- Distance Education Allowance \$3,699.00 pa
- AIC Pensioner Education Supplement \$62.40 pf  
For students aged under 21 who receive a Disability Support Pension or Parenting Payment (Single) and who are studying at primary level.

## Rent Assistance

- Not payable.

## Income test

- No income test is applied to Basic Boarding Allowance, Distance Education Allowance, Second Home Allowance or the AIC Pensioner Education Supplement.
- Additional Boarding Allowance reduces by one dollar for each five dollars of parental income over \$46,355. If parental income exceeds \$53,390 once adjusted, only Basic Boarding Allowance is payable.

**Note:** adjusted parental income includes the applicant and his/her partner's combined taxable income as adjusted by deductions/add-backs for other dependent students and younger children in the family; maintenance payments made or received; negative gearing and certain fringe benefits. If the student's actual boarding charges are \$7,148 or less, only Basic Boarding Allowance is payable. If the applicant or his/her partner receives certain Australian Government income support payments, or holds a current Health Care Card, this test may be waived.

- Where the applicant is eligible for Additional Boarding Allowance, payment is payable up to:
  - the entitlement under the Parental Income Test, **or**
  - the student's boarding costs.

**Note:** depending on parental income and other circumstances, a student may receive a higher level of Australian Government assistance if he/she is eligible for Youth Allowance, ABSTUDY or Pensioner Education Supplement.

Families receiving an AIC allowance for a student may continue to receive Family Tax Benefit for the same student. Family Tax Benefit cannot be paid for students aged 16 or over receiving Youth Allowance or ABSTUDY.

## Assets test

- No assets test.

## Crisis Payment

### Basic conditions of eligibility

- Must:
  - be qualified for an income support pension or benefit or ABSTUDY Living Allowance and the pension or benefit or ABSTUDY Living Allowance must be payable, **and**
  - be in severe financial hardship, and either:
  - have left their home and be unable to return home because of an extreme circumstance, such as domestic violence and have established or intend to establish a new home, **or**
  - have remained in their home following domestic violence and the family member responsible has left or been removed from the home, **or**
  - have served at least 14 days in prison or in psychiatric confinement, **or**
  - have entered Australia for the first time on a qualifying humanitarian visa on or after 1 January 2008.
- Must claim:
  - within seven days after the extreme circumstance occurred, **or**
  - within seven days of the family member responsible leaving or being removed from the home, **or**
  - up to 21 days before or within seven days after release from prison or psychiatric confinement, **or**
  - within seven days of arrival in Australia.

### Residence requirements

- Must be an Australian resident or the holder of a specified subclass of visa and in Australia at the time the extreme circumstance or domestic violence occurs.

### Basic rates

- A one-off payment, equal to one week's payment (without add ons) of the person's pension, benefit or allowance.

## Concession Cards, Supplements and Allowances

### Claim required Health Care Card (HCC)

Specific types of HCCs can be claimed in the following circumstances:

- A low income HCC is available on application to people with income below certain levels. Once eligible, the qualifying income limits may be exceeded by up to 25 per cent before eligibility for the card is lost. The income test applies to average weekly gross income for the eight weeks immediately prior to applying for the card. Income limits for the period 20 September 2011 to 19 March 2012 are:
 

– single (no children)	\$480.00 pw
– couple, combined (no children)	\$834.00 pw
– single, one dependent child	\$834.00 pw
– for each additional dependent child add	\$34.00 pw

These limits (except for the child add-on) are indexed twice yearly, in March and September, based on movements in the Consumer Price Index.

There is no assets test for the low-income HCC.

- A foster child HCC is available, on application, to assist foster children and carers. The card can be claimed by the foster carer on behalf of the child. The foster child HCC is issued only in the name of the child, and can only be used to obtain concessions on services utilised by the child. The foster child HCC is not means tested.
- An ex-Carer Allowance (CA) HCC is available, on application, to 16-25 year old full-time students with a disability or a severe medical condition. The card can be claimed by students who were in receipt of a CA HCC on the day before their 16th birthday. The ex-CA HCC is issued in the name of the student and is not means tested.

### Residence requirements

- Certain residence requirements must be met to qualify for any type of HCC.

### Pension Supplement

- A Pension Supplement is added to the regular fortnightly payment made to recipients of Age Pension, Carer Payment, Wife Pension, Widow B Pension, Bereavement Allowance, Disability Support Pension (except if aged under 21 without children) and to certain other income support payment recipients if the person has reached age pension age.
- The maximum Pension Supplement combined the value of Telephone Allowance, Utilities Allowance, the GST Supplement and Pharmaceutical Allowance and an additional amount into a single payment. The maximum Pension Supplement is currently \$59.80 a fortnight for singles and \$90.20 a fortnight for couples, combined.
- The minimum Pension Supplement is an amount below which the Pension Supplement does not fall until income or assets reach a level that would otherwise reduce a total pension including Pension Supplement to nil. The minimum amount is currently \$32.20 a fortnight for singles, and \$48.60 for couples, combined.

- Pensioners may elect to receive the minimum pension supplement amount on a quarterly basis. Installments will be paid as soon as possible after 20 March, 20 June, 20 September and 20 December each year.
- A Pension Supplement basic amount (former GST Supplement) is paid to recipients of Parenting Payment (Single) under age pension age and to those eligible for Pension Supplement who are absent from Australia for more than 13 weeks. Pension Supplement above the basic amount can only be paid to those pensioners who live in Australia. The basic amount is currently \$20.90 a fortnight for singles and \$34.80 for couples, combined.

### Pharmaceutical Allowance (PhA)

Rate: \$6.20 per fortnight for eligible single person, and \$3.10 per fortnight for each eligible member of a couple (i.e. \$6.20 in total if both members of a couple are eligible). However, where a person is a member of an illness separated couple or a respite care couple or where a partner is in prison, the rate is \$6.20 per fortnight (i.e. same as for a single person).

Payment	Conditions under which PhA is paid
Austudy	Must be 60 years or more (but under age pension age) and have been in receipt of income support continuously for at least nine months.
ABSTUDY	Must be either temporarily incapacitated, or be 60 years or more (but under age pension age) and have been in receipt of income support continuously for at least nine months.

**Note:** PhA is subject to portability provisions where relevant.

### Remote Area Allowance (RAA)

#### Basic conditions of eligibility

- Tax-free allowance for pensioners/allowees/beneficiaries.
- Income Zone Tax Offset (formerly Zone Rebate) will be reduced by the amount of the allowance paid.

#### Residence requirements

- Resident of Ordinary Tax Zone A, **or**
  - Special Tax Zone A (with certain exceptions), **or**
  - Special Tax Zone B.
- Can be paid for the first eight weeks of a temporary absence from Australia.

#### Basic rates

- Single: \$18.20 per fortnight.
- Couple: \$15.60 per fortnight each.
- Plus \$7.30 per fortnight for each dependant.

#### Rent Assistance

- Not payable.

#### Income test

- No income test.

#### Assets test

- No assets test.

## Chart A—Assets test limits for Allowances and Full Pensions

Family situation	For Homeowners	For Non-homeowners
Single	\$186,750	\$321,750
Couple (combined)	\$265,000	\$400,000
Illness separated (couple combined)	\$265,000	\$400,000
One partner eligible (combined assets)	\$265,000	\$400,000
Some assets are deemed to earn income, while certain assets are not included in the assets test. Contact us for more information.		

The assets test limits above also apply to the transitional rate of pension.

Allowances, Austudy and Parenting Payment are not payable if assets exceed these amounts.

For pensions, assets over these amounts reduce pension by \$1.50 per fortnight for every \$1,000 above the amount (single and couple combined). See Chart B.

## Chart B—Assets test limits for Part Pensions

For part pension assets must be less than #		
Family situation	For Homeowners	For Non-homeowners
Single	\$686,000	\$821,000
Couple (combined)	\$1,018,000	\$1,153,000
Illness separated (couple combined)	\$1,263,500	\$1,398,500
One partner eligible (combined assets)	\$1,018,000	\$1,153,000
Transitional		
Family situation	For Homeowners	For Non-homeowners
Single	\$631,750	\$766,750
Couple (combined)	\$983,500	\$1,118,500
Illness separated (couple combined)	\$1,155,000	\$1,290,000
One partner eligible (combined assets)	\$983,500	\$1,118,500
Assets test DSP – Aged under 21 (no children)		
Family situation	For Homeowners	For Non-homeowners
i) Single—dependent		
16–17 years	\$414,000	\$549,000
18–20 years	\$443,750	\$578,750
ii) Single—independent		
16–20 years	\$535,500	\$670,500
iii) Couple (combined)		
16–20 years	\$958,500	\$1,093,500
Some assets are deemed to earn income, while certain assets are not included in the assets test. Contact us for more information.		

**Note:** the rate of payment is calculated under both the income and assets tests. The test that results in the lower rate (or nil rate) will apply.

#Limits will increase if Rent Assistance is paid with your allowance or pension.

The assets and income limits in Charts A and B may only apply to people who are resident in Australia, or are temporarily absent from Australia for up to 13 weeks. Contact us for more information.

### Extra Allowable Amount for retirement village and granny flat residents

If your Entry Contribution is equal to or less than the Extra Allowable Amount at the time of entry, you are assessed as a non-homeowner. Your Entry Contribution will count as an asset. You may qualify for Rent Assistance. The Extra Allowable Amount is the difference between the non-homeowner and homeowner assets test limits, currently \$135,000.

### Hardship provisions

If you have assets but little or no income you are expected to rearrange your affairs to provide for yourself. In some cases that is not possible. If you are in 'severe financial hardship' you may be able to get an income support payment. Different tests apply to such cases.

## Chart D(a)—Personal income test for Youth Allowance, Austudy, ABSTUDY

### Income test

Family Situation	For full Allowance (pf)*	For part Allowance (pf)
Single, aged under 18, at home		
Students and Australian Apprentices	up to \$236	less than \$616.67
Job seekers	up to \$62	less than \$460.67
Single, aged 18 or over, at home		
Students and Australian Apprentices	up to \$236	less than \$691.00
Job seekers	up to \$62	less than \$535.00
Single or partnered, no dependants, away from home		
Students and Australian Apprentices	up to \$236	less than \$920.50#
Job seekers	up to \$62	less than \$764.50#
Partnered, with dependants		
Students and Australian Apprentices	up to \$236	less than \$986.17#
Job seekers	up to \$62	less than \$830.17#
Single, with dependants		
Students and Australian Apprentices	up to \$236	less than \$1,128.50#

Job seekers	up to \$62	less than \$972.50#
Single, long-term unemployed aged 21 or over, undertaking full-time study or Australian Apprenticeship, at home	up to \$236	less than \$791.50
Single, long-term unemployed aged 21 or over undertaking full-time study or Australian Apprenticeship, away from home	up to \$236	less than \$1,064.50#
Partnered, long-term unemployed, no dependants, aged 21 or over undertaking full-time study or Australian Apprenticeship, no children	up to \$236	less than \$986.17#

\*For job seekers, fortnightly income between \$62 and \$250 reduces fortnightly allowance by 50 cents in the dollar. Income above \$250 reduces payment by 60 cents in the dollar.

For students and Australian Apprentices, fortnightly income between \$236 and \$316 reduces the fortnightly allowance by 50 cents in the dollar. Income above \$316 reduces payment by 60 cents in the dollar. For students and Australian Apprentices the income test is subject to Income Bank credit.

In general, partner income which exceeds the cut-out point reduces fortnightly allowance by 60 cents in the dollar. However, the cut-out point varies for individuals depending on their circumstances.

#These figures may be higher if you are eligible for Rent Assistance or Pharmaceutical Allowance.

**Note:** for ABSTUDY recipients aged 21 years and over the rate of entitlement is aligned with Newstart. Please contact ABSTUDY on **132 317** to ascertain the effect of personal income.

## Chart F—Rent Assistance

Family Situation	Maximum payment per fortnight	No payment if your fortnightly rent is less than	Maximum payment if your fortnightly rent is more than
Single, no children	\$119.40	\$106.20	\$265.40
Single, no children, sharer	\$79.60	\$106.20	\$212.33
Couple, no children	\$112.60	\$172.80	\$322.93
One of a couple who are separated due to illness, no children*	\$119.40	\$106.20	\$265.40
One of a couple who are temporarily separated, no children	\$112.60	\$106.20	\$256.33

\*Includes respite care and partner in prison.

- Rent Assistance for families with children is usually paid with Family Tax Benefit. See Family Tax Benefit for current rates.
- Rent Assistance is not paid:
  - to people paying rent to a government housing authority, although in some situations sub-tenants may qualify for Rent Assistance
  - for residents of Australian Government funded nursing homes and hostels
  - to single Disability Support Pensioners aged under 21, without dependants, living with parents
  - to other single people aged under 25, living with parents.
- Special rules apply to single sharers, people who pay board and lodging or live in a retirement village.
- Rent Certificates are required to verify rent where a customer does not have a formal written tenancy agreement or is not named as a tenant on a formal written tenancy agreement.
- Rent Assistance is paid as part of another payment. It may be reduced due to the income test rules applying to that primary payment.
- Rent Assistance is subject to portability provisions where relevant.

## How to contact us

Visit [humanservices.gov.au](http://humanservices.gov.au) for more information about payments and services or call the '13' or '1800' number listed that is most relevant to your situation.

<b>Older Australians</b>	<b>132 300</b>
About to retire or in retirement	
Seniors	
Needing help after someone has died	
<b>Disability and carers</b>	<b>132 717</b>
Are you ill, injured or do you have a disability	
Caring for someone	
<b>Employment services</b>	<b>132 850</b>
Looking for work (21 and over)	
Are you a farmer, self-employed or rural Australian	
Needing help in a crisis	
Recently moved to Australia	
<b>Families and Parents</b>	<b>136 150</b>
Family Assistance Office	
<b>Youth and Students</b>	<b>132 490</b>
Looking for work (under 21)	
Youth Allowance	
Austudy	
Pensioner Education Supplement	
<b>ABSTUDY</b>	<b>132 317</b>
<b>Assistance for Isolated Children (AIC) Scheme</b>	<b>132 318</b>
<b>Australian Apprentices</b>	<b>133 633</b>
<b>Australian Government Services Fraud Tip-off Line</b>	<b>131 524</b>
<b>BasicsCard Balance Check</b>	<b>Freecall™ 1800 057 111</b>
<b>Calling from outside Australia</b>	<b>+61 3 6222 3455</b>
<b>Centrelink Business Hotline</b>	<b>131 158</b>
<b>Centrelink International Services</b>	<b>131 673</b>
<b>Customer Relations</b>	<b>Freecall™ 1800 050 004</b>
Suggestions, complaints and compliments	
<b>Drought Assistance</b>	<b>132 316</b>
<b>Financial Information Service seminar bookings</b>	<b>136 357</b>
<b>Foreign Income Exchange Line</b>	<b>Freecall™ 1800 050 041</b>
<b>Income Management Line</b>	<b>132 594</b>
<b>Indigenous Call Centre</b>	<b>136 380</b>
<b>Online Service Helpdesk</b>	<b>132 307</b>
<b>To speak to us in languages other than English</b>	<b>131 202</b>
<b>TTY* Customer Relations</b>	<b>Freecall™ 1800 000 567</b>
<b>TTY* Enquiries</b>	<b>Freecall™ 1800 810 586</b>

\*TTY is only for people who are deaf or who have a hearing or speech impairment. A TTY phone is required to use this service.

**Note:** calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

## Centrelink Self Service

Centrelink Self Service is a quick and convenient way to report, update or view your personal details without having to speak to a Customer Service Officer or visit a Centrelink or Medicare Service Centre.

**Online Services**—are secure, convenient and protect your privacy. Some of the options that make it easier for you to do business with us:

- report income, Activity Test/participation requirements and changes to your circumstances
- view your Centrelink payment history and check when and how much your next Centrelink payment will be
- apply for an Advance Payment
- print an Income Statement, Rent Certificate or Reporting Statement
- update contact details, bank account details and study details
- view a summary of your current income and assets
- view, add, change or cancel deductions
- check appointment details and reporting dates, **and**
- claim for Age Pension, student payments and family assistance payments.

**Phone Self Service**—provides you with a convenient way to do some of your Centrelink business:

- call **136 240**—to access a range of phone services
- call **133 276**—(**13 EARN**)—to report income, Activity Test/participation requirements and changes to your circumstances.

For more information about reporting requirements visit [centrelink.gov.au](http://centrelink.gov.au) or [humanservices.gov.au](http://humanservices.gov.au)

**Nominee access to Online Services**—gives nominees the choice to do Centrelink business on behalf of a customer they are a nominee for, using Online Services.

**Online Letters**—gives you the choice to view some letters from Centrelink online rather than having them sent to your postal address.

**Electronic Message Reminder**—is a free personalised reminder service that sends an SMS text message or email to remind you about appointments and other messages.

For more information about Centrelink Self Service visit [centrelink.gov.au](http://centrelink.gov.au) or [humanservices.gov.au](http://humanservices.gov.au)

## Definition of a partner

For the Department of Human Services purposes a person is considered to be your partner if you and the person are living together, or usually live together, and are:

- married, **or**
- in a registered relationship (opposite or same-sex), **or**
- in a de facto relationship (opposite or same-sex).

The Department of Human Services considers a person to be in a de facto relationship from the time they commence living with another person as a member of a couple. The Department of Human Services recognise all couples, opposite-sex and same-sex.

This publication has been prepared by the Department of Human Services to give you information about payments and services it delivers on behalf of the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) and the Department of Education, Employment and Workplace Relations (DEEWR).

## Disclaimer

The information contained in this publication is intended only as a guide to payments available.

### What are your responsibilities?

- It is your responsibility to decide if you wish to apply for a payment and to make the application, having regard to your particular circumstances.
- The information is accurate as at 1 January 2012, but may of course change. If you use this publication after that date, please check with us that the details are up to date.

### From what date are benefits payable?

Most government payments are paid from, or after, the date on which the application is made. So the sooner you lodge your application the quicker you may be paid.

### What is the position if you deal with a third party?

You may deal with a third party who is not a member of our staff. If you do so, please remember that the Department of Human Services has not authorised any third parties to provide information or advice to you about payments. If you think a decision about your payment is incorrect, you can contact us and ask for the decision to be reconsidered.

If you are not satisfied with the service you received from the Department of Human Services you can talk to our Customer Relations staff on **Freecall™ 1800 050 004**. If you are still not satisfied, you can contact the Commonwealth Ombudsman whose local number is listed in your phone book.

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On 1 July 2011 Centrelink, Medicare Australia, Child Support Agency, the Family Assistance Office and CRS Australia became the federal Department of Human Services. The department is now responsible for their payments and services. You may notice changes to our signage, websites, phone messages, logos on our correspondence as we bring together information about our services and payments for you. Learn more at [humanservices.gov.au](http://humanservices.gov.au)

