



Australian Government
Department of Human Services

centrelink

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On behalf of the Department of Families,
Housing, Community Services and Indigenous Affairs,
the Department of Education, Employment and
Workplace Relations and the Department of Industry,
Innovation, Science, Research and Tertiary Education.

A guide to Australian Government payments

Contents

Family Tax Benefit Part A	2	Pensioner Education Supplement	21
Family Tax Benefit Part B	5	Assistance for Isolated Children Scheme	21
Schoolkids Bonus	5	Youth Allowance	22
Paid Parental Leave scheme	6	Newstart Allowance	24
Parental Leave Pay	6	Partner Allowance	25
Dad and Partner Pay	7	Widow Allowance	25
Baby Bonus	8	CDEP Participant Supplement and Supplementary Benefits (Add-ons)	26
Health Care Card (Family Tax Benefit)	8	Special Benefit	27
Child Care Benefit	8	Crisis Payment	27
Child Care Rebate	10	Concession Cards, Supplements and Allowances	28
Jobs Education and Training Child Care Fee Assistance	10	Remote Area Allowance	31
Parenting Payment	10	Chart A	31
Double Orphan Pension	12	Chart B	31
Age Pension	12	Chart C	32
Pension Bonus Scheme	13	Chart D(a)	33
Wife Pension	14	Chart D	34
Widow B Pension	14	Chart E	34
Bereavement Allowance	14	Chart F	35
Disability Support Pension	15	Clean Energy Advance	35
Sickness Allowance	16	Low Income Supplement/ Low Income Family Supplement	37
Mobility Allowance	16	Essential Medical Equipment Payment	38
Carer Payment	17	How to contact us	38
Carer Allowance	17		
Carer Supplement	18		
Austudy	18		
ABSTUDY	19		

Family Tax Benefit Part A

Basic conditions of eligibility

Family Tax Benefit (FTB) can be paid to a parent, guardian or an approved care organisation. To be eligible the claimant must:

- have an FTB child in their care (see FTB child information below), **and**
- meet residential requirements (described under 'Residence requirements'), **and**
- have income under a certain amount (described under 'Income test').

Family Tax Benefit child

To be an FTB child, a child must be aged*:

- up to 15 years, **or**
- 16 to 19** years and in full-time secondary study (including those repeating Year 12), **or**
- 16 and 17 years where they have completed their Year 12 or equivalent qualification, or are exempt from this requirement.

The child must also:

- be in your primary care for at least 35 per cent of the time***
- have income below the child income limit, if this applies to them (described under 'Child income limit')
- not receive a pension or benefit, or labour market program payment such as Youth Allowance
- not receive a prescribed education scheme payment such as ABSTUDY if they are aged 16 to 21.

*These changes to FTB child eligibility came into effect on 1 January 2013.

**A young person aged 19 can be an FTB child up to the end of the calendar year in which they turn 19, as long as they are in full-time secondary study.

***If you care for a child between 14 per cent and less than 35 per cent of the time you will not be eligible to receive the child related components of Family Tax Benefit payments, but you may be eligible to receive Rent Assistance, a Health Care Card, Remote Area Allowance, Child Care Benefit and Child Care Rebate, and the lower threshold of the Medicare Safety Net.

Child income limit

In certain circumstances the amount of income that a child earns during an income year can affect eligibility for Family Tax Benefit. Your child will not be an FTB child where they earn \$13,775 or more during the income year and they:

- are aged 5 to 15 and not studying full-time, **or**
- are aged 16 to 17 and are not in full-time secondary study or are exempt from this requirement.

Residence requirements

- A claimant must be living in Australia and be:
 - an Australian citizen, **or**
 - the holder of a permanent visa, **or**
 - a New Zealand citizen who arrived on a New Zealand passport, **or**
 - a holder of a temporary visa subclass 070, 309, 310, 447, 451, 695, 785, 786, 787, 820 or 826, or a holder of a Criminal Justice Stay Visa issued specifically for the purpose of assisting in the administration of criminal justice in relation to the offence of people trafficking, sexual servitude or deceptive recruiting.
- The child must meet the above requirements or must be living with the claimant.
- Family Tax Benefit may be claimed during a temporary absence from Australia.
- The base rate of Family Tax Benefit Part A may continue to be paid for up to three years of a temporary absence from Australia. However, some recipients (certain temporary visa holders) may not be paid at all, or only in limited circumstances.
- From 1 January 2013 more than the base rate of Family Tax Benefit Part A can generally only be paid for up to six weeks of a temporary absence from Australia. However, the length of your last return to Australia, or the type of visa you hold, may affect your entitlement during your absence from Australia.
- Children are also affected by the above rules if they leave Australia.

Basic rates and method of payment

- Family Tax Benefit can be paid either fortnightly or as a lump sum after the end of the financial year to a bank, credit union or building society account.
- Family Tax Benefit Part A includes a supplement (described under Family Tax Benefit Part A supplement eligibility) which is available only after the end of the financial year following the lodgement of tax returns and may be used to offset overpayments.
- You can claim Family Tax Benefit up to three months before the expected birth of your child or when the child is expected to enter your care.

Maximum rates of Family Tax Benefit Part A

For each child	Per fortnight	Per year
Aged under 13 years	\$169.68	\$5,150.15
Aged 13–15 years	\$220.64	\$6,478.75
Aged 16–19 years, secondary student	\$220.64	\$6,478.75
Aged 16–17 years, completed Year 12 or equivalent qualification, or exempt from requirement	\$54.32	\$2,142.55
In an approved care organisation aged 0–19 years	\$54.32	\$1,416.20

Note: a child is not a secondary student if they have completed Year 12 or equivalent. Payment per year figures (except for the approved care organisation figure) include the Family Tax Benefit Part A supplement (\$726.35 per child) but the fortnightly figures do not. The supplement can only be paid after the end of the financial year once certain conditions have been met.

- To receive more than the base rate of Family Tax Benefit Part A for children of a previous relationship, reasonable action to obtain child support must be taken. Blind pensioners are exempt from the maintenance action test.

Base rate of Family Tax Benefit Part A

For each child	Per fortnight	Per year
Aged under 18 years	\$54.32	\$2,142.55
Aged 18–19 years, secondary student	\$54.32	\$2,142.55

Note: payment per year figures include the Family Tax Benefit Part A supplement (\$726.35 per child) but the fortnightly figures do not. The supplement can only be paid after the end of the financial year.

Family Tax Benefit Part A supplement eligibility

To be eligible for the Family Tax Benefit Part A supplement (worth up to \$726.35 per child, per year) you and/or your partner must lodge tax returns or notify us if you and/or your partner are not required to lodge, **and**

- for the financial year a child turns one, two or five years, meet immunisation requirements for that child
- for the financial year a child turns four years, meet health check requirements for that child.

To meet immunisation requirements, the child turning one, two or five during the financial year must be up-to-date with vaccinations or have an approved immunisation exemption.

To meet the health check requirement, the child turning four during the financial year must undergo a health check or have an approved exemption. Where the child has undergone a health check you and/or your partner must notify us that the health check has been completed. This health check requirement applies to families where an individual or their partner also receives an income support payment during the relevant financial year.

Income test

- An income estimate does not need to be provided for those who are single and receive certain income support payments from us or the Department of Veterans' Affairs.
- In most cases your Family Tax Benefit Part A payment is worked out using two income tests—the one that gives you the highest rate will be applied.

- The first test reduces the **maximum** rate of Family Tax Benefit Part A by 20 cents for each dollar above \$47,815. The second test reduces the **base** rate of Family Tax Benefit Part A by 30 cents for each dollar above \$94,316 (plus \$3,796 for each Family Tax Benefit Child after the first).
- You may also be prohibited from receiving your Family Tax Benefit by fortnightly instalments if you have outstanding income tax returns or related debts.
- You and your partner must lodge an income tax return or tell us that you are not required to lodge an income tax return or any Family Tax Benefit you receive will have to be repaid.
- This table shows the income limit above which only the base rate of Family Tax Benefit Part A may be paid (\$pa)*.

No. children aged 0–12 yrs	No. children 13–15 years or secondary students 16–19 years			
	Nil	One	Two	Three
Nil		\$69,496	\$91,177	n/a
One	\$62,853	\$84,534	n/a	n/a
Two	\$77,891	\$99,572	n/a	n/a
Three	\$92,929	n/a	n/a	n/a

***Note:** n/a indicates base rate does not usually apply for this household combination. This is because the rate calculated under the first income test for this combination is usually higher than the rate that is calculated under the second test which applies the base rate. Income limits are indicative only, please contact us for a more accurate assessment based on your circumstances.

- This table shows the income limits at which Family Tax Benefit Part A, including the supplement, may not be paid (\$pa)*.

No. children aged 0–12	No. children 13–15 years or secondary students 16–19 years			
	Nil	One	Two	Three
Nil	\$101,458	\$112,603	\$146,530	
One	\$101,458	\$112,396	\$139,887	\$173,813
Two	\$112,396	\$133,244	\$167,170	\$201,097
Three	\$126,601	\$160,527	\$194,454	\$228,381

***Note:** income limits are indicative only, please contact us for a more accurate assessment based on your circumstances. Income limit is higher if families are eligible for Multiple Birth Allowance. Families with income approaching these amounts may elect to be paid the Family Tax Benefit at a lower rate or at the end of the income year to reduce or avoid overpayment. Different income limits apply to families with children aged 16–17 who are not secondary students.

Maintenance income test for Family Tax

Benefit Part A

- Maintenance income-free areas per year:
 - Single parent, or one of a couple receiving maintenance \$1,445.40
 - Couple, each receiving maintenance \$2,890.80
 - For each additional child \$481.80
- Maintenance over these amounts may reduce the maximum rate of Family Tax Benefit Part A by 50 cents in the dollar. It does not reduce the base rate of Family Tax Benefit Part A.
- Maintenance includes child maintenance and partner maintenance payments.
- Pensioners who are blind are exempt from the maintenance income test.

Assets test

- No assets test.

Family Tax Benefit Part A may also include

(Unless otherwise indicated the following amounts are added to both the maximum rate and the base rate *before* the income test is applied.)

Large Family Supplement

Basic conditions of eligibility

- Paid for third and each subsequent child.

Basic rates

- \$11.76 per fortnight or \$306.60 pa.

Multiple Birth Allowance

Basic conditions of eligibility

- Families with at least three children born in a multiple birth may be eligible for Multiple Birth Allowance until the children are 16 years of age, or if at least three of the children are in full-time study, until the end of the calendar year in which they turn 18.

Basic rates

- Triples \$140.84 per fortnight or \$3,671.90 pa.
- Quadruplets or more \$187.60 per fortnight or \$4,891.00 pa.

Rent Assistance

Basic conditions of eligibility

- Family Tax Benefit Part A customers who are paying

private rent.

Note: if you are not eligible to receive the child related components of Family Tax Benefit Part A because you have less than 35 per cent care, you may still be eligible for the Rent Assistance component of Family Tax Benefit Part A if:

- you have care for between 14 and less than 35 per cent of the time, **and**
- pay private rent.
- Not paid to people paying rent to a government housing authority.
- Rent assistance is not added to the base rate of Family Tax Benefit Part A.

Basic rates

- Number of children, relationship status and amount of rent paid, determine rate.

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, one or two children	\$141.82	\$141.40	\$330.49
Single, three or more children	\$160.44	\$141.40	\$355.32
Couple, one or two children	\$141.82	\$209.30	\$398.39
Couple, three or more children	\$160.44	\$209.30	\$423.22

Other payments

- Recipients of Family Tax Benefit Part A may be eligible for other payments delivered by us. These payments are not part of Family Tax Benefit Part A. They include:
 - Double Orphan Pension (see page 12)
 - Carer Allowance (see page 17).

Family Tax Benefit Advance

A lump sum advance payment may be available to families receiving Family Tax Benefit Part A by instalments. You may be eligible for a Family Tax Benefit Advance if your rate of Family Tax Benefit Part A is equivalent to at least the base rate for one child aged under 18 years and repayment of the advance will not cause you to suffer financial hardship. 7.5 per cent of your annual Family Tax Benefit Part A entitlement may be paid in advance at any one time, up to a \$1,030.75 limit.

Family Tax Benefit Part B

Basic conditions of eligibility

- Gives extra assistance to single parent families and to two-parent families with one main income where one parent chooses to stay at home or to balance some paid work with caring for their children.
- Family must have a FTB child aged under 16, **or**
- A qualifying full-time secondary student up to the age of 18 (who does not get Youth Allowance or a similar payment), **and**
- Have care for at least 35 per cent of the time, **and**
- Have income under a certain amount.

Residence requirements

- As for Family Tax Benefit Part A with the exception that Family Tax Benefit Part B can generally only be paid for up to six weeks of a temporary absence from Australia. However, the length of your last return to Australia, or the type of visa you hold, may affect your entitlement while absent from Australia.
- Children are also affected by the above rules if they leave Australia.

Basic rates

- Payments are made either fortnightly or as a lump sum at the end of the financial year to a bank, credit union or building society account.
- Family Tax Benefit Part B includes a supplement which is available only after the end of the financial year following the lodgement of tax returns and may be used to offset overpayments.
- Family Tax Benefit Part B cannot be paid during a Paid Parental Leave period.

Maximum rate of Family Tax Benefit Part B.

Age of youngest child	Per fortnight	Per year
Under 5 years	\$144.34	\$4,117.20
5–15 years (or 16–18 years if a full-time secondary student)	\$100.66	\$2,978.40

Note: payment per year figures include the Family Tax Benefit Part B supplement (\$354.05 per family for the 2012–13 financial year) but the fortnightly figures do not. The supplement can only be paid after the end of the financial year.

Income test

- For the 2008–09 financial year onwards, eligibility for Family Tax Benefit Part B is limited to families where the higher income earner in a couple, or a single parent, has an income of \$150,000 per year or less. However, if you get an income support payment from us or the Department of Veterans' Affairs this income limit will not apply.

- Single parents automatically receive the maximum amount of Family Tax Benefit Part B if they have an income of \$150,000 per year or less.
- For two-parent families where the higher income earner has an income of \$150,000 per year or less, it is the income of the lower earner that affects how much Family Tax Benefit Part B the family will receive. The lower earner can have income up to \$5,037 and still receive the maximum rate of Family Tax Benefit Part B. Payments are reduced by 20 cents for each dollar of income earned over \$5,037.
- Eligible two-parent families can still receive some Family Tax Benefit Part B if:
 - their youngest child is aged under five years and the lower earner has income less than \$25,623 per annum, **or**
 - their youngest child is aged between five and 18 years and the lower earner has income less than \$19,929 per annum.
- You and your partner must lodge an income tax return or tell us that you are not required to lodge an income tax return or any Family Tax Benefit you receive will have to be repaid.
- You may also be prohibited from receiving your Family Tax Benefit by fortnightly instalments if you have outstanding income tax returns or related debts.

Assets test

- No assets test.

Schoolkids Bonus

Basic conditions of eligibility

- The Schoolkids Bonus provides additional assistance for families and students to pay for education expenses such as uniforms, books, school fees and sports registration fees.
- You are eligible to receive the Schoolkids Bonus if you receive Family Tax Benefit Part A for a dependent child who is in or will be in primary or secondary education study, **or**
 - you are 16 to 18, (or turning 19 years of age in the 2013 calendar year), **and**
 - in full-time secondary study, **and**
 - eligible for Youth Allowance, ABSTUDY (Living Allowance), Disability Support Pension, Carer Payment, Parenting Payment or Special Benefit.

Note: children in preschool are not eligible for the Schoolkids Bonus. You will need to be receiving one of the payments listed above on the Schoolkids Bonus test dates, 1 January and/or 30 June each year, to be eligible to receive the Schoolkids Bonus.

Residence requirements

- No specific residence requirements. However a claimant must meet the eligibility requirements for a qualifying payment.

Basic rates and methods of payments

- The Schoolkids Bonus is a yearly payment of \$820 for each eligible child in secondary study and \$410 for each eligible child in primary study.
- Payments are made in two equal instalments in January and July each year. For each instalment you will receive \$410 for each eligible child in secondary study and \$205 for each eligible child in primary study.
- If you share the care of your child and receive a shared or blended care percentage of Family Tax Benefit A for your child, you will receive the same percentage of the Schoolkids Bonus. You will need to notify us when your child begins primary study to start receiving the primary study payment rate or when your child changes from primary to secondary study to start receiving the secondary study payment rate. Payments will then be paid automatically from that date.
- The payment is made automatically into a bank, credit union or building society account, once you have notified us that your child is in primary or secondary school. If you claim Family Tax Benefit Part A as a lump sum, you will get the payment (if eligible) when your lump sum claim is assessed.

Income test

- There is no specific income test for the Schoolkids Bonus as eligibility is based on receipt of a qualifying payment. This means if you are not entitled to a qualifying payment on any of the test dates, you will not receive the Schoolkids Bonus.

Assets test

- No assets test.

Paid Parental Leave scheme

- The Paid Parental Leave scheme is an entitlement for eligible working parents. The Paid Parental Leave scheme provides financial support to families to enable more parents to take time off work to care for their children during the vital early months following birth or adoption.

The scheme provides two government-funded payments:

- **Parental Leave Pay** to help parents (usually birth mothers) spend time at home with a newborn or recently adopted child, and to help employers retain skilled staff.
- **Dad and Partner Pay**, from 1 January 2013, to help dads or partners take time off work to bond with their newborn or recently adopted child, and support mums or partners during this time.

Parental Leave Pay

Basic conditions of eligibility

- A person may be eligible for a maximum period of 18 weeks Parental Leave Pay if they:
 - are the primary carer of a newborn or recently adopted child
 - meet the Paid Parental Leave residency requirements
 - have met the Paid Parental Leave work test and income test before the birth or adoption occurs, **and**
 - are on leave or not working from the time they become the child's primary carer until the end of their Paid Parental Leave period.
- The birth mother or the initial primary carer of an adopted child must usually apply for Parental Leave Pay, unless there are exceptional circumstances.
- Parental Leave Pay and the Baby Bonus cannot be paid for the same child. Parents who meet the eligibility requirements for both payments can choose which payment is the best financially for their family.
- A person and/or their partner will not be eligible for Family Tax Benefit Part B or the dependent spouse, child housekeeper and housekeeper tax offsets during their Paid Parental Leave period.
- Claims for Parental Leave Pay can be lodged up to three months prior to the child's expected date of birth or adoption.
- A person may still be eligible for Parental Leave Pay in the event of a stillbirth or infant death.
- Parents are required to formally register the birth of their child as a condition of receiving Parental Leave Pay. This requirement does not apply to parents whose child is stillborn, adopted or born outside Australia.

Work test

- Full-time, part-time, casual, seasonal, contract and self-employed workers can be eligible for the scheme.
- To meet the Paid Parental Leave work test for Parental Leave Pay, a person must have:
 - worked for at least 10 of the 13 months prior to the birth or adoption of their child, **and**
 - worked for at least 330 hours in that 10 month period (just over one day a week), with no more than an eight week gap between two consecutive working days.

Note: a working day is a day on which a person has worked for at least one hour.

Note: there are some exceptions to the work test due to pregnancy complications and/or premature birth.

Residence requirements

- As for Family Tax Benefit Part A.

Basic rates and method of payment

- The current rate is \$606.50 a week before tax.
- Parental Leave Pay is taxable.
- Parental Leave Pay is payable for a maximum period of 18 weeks.
- Parental Leave Pay can start from the date of birth or adoption, or a later date, and must be fully paid within 52 weeks of the child's birth or adoption.
- Employers must provide Parental Leave Pay to eligible employees who:
 - have worked with the employer for at least 12 months prior to the expected date of birth or adoption
 - will be an employee of the employer for the Paid Parental Leave period
 - are an Australian-based employee, **and**
 - are expected to receive at least eight weeks of Parental Leave Pay.
- If an employer is not required to provide Parental Leave Pay, they can still choose to provide it. The employer and employee must agree for this to happen.
- Eligible parents who do not receive Parental Leave Pay from their employer, will receive it from us.

Income test

- A person must have an individual adjusted taxable income of \$150,000 or less in the financial year prior to the date of claim or the date of birth or adoption, whichever is earlier.

Assets test

- No assets test.

Dad and Partner Pay

Basic conditions of eligibility

- A person may be eligible for a maximum period of two weeks Dad and Partner Pay if they:
 - are caring for a child born or adopted from 1 January 2013
 - meet the Paid Parental Leave residency requirements
 - meet the Paid Parental Leave work test and income test before the start of their Dad and Partner Pay period, **and**
 - are on unpaid leave or not working during their Dad and Partner Pay period.
- A person claiming Dad and Partner Pay must be:
 - the biological father of the child
 - a partner of the birth mother
 - an adoptive parent
 - a parent in a surrogacy arrangement
 - a legal parent, **or**
 - a partner of the legal parent.
- Birth mothers are not eligible to apply for Dad and Partner Pay.

- Dad and Partner Pay and Parental Leave Pay or Baby Bonus may be paid for the same child.
- A person and/or their partner may be eligible for Family Tax Benefit Part B or the dependent spouse, child housekeeper and housekeeper tax offsets during their Dad and Partner Pay period.
- Claims for Dad and Partner Pay must be lodged by the claimant. Claims may be lodged up to three months prior to the child's expected date of birth or adoption.
- A person may still be eligible for Dad and Partner Pay in the event of a stillbirth or infant death.
- Parents are required to formally register the birth of their child as a condition of receiving Dad and Partner Pay. This requirement does not apply to parents whose child is stillborn, adopted or born outside Australia.

Work test

- Full-time, part-time, casual, seasonal, contract and self-employed workers can be eligible for the scheme.
- To meet the Paid Parental Leave work test for Dad and Partner Pay, a person must have:
 - worked for at least 10 of the 13 months prior to their Dad and Partner Pay period, **and**
 - worked for at least 330 hours in that 10 month period (just over one day a week) with no more than an eight week gap between two consecutive working days.

Note: a working day is a day on which a person has worked for at least one hour.

Note: there are some exceptions to the work test due to premature birth.

Residence requirements

- As for Family Tax Benefit Part A.

Basic rates and method of payment

- The current rate is \$606.50 a week before tax.
- Dad and Partner Pay is taxable.
- Dad and Partner Pay is payable for a maximum period of two weeks.
- Dad and Partner Pay can start from the date of birth or adoption, or a later date, and must be fully paid within 52 weeks of the birth or adoption.
- An eligible father or partner will receive Dad and Partner Pay directly from us.

Income test

- A person must have an individual adjusted taxable income of \$150,000 or less in the financial year prior to the start of their Dad and Partner Pay period or the date of claim, whichever is earlier.

Assets test

- No assets test.

Baby Bonus

Basic conditions of eligibility

- Paid to families following the birth (including stillbirth) or adoption of a child, where the eligibility requirements for Family Tax Benefit for the child (disregarding the Family Tax Benefit income tests) are met within 26 weeks of a child's birth, or in the case of adoption, within 26 weeks of the child being entrusted into the claimant's care as part of an adoption process.
- Parents are required to formally register the birth of their child as a condition of receiving the Baby Bonus. This requirement does not apply to parents whose child is stillborn, adopted or born outside Australia.
- Payable to:
 - a parent who has primary care of a newborn child, **or**
 - a person who has primary care of a newborn child within 26 weeks of the child's birth, and is likely to continue to have primary care of the child for no less than 26 weeks, **or**
 - a person who has a child entrusted to their primary care for adoption before the child is 16 years of age.
- The claim must be made within 52 weeks starting from the day after the child's birth or in the case of adoption within 52 weeks starting from the day after the child comes into the person's primary care.

Residence requirements

- As for Family Tax Benefit Part A.

Basic rates and methods of payments

- Baby Bonus is a payment of \$5,000 per eligible child and is paid in 13 fortnightly instalments. A higher amount is paid in the first instalment. The first instalment is \$846.20 followed by 12 instalments of \$346.15.
- Families cannot get Parental Leave Pay and Baby Bonus for the same child. In the case of multiple births (for example, twins or triplets), Parental Leave Pay may be payable for one child and Baby Bonus for the other child or children, or Baby Bonus may be payable for each child.
- The payment is made into a bank, credit union account or building society account.

Income test

- Baby Bonus is an income tested payment which is payable to families whose estimate of combined adjusted taxable income is \$75,000 or less in the six months following the birth of a child or the child's entry into the family's primary care.

Assets test

- No assets test.

Health Care Card (Family Tax Benefit)

Basic conditions of eligibility

- Receiving the maximum rate of Family Tax Benefit Part A by instalment.

Residence requirements

- As for Family Tax Benefit Part A.

Basic rates

- Card issued every six months.

Income test

- As for Family Tax Benefit Part A.

Assets test

- No assets test.

Child Care Benefit

Child Care Benefit helps with the cost of approved child care for the purposes of Child Care Benefit and registered care.

Note: to receive the Child Care Rebate you must claim Child Care Benefit. If you are eligible for Child Care Benefit but your Child Care Benefit entitlement is zero due to income, you may still be eligible for the Child Care Rebate.

Basic conditions of eligibility

- The child must attend approved child care for the purposes of Child Care Benefit or registered child care.
- The claimant or partner must be liable for the payment of the child care fees.

Residence requirements

- The claimant or partner must be living permanently in Australia and be:
 - an Australian citizen, **or**
 - the holder of a permanent visa, **or**
 - a New Zealand citizen who arrived on a New Zealand passport, **or**
 - a holder of a certain temporary visa (subclass 070, 309, 310, 447, 451, 695, 785, 787, 820 or 826, or the holder of a Criminal Justice Stay Visa issued specifically for the purpose of assisting in the administration of criminal justice in relation to the offence of people trafficking, sexual servitude or deceptive recruiting), **or**
 - a student from outside Australia sponsored by the Australian Government, **or**
 - a non-resident experiencing hardship or special circumstances.

Other factors affecting eligibility

- Children aged under seven must have age-appropriate immunisation, be on a catch-up schedule or have an exemption.
- For approved care, all eligible families can get Child Care Benefit for up to 24 hours care per child per week.
- For approved care, both parents, or the single parent, must participate in activities that meet the work, training, study test for at least 15 hours per week (or 30 hours per fortnight), or have an approved exemption to be eligible for more than 24 hours per child and up to 50 hours of Child Care Benefit per child per week.
- For registered care, both parents, or the single parent, must participate in activities that meet the work, training, study test at sometime during the week child care is used or have an approved exemption to receive up to 50 hours Child Care Benefit.
- Grandparents who are the primary carers of their grandchildren do not have to meet the work, training, study test to receive up to 50 hours of Child Care Benefit per child per week of approved care.
- Grandparents who are the primary carers of their grandchildren and who are receiving an income support payment from us or from the Department of Veterans' Affairs are eligible for a special rate of Child Care Benefit, called Grandparent Child Care Rebate, to cover the full cost of approved care for up to 50 hours per child per week.
- For approved care (except occasional care), Child Care Benefit, Child Care Rebate and Jobs, Education and Training Child Care fee assistance can be paid for up to 42 absences per child per financial year for any reason with no evidence required. Child Care Benefit is also paid for additional absences above the 42 days for certain reasons with supporting documentation requirements. Approved child care services can provide parents with absence and additional absence policy details.
- For occasional care, Child Care Benefit is paid for an absence if the child care has been booked and paid for at the occasional care service. There is no limit on the number of absences.
- Parents can access their child's absence record on their View Child Care Attendance online statement available at humanservices.gov.au/onlineservices

Maximum rate—approved care

- Up to \$3.90 per hour for a non-school child (\$195.00 for a 50 hour week).

Note: depending on your circumstances (e.g. your income, what type of child care service you use and the number of hours), you may be entitled to a different rate than stated. Contact us for a more accurate assessment.

- Rates for school children are 85 per cent of the non-school child rates.

- A higher part-time loading percentage applies to non-school children attending a long day care service for less than 37.5 hours a week, **and**
- A higher standard hourly rate applies to children attending family day care and in home care services for less than 37.5 hours a week, **and**
- A higher non-standard hourly rate applies to children attending family day care and in home care services for any hours outside the service's standard hours.
- Can be paid directly to child care services to reduce the fees charged and help you manage your weekly budget. Fee reductions are based on an estimate of adjusted taxable income, with reconciliation after the end of the income (financial) year.
- Alternatively, payment can be made as a lump sum to parents after the end of the income (financial) year, if you have irregular work or you are unsure about your income.

Rate—registered care

- Registered care rate of \$0.652 per hour (up to \$32.60 per week).
- Rates for school children are 85 per cent of the non-school child rates.
- Paid by direct credit on presentation of receipts within 12 months from when the care was provided.

Income test—approved care

- Maximum rate payable for actual family income under \$41,026 or families on income support.
- Families with income above the income limits will not receive any Child Care Benefit. If families' Child Care Benefit entitlement is zero due to income, they may still be eligible for the Child Care Rebate.
- Child Care Benefit is not payable over the following income limits:

Number of children in care	Income limits
One	\$142,426
Two	\$147,594
Three or more for each child after the third	\$166,656 + \$31,495

Income test—registered care

- No income test.

Assets test

- No assets test.

Child Care Rebate

Basic conditions of eligibility

- The child must attend Child Care Benefit approved child care.
- The claimant must have been eligible for Child Care Benefit (entitled to a rate of zero or more*).
- The claimant and partner must have passed the work, training, study test (for the purpose of the rebate).

***Note:** there is no income test for the Child Care Rebate. If the claimant is eligible for Child Care Benefit but their Child Care Benefit entitlement is zero due to income, they may still be eligible for the Child Care Rebate.

Residence and other requirements

- As for Child Care Benefit.

Other factors affecting eligibility

Families get the Child Care Rebate if they are eligible for Child Care Benefit (entitled at a rate of zero or more) and using an approved child care service, **and**

- they and their partner are working, looking for work, training and studying or doing voluntary work to improve their work skills, or they have an exemption or exceptional circumstances exist or the child is at risk.

Note: families only have to participate in work related commitments at some time during a week or have an exemption. No minimum number of hours is required.

Basic rates

- 50 per cent of out-of-pocket child care expenses for approved care up to the annual cap. For the 2012–13 financial year, the Child Care Rebate annual cap is \$7,500 per child per year.
- Out-of-pocket expenses means the amount paid for child care after Child Care Benefit and any Jobs, Education and Training Child Care fees assistance (see below) amounts are taken out.
- Families have the option to receive the Child Care Rebate paid fortnightly either directly to their child care service provider or directly to their nominated bank account. Child Care Rebate fortnightly payment is based on the frequency of child care attendance records received from Child Care Service providers.
- Families still have the option to receive their Child Care Rebate quarterly or annually as a lump sum directly to their bank account.
- The quarterly payment will be made by us at the end of each quarter in which the child care costs were incurred. If you choose to receive your Child Care Rebate as quarterly payments, they will be paid once we have received child care attendance details from your Child Care Benefit approved child care service/s for the quarter. If you already

receive your Child Care Rebate as a quarterly payment then this will continue, unless you nominate to receive fortnightly payments.

- The annual payment will be made by us at the end of the financial year when families lodge a Child Care Benefit lump sum claim and once Child Care Benefit entitlement has been determined. The annual Child Care Rebate payment option is only available to families who claim Child Care Benefit as a lump sum.
- The payment option you choose for Child Care Rebate will be applied for the entire financial year. A new payment option cannot be applied until the start of the next financial year, unless exceptional circumstances apply.

Note: Child Care Rebate may only be payable for absences from child care that are eligible for Child Care Benefit.

Income test

- No income test.

Assets test

- No assets test.

Jobs Education and Training Child Care Fee Assistance

- Provides extra help with the cost of approved child care to eligible parents undertaking activities such as work, JobSearch, training or study as part of an Employment Pathway Plan, to help them re-enter the workforce.
- Pays some of the ‘gap fee’—the difference between the total child care fee and the amount covered by Child Care Benefit up to a person’s eligible hours limit, with all parents making a small co-contribution for care per hour per child plus the cost for any additional hours over their eligible hours limit.

Note: you can use the Child Care Estimator online to work out your possible entitlement to Family Tax Benefit and/or Child Care Benefit and Child Care Rebate for approved child care. Visit humanservices.gov.au/estimators or mychild.gov.au for more information.

Parenting Payment

Basic conditions of eligibility

- Must have qualifying child aged under six if you are partnered or aged under eight if you are single.
- Can be paid to only one member of a couple.
- When youngest qualifying child is aged six or over, must enter into an Employment Pathway Plan allowing participation in a broad range of activities.

Residence requirements

- Must be in Australia as an Australian resident for a period of, or periods totalling, 104 weeks, or arrived in Australia as a refugee, or became a single parent while an Australian resident (for Parenting Payment Single only), or have a qualifying residence exemption.
- Can be paid for up to six weeks for a temporary absence from Australia or longer if the person has to travel to study or train as part of their full-time Australian course or Australian Apprenticeship. The length of your last return to Australia may affect your entitlement during the absence from Australia.
- Different rules apply if a person is covered by an International Social Security Agreement.
- Can be paid for up to six weeks for a child's temporary absence from Australia. The length of your child's last return to Australia may affect your entitlement during their absence from Australia.

Basic rates

- Single parents: up to \$663.70* per fortnight.
*A Pension Supplement (see page 29) amount is included in this fortnightly rate. For those under age pension age, it is currently \$21.10. A higher Pension Supplement amount may be paid if the person has reached age pension age.
- Partnered parents: up to \$444.70 per fortnight (up to \$533.00 per fortnight if separated by illness or respite care couple, or partner in prison).
- A Pension Supplement (page 29) is paid to recipients of Parenting Payment (Partnered) who have reached age pension age.
- Pharmaceutical Allowance (page 30) is paid to Parenting Payment (Single) recipients who are under age pension age. It may be paid to Parenting Payment (Partnered) recipients.
- Education Entry Payment of \$208 may be payable.
- Pensioner Education Supplement may be paid to Parenting Payment (Single) recipients.
- Mobility Allowance may be paid to Parenting Payment recipients.
- Job seekers undertaking Work for the Dole (including full-time Work for the Dole and Drought Force), Green Corps activities, the Language, Literacy and Numeracy Program and Community Development Employment Project (CDEP) activities may be eligible for an additional supplement of \$20.80 per fortnight.

Rent Assistance

- Normally paid with Family Tax Benefit Part A.

Income test

Single parents

- For maximum payment, the recipient's income must be no more than \$176.60 per fortnight, plus \$24.60 for each additional child. Income over this amount reduces the rate of payment by 40 cents in the dollar.
- A part payment may be available if the recipient's income is less than \$1,835.85 per fortnight, plus \$24.60 for each additional child. This amount may be higher if you are eligible for Pharmaceutical Allowance.

Partnered parents

Partner is not a pensioner

- For maximum payment, the recipient's income must be no more than \$62 per fortnight and the partner's income must be no more than \$835 per fortnight.
- Recipient's income reduces the rate by 50 cents for each dollar between \$62 and \$250, and by 60 cents for each dollar above \$250 per fortnight.
- Partner's income up to \$835 per fortnight has no effect. Income over this amount reduces the rate by 60 cents for each extra dollar.
- A part payment may be available provided all of the following conditions are met:
 - recipient's income must be less than \$834.50 per fortnight, **and**
 - partner's income must be less than \$1,576.17 per fortnight, **and**
 - the combined income of the couple must be less than \$1,669.50 per fortnight.
- These conditions are a guide only. Some recipients who meet these conditions will not be eligible for a payment. Eligibility can only be confirmed following a full assessment of a couple's income under the relevant income test.
- Different limits apply if the partner receives Youth Allowance or Austudy payment.

Partner is a pensioner

- For maximum payment, the couple's combined income must be no more than \$124 per fortnight.
- Couple's combined income reduces the rate by 25 cents for each dollar between \$124 and \$500, and by 30 cents for each dollar above \$500 per fortnight.
- For part payment, the couple's combined income must be less than \$1,669.00 per fortnight.

Assets test

- See Chart A (page 31).
- Hardship provisions may apply.

Double Orphan Pension (DOP)

Basic conditions of eligibility

- Child(ren) aged under 16 in care and control of customer.
- Full-time dependent secondary students aged 16–19* who do not receive Youth Allowance.
- Both the child(ren)'s parents have died, **or**
- One parent has died and the whereabouts of the other is unknown to the claimant, **or**
- One parent has died and the other parent is in prison for at least 10 years or held on remand and charged with an offence that may be punishable by imprisonment for a term of at least 10 years, **or**
- One parent has died and the other parent is a patient of a psychiatric hospital or nursing home indefinitely.
- Refugee children under certain circumstances.
- Payable to a guardian or approved care organisation.

*A young person aged 19 will be eligible for Double Orphan Pension up to the end of the calendar year in which they turn 19, as long as they are in full-time secondary study.

Residence requirements

- Claimant must be living in Australia and be:
 - an Australian citizen, **or**
 - the holder of a permanent visa, **or**
 - a New Zealand citizen who arrived on a New Zealand passport, **or**
 - holder of a certain temporary visa, subclass 070, 309, 310, 447, 451, 695, 785, 786, 787, 820 or 826, or the holder of a Criminal Justice Stay Visa issued specifically for the purpose of assisting in the administration of criminal justice in relation to the offence of people trafficking, sexual servitude or deceptive recruiting.
- May be paid for up to three years of a temporary absence from Australia. However, some recipients (certain temporary visa holders) may not be paid at all, or only in strictly limited circumstances.
- Different rules apply if a person is covered by an International Social Security Agreement.
- Can be claimed during a temporary absence from Australia.

Basic rates

- The base rate of DOP is \$57.90 per fortnight.
- An additional component of DOP may be payable. The additional component will be equal to the difference between the carer's entitlement to Family Tax Benefit for the young person and the Family Allowance/Family Tax Benefit received for the young person immediately before they became a double orphan. The additional component will not be payable to approved care organisations.

Income test

- No income test.

Assets test

- No assets test.

Age Pension

Basic conditions of eligibility

- Men born before 1 July 1952 are eligible at age 65.
- Women born before 30 June 1947 have reached the qualifying age for Age Pension.
- For women born between 1 July 1947 and 1 July 1952, see table below:

Women born between	Eligible for Age Pension at age
1 July 1947 and 31 December 1948	64½
1 January 1949 and 30 June 1952	65

- For both men and women born on or after 1 July 1952 see table below:

People born between	Eligible for Age Pension at age
1 July 1952 and 31 December 1953	65½
1 January 1954 and 30 June 1955	66
1 July 1955 and 31 December 1956	66½
1 January 1957 and later	67

Residence requirements

- Must be an Australian resident and in Australia on the day the claim is lodged, unless claiming under an International Social Security Agreement.
- Must have been an Australian resident for a total of at least 10 years, at least five of these years in one continuous period, **or**
- Certain periods in countries with which Australia has an International Social Security Agreement may count towards Australian residence, **or**
- Have a qualifying residence exemption (arrived as refugee or under a special program), **or**
- A woman who is widowed in Australia, when both she and her late partner were Australian residents and who has 104 weeks residence immediately prior to claim, **or**
- Person was in receipt of Widow B Pension, Widow Allowance or Partner Allowance immediately before turning pension age.
- Can generally be paid for the total period of absence from Australia (some exemptions may apply), however, after 26 weeks the rate may change.

Note: special rules in the case of travel to New Zealand, or if covered by an International Social Security Agreement.

Basic rates

Status	Pension rate per fortnight
Single	\$712.00*
Member of a Couple	\$536.70*

*These amounts exclude the Pension Supplement which pensioners may receive as an additional payment to the base pension. See Pension Supplement (page 29).

- Paid fortnightly to bank, credit union or building society account.
- If a couple is separated because of illness, they may each be able to be paid at the single pension rate. The combined income and assets of the couple are used to work out their rates.
- The single rate may be payable to one member of a couple if partner not receiving payment is imprisoned or in a psychiatric hospital.
- Partnered rate payable to one member of a couple if partner is not receiving a pension, benefit or allowance.
- Not eligible for Education Entry Payment or Pensioner Education Supplement.
- An advance may be available in certain circumstances.

Pension Reform Transitional Arrangements

Pensioners receiving payments at 19 September 2009 did not receive a payment reduction because of the changes made to the pension system from 20 September 2009 (including changes to the income test taper rate, the Work Bonus and removal of higher income test free area for pensioners with dependent children). Some pensioners will be paid a transitional rate until the new rules provide an equal or better outcome for them. The transitional rate is based on the income test rules and payment rates (indexed to CPI) that applied before 20 September 2009. Please contact us for more information.

Rent Assistance

- See Chart F (page 35).
- Rent assistance is not payable to blind pensioners who are not subject to income and asset testing. Please contact us for more information.

Income test

- See Chart C (page 32).
- No income test on the basic rate for age pensioners who are permanently blind; however, these pensioners may be affected by the special arrangements for compensation payments (see page 33 for more information).

Assets test

- See Chart A (page 31) for full pension limits.
- See Chart B (page 31) for part pension limits.
- Hardship provisions may apply.
- No assets test on the basic rate for age pensioners who are permanently blind; however, these pensioners may be affected by the special arrangements for compensation payments (see page 33 for more information).

Pension Bonus Scheme

Basic conditions of eligibility

- Allows people who work and defer claiming Age Pension to earn a one-off tax-free lump sum bonus.
- The Pension Bonus Scheme is closed to new entrants who did not qualify for Age Pension before 20 September 2009.
- Existing members may remain in the scheme and continue to accrue entitlements if they or their member partner continue to work 960 hours per year.
- Must register before a bonus can be accrued. Earliest registration is the date when age and residence requirements for Age Pension are met.
- Members not working who rely on their non-member partner's employment to remain in the scheme are no longer able to do so. Bonus will generally need to be claimed within 13 weeks of 20 September 2009.
- Maximum bonus accrual period is five years.
- Cannot accrue bonus after age 75.
- Must meet work test of at least 960 hours of paid work each year for a minimum of 12 months from registration.
- Not paid if receiving income support (except Carer Payment) after meeting age and residency requirements for Age Pension rates (page 12).
- Can be affected by 'gifting rules' if more than \$10,000 is given away in a single year or more than \$30,000 over a five-year period.

Basic rates

- Members claim bonus when they eventually claim Age Pension.
- Amount of bonus is based on how long a person defers pension from the date of registration, and rate of pension payable at time of claim.

Rate if maximum pension payable:

Years (bonus periods)	Single	Partnered (each)
1	\$1,791.70	\$1,354.70
2	\$7,166.80	\$5,418.80
3	\$16,125.30	\$12,192.40
4	\$28,667.10	\$21,675.30
5	\$44,792.40	\$33,867.70

Pension Bonus Bereavement Payment

- Pension Bonus Bereavement Payment (PBBP) commenced on 1 January 2008. It is a payment that may be made to the surviving partner of a deceased member of the Pension Bonus Scheme who did not claim their bonus before death. It has the same maximum rates as the Pension Bonus payment. For further information contact us on **132 300**.

Wife Pension

Basic conditions of eligibility

- Since 1 July 1995, no new grants of Wife Pension. Current recipients (wife of an Age or Disability Support Pensioner) may continue to receive this pension.

Residence requirements

- May be paid for up to six weeks of a temporary absence outside Australia or longer if the person has to travel to study or train as part of their full-time Australian course or Australian Apprenticeship. Can be paid overseas indefinitely in some cases. Different rules apply if the person is covered by an International Social Security Agreement.

Basic rates

- See Age Pension (page 12), Pension Supplement (page 29).
- Pensioners receiving payments at 19 September 2009 may be paid under 'transitional arrangements' (page 13).
- Education Entry Payment of \$208 may be payable.
- Pensioner Education Supplement may be paid to a Wife Pension recipient (if their partner is receiving Disability Support Pension).

Rent Assistance

- See Chart F (page 35).

Income test

- See Chart C (page 32).

Assets test

- See Chart A (page 31) for full pension limits.
- See Chart B (page 31) for part pension limits.
- Hardship provisions may apply.

Widow B Pension

Basic conditions of eligibility

- Since 20 March 1997, no new grants of Widow B Pension. Current recipients may continue to receive this payment.

Residence requirements

- May be paid for up to six weeks of a temporary absence outside Australia or longer if the person has to travel to study or train as part of their full-time Australian course or Australian Apprenticeship. Can be paid overseas indefinitely in some cases. Different rules apply if the person is covered by an International Social Security Agreement.

Basic rates

- See Age Pension (page 12), Pension Supplement (page 29).
- Pensioners receiving payments at 19 September 2009 may be paid under 'transitional arrangements' (page 13).

Rent Assistance

- See Chart F (page 35).

Income test

- See Chart C (page 32).

Assets test

- See Chart A (page 31) for full pension limits.
- See Chart B (page 31) for part pension limits.
- Hardship provisions may apply.

Bereavement Allowance

Basic conditions of eligibility

- Person whose partner has died.
- Living with partner immediately before death.
- Paid for a maximum of 14 weeks from date of death of partner (can be extended if a widow is pregnant).

Residence requirements

- Must be an Australian resident.
- Available to newly arrived migrants after 104 weeks in Australia as an Australian resident or has a qualifying residence exemption.
- Immediately eligible if both the person and the partner were Australian residents when the partner died.
- May be paid outside Australia for the period of the payment.
- Different rules apply if the person is covered by an International Social Security Agreement.

Basic rates

- See Age Pension (page 12), Pension Supplement (page 29).
- Not eligible for Education Entry Payment.

Rent Assistance

- See Chart F (page 35).

Income test

- See Chart C (page 32).

Assets test

- See Chart A (page 31) for full pension limits.
- See Chart B (page 31) for part pension limits.

Disability Support Pension (DSP)

Basic conditions of eligibility

- Aged 16 or over but under age pension age at date of claim lodgement, **and**
- Must have a physical, intellectual or psychiatric impairment assessed at 20 points or more under impairment tables*, **and**
- Inability, as a result of impairment, to work for 15 hours or more per week for the next two years, **and**
- Inability, as a result of impairment, to undertake a training activity which would equip the person for work within the next two years, **or**
- Be permanently blind.

Please contact us for more information.

*If at least 20 points are not allocated under a single impairment table, must have also actively participated in a program of support.

Residence requirements

- Must be an Australian resident and in Australia on the day the claim is lodged, unless claiming under an International Social Security Agreement.
- Must have been an Australian resident for a total of at least 10 years, at least five of those years in one continuous period, **or**
- Certain periods in countries with which Australia has an International Social Security Agreement may count towards Australian residence, **or**
- Have a qualifying residence exemption (arrived as refugee or under special humanitarian program), **or**
- Immediately eligible if inability to work occurred while an Australian resident, **or**
- Was a dependent child of an Australian resident at the time the continuing inability to work commenced.
- May be paid for up to six weeks of an absence outside Australia or longer if the person has to travel to study or train as part of their full-time Australian course or Australian Apprenticeship. Can be paid indefinitely in some cases if assessed in Australia prior to departure as having a permanent, severe impairment and no future work capacity or are terminally ill and returning to their country of origin or to be cared for by family. Different rules apply if the person is covered by an International Social Security Agreement.

Basic rates

- See Age Pension rates (page 12), Pension Supplement (page 29), except if aged under 21 without children.
- Pensioners receiving payments at 19 September 2009 may be paid under transitional arrangements (page 13). Special savings provisions may apply to DSP for people under 21 without children, rather than transitional arrangements. Please contact us for more information.

- DSP recipients who are undertaking Work for the Dole, Green Corps activities, the Language, Literacy and Numeracy Program or participating in the Community Development Employment Project (CDEP), may be eligible for an additional supplement of \$20.80 a fortnight.

Under age 21, no children		
Single, aged under 18	dependent	\$338.40 pf
	independent	\$522.90 pf
Single, aged 18–20	dependent	\$383.60 pf
	independent	\$522.90 pf
Member of a couple		\$522.90 pf

- DSP for people under 21, no children (includes Youth Disability Supplement of \$115.40 per fortnight).
- DSP is not subject to parents' income and assets.
- Pharmaceutical Allowance, Utilities Allowance and Telephone Allowance may be paid to DSP recipients aged under 21 without children.
- Education Entry Payment of \$208 may be payable.
- Pensioner Education Supplement may be paid to DSP recipients.

Rent Assistance

- See Chart F (page 35).
- Rent Assistance is normally not payable to single persons aged under 21, without dependants, who live with their parents or guardian.
- Rent Assistance is not payable to blind pensioners who are not subject to income and asset testing. Please contact us for more information.

Income test

- See Chart C (page 32).
- For those aged under 21 with no children see Chart C (b) (page 32).
- No income test on the basic rate for disability support pensioners who are permanently blind; however, these pensioners may be affected by the special arrangements for compensation payments (see page 33 for more information).

Assets test

- See Chart A (page 31) for full pension limits.
- See Chart B (page 31) for part pension limits.
- No assets test on the basic rate for disability support pensioners who are permanently blind; however, these pensioners may be affected by the special arrangements for compensation payments (see page 33 for more information).
- Hardship provisions may apply.

Sickness Allowance (SA)

Basic conditions of eligibility

- Aged 22 or over but under age pension age, **and**
- Temporarily incapacitated for work (or full-time study and on Austudy or ABSTUDY).
- Must have a job or full-time study to which they can return.
- A medical certificate from a qualified medical practitioner must be supplied.
- Not payable to Youth Allowance recipients who become incapacitated for study.

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 six weeks of a temporary absence from Australia in certain limited circumstances.

Basic rates

- Single: see Newstart Allowance (page 24).
- Partnered: see Newstart Allowance (page 24).
- Pharmaceutical Allowance is paid (page 30).

Rent Assistance

- See Newstart Allowance (page 24).

Income test

- See Chart D (page 34).

Assets test

- See Newstart Allowance (page 24).

Mobility Allowance (MOB)

Basic conditions of eligibility

- Paid to a person with a disability aged 16 or over who cannot use public transport without substantial assistance, **and**
- Is required to travel to and from their home in order to undertake work (including volunteer work), training or job seeking, **and**
- Not be in prison or undergoing psychiatric confinement in connection with a conviction.
- To qualify for a standard rate of Mobility Allowance:
 - be undertaking any combination of paid or voluntary work or vocational training for 32 hours every four weeks, **or**
 - be undertaking job search activities under an agreement between the Department of Human Services and an employment services provider funded by the Department of Education, Employment and Workplace Relations, **or**

- be receiving Newstart Allowance, Youth Allowance or Austudy, and satisfy the activity test associated with these payments, **or**
- be participating in a Disability Employment Services—Disability Management Service.
- To qualify for the higher rate of Mobility Allowance:
 - be receiving Newstart Allowance, Youth Allowance, Disability Support Pension or Parenting Payment, **and**
 - be working 15 hours per week at or above the relevant minimum wage, **or**
 - be looking for work of 15 hours or more per week at or above the relevant minimum wage under an agreement with an Employment Services Provider, **or**
 - be working 15 hours or more per week under the Supported Wages System.
- Mobility Allowance is not payable if you have been provided with a car from Department of Veterans' Affairs under the Vehicle Assistance Scheme. A person who is supplied with a GST-free car under the Goods and Services Act is not prevented from receiving Mobility Allowance.

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 six weeks of temporary absence from Australia.

Basic rate

- \$87.00 per fortnight.
- Paid fortnightly to bank, credit union or building society account.
- A lump sum advance equal to six months allowance may be paid once a year.

Higher rate

- \$121.80 per fortnight.
- Paid fortnightly to bank, credit union or building society account.
- A lump sum advance equal to six months allowance may be paid once a year.

Rent Assistance

- Not payable.

Income test

- No income test.

Assets test

- No assets test.

Carer Payment

Basic conditions of eligibility

- Person providing constant care for:
 - a person who has a physical, intellectual or psychiatric disability, **or**
 - an adult who has a dependent child in their care. If the dependent child is aged six years or over, a person must qualify for and receive Carer Allowance for that child, **or**
 - a child with a severe disability, or a severe medical condition, **or**
 - two or more children with disability, or medical condition, **or**
 - a disabled adult and one or more children each with a disability or medical condition, **or**
 - a child with severe disability or severe medical condition on a short-term or episodic basis, **or**
 - a profoundly disabled child or a disabled child (saved pre 1 July 2009).
- Parents exchanging care of two or more children each with severe disability or severe medical condition or disability or medical condition, under a parenting plan.
- A person who receives Carer Payment for a child may automatically be entitled to Carer Allowance.
- Cannot receive Carer Payment as well as another income support payment, such as Age Pension, Newstart Allowance or Parenting Payment. However, the person may be entitled to other payments such as Carer Allowance, Family Tax Benefit or Assistance for Isolated Children allowances.
- The person being cared for must:
 - meet the care receiver income and assets tests, **or**
 - be assessed as having a high level of physical, intellectual or psychiatric disability under the Adult Disability Assessment Tool, **and**
 - be receiving an income support payment from us or a Service Pension, **or**
 - not be receiving an income support payment only due to not meeting residence requirements.
- The carer is not required to live with or adjacent to the person being cared for, but must be providing constant care in a private home of the care receiver.
- May be paid for up to 63 days in a calendar year during a period of respite, either in Australia or outside Australia.

Residence requirements

- Claimant and care receiver must be Australian residents.
- Available to newly arrived migrants after 104 weeks in Australia as an Australian resident (some exemptions may apply).
- May be paid for up to six weeks of a temporary absence from Australia if care is still being provided or longer if the person has to travel to study or train as part of their full-time Australian course or Australian Apprenticeship.
- Different rules apply if the person is covered by an International Social Security Agreement.

Basic rates

- See Age Pension (page 12), Pension Supplement (page 29).
- Pensioners receiving payments at 19 September 2009 may be paid under ‘transitional arrangements’ (page 13).
- Education Entry Payment of \$208 may be payable.
- Pensioner Education Supplement may be payable.

Rent Assistance

- See Chart F (page 35).

Income test

- Carer: see Chart C (page 32).

Assets test

- Carer: see Chart A (page 31) for full pension limits.
- Carer: see Chart B (page 31) for part pension limits.
- Hardship provisions may apply.

Carer Payment—Care Receivers Income and Assets Limits

- Care receiver income test for Carer Payment:
 - the income limit for a care receiver (and relevant family members) to qualify their carer for Carer Payment is \$101,656.
- Care receiver assets test for Carer Payment:
 - the assets limit for a care receiver (and relevant family members) to qualify their carer for Carer Payment is \$627,000.
 - if the care receiver’s assets exceed the assets limit, the carer may still qualify for Carer Payment if the care receiver passes an income test and the liquid assets test.
 - current liquid assets limits for care receivers are \$6,000 (single) and \$10,000 (partnered).
- Please contact us for more information.

Carer Allowance (CA)

Basic conditions of eligibility

An income supplement paid to someone who provides daily care and attention at home to a person with a disability or medical condition who is:

- aged 16 or over where the disability causes a substantial functional impairment, **or**
- a dependent child aged under 16:
 - for a Health Care Card only, the child must require ‘substantially more care and attention’ compared to a child of the same age without a disability
 - for Carer Allowance and a Health Care Card, the child’s disability must appear on a list of disabilities/conditions that result in automatic qualification or must cause the child to function below the standard for his or her age level.

- the child and the carer must live together in the same private residence or, if the child is hospitalised at the time of the claim, there must be an intention for the child to return home to live with the carer.

Note: a person who receives Carer Payment for a child may automatically be entitled to Carer Allowance.

Residence requirements

- Claimant and care receiver must be Australian residents.
- May be paid for up to six weeks of a temporary absence from Australia if care is being provided.

Basic rates

- \$115.40 per fortnight.
- \$1,000 Child Disability Assistance payment to be paid annually to a person receiving Carer Allowance on 1 July for each child being cared for under 16 years of age.
- May be paid in addition to an income support payment.

Rent Assistance

- Not payable.

Income test

- No income test.

Assets test

- No assets test.

Carer Supplement

Basic conditions of eligibility

- An annual, non-indexed, lump sum payment paid every July to recipients of:
 - Carer Allowance
 - Carer Payment
 - Wife Pension with Carer Allowance
 - DVA Carer Service Pension
 - DVA Partner Service Pension with Carer Allowance.

Residence requirements

- Claimant and care receiver must be Australian residents.

Basic rates

- Up to \$600 Carer Supplement will be paid to recipients of Carer Allowance for each person being cared for. An additional \$600 Carer Supplement will also be paid where a recipient is also in receipt of one of the above Centrelink or Service Pensions. This means some carers will qualify for two or more Carer Supplement payments.

Income test

- No income test.

Assets test

- No assets test.

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 six 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 \$407.50 pf
- Single, with children \$533.80 pf
- Partnered, no children \$407.50 pf
- Partnered, with children \$447.40 pf
- Special rate for long-term income support recipients who are aged 22 years or more commencing full-time study or Australian Apprenticeship or migrants studying English:
 - Single \$495.00 pf
 - Partnered, no children \$447.40 pf
- Advance of Austudy payment of up to \$500 may be available.
- Pharmaceutical Allowance may be paid (page 30).
- Pension Supplement (page 29) 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 2013).
- 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 \$7,310 of a merit and equity based scholarship is exempt from means-testing.
- The income-free area is \$405 per fortnight.
- Income above the income-free area reduces payment (unless credit in Income Bank).
- See Chart D(a) (page 33).

Income Bank

- Allows Austudy students to accumulate up to \$10,100 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 31).
- 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.
- May be paid for six weeks 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

- Living Allowance:

Standard

Aged under 16 years tertiary	\$30.80 pf
Aged under 16 years in State Care and Foster Care Allowance paid	\$223.00 pf
Aged 16–17 years in State Care and Foster Care Allowance paid	\$223.00 pf

Aged 18–21 years in State Care and Foster Care Allowance paid	\$268.20 pf
Aged under 16 years in State Care and no Foster Care Allowance paid	\$407.50 pf
Aged 16–21 years in State Care and no Foster Care Allowance paid	\$407.50 pf
Aged 16–17 years	\$223.00 pf
Aged 18–21 years	\$268.20 pf
Aged 22 years or over*	\$492.60 pf

Away from home

Aged under 16 years	\$223.00 pf
Aged 16–21 years	\$407.50 pf
Aged 22 years or over*	\$492.60 pf

Independent–single, no children

Aged under 16 years	\$407.50 pf
Aged 16–21 years	\$407.50 pf
Aged under 16 years at home	\$223.00 pf
Aged 16–17 years at home	\$223.00 pf
Aged 18–21 years at home	\$268.20 pf
Aged 22 years or over*	\$492.60 pf
Aged 60 years or over*	\$533.00 pf

Independent–partnered, no children

Aged under 16 years	\$407.50 pf
Aged 16–21 years	\$407.50 pf
Aged 22 years or over*	\$444.70 pf

Independent–single with dependent child

Aged under 16 years	\$533.80 pf
Aged 16–21 years	\$533.80 pf
Aged 22 years or over*	\$533.00 pf

Independent–partnered with dependent child

Aged under 16 years	\$447.40 pf
Aged 16–21 years	\$447.40 pf
Aged 22 years or over*	\$444.70 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)	\$8,919.00 pa
Income test-free	\$7,487.00 pa

Incidentals Allowance

Less than 12 week course	\$78.30 pa
12 to 16 week course	\$137.10 pa
17 to 23 week (one semester) course	\$272.80 pa
24 week to one year course	\$554.30 pa

Additional Incidentals Allowance

Essential course costs in excess of less than 12 week course	\$134.80 pa
12 to 16 week course	\$266.70 pa
17 to 23 week (one semester) course	\$533.20 pa
24 week to one year course	\$1,068.10 pa
Maximum in a year	\$2,080.00 pa

Lawful Custody Allowance	essential course costs
Aged under 16 years	\$2,405.10 per semester
Boarding Supplement	
Residential Costs Option	\$41.60 pf plus actual costs

Masters and Doctorate allowances

Masters and Doctorate student	\$24,653.00 pa
Living allowance	\$945.60 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 31).
- Pharmaceutical Allowance may be paid (see page 30).
- The Pensioner Education Supplement (PES) is also payable under ABSTUDY (see page 19).
- Advance of ABSTUDY of up to \$500 may be payable.
- Pension Supplement (page 29) 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 2013).
- 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 \$4,048 to eligible students in the first year they are required to live away from home to study, **and**
- For students from major cities, \$1,012 in each year thereafter that the student lives away from home to study, **or**
- For students from regional areas, \$2,024 in each of the second and third years that the student lives away from home to study and \$1,012 in the following years the 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 35).

Crisis Payment

- See Crisis Payment (page 27).

Youth Disability Supplement

- Youth Disability Supplement of up to \$115.40 per fortnight is payable to ABSTUDY recipients aged under 22 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 22 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 us 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 22—same as for Youth Allowance.
- For students and Australian Apprentices aged 22 and over—same as for Newstart Allowance except for partner income which exceeds the income-free area of \$830.00 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 six 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:	\$8,919.00 pa
– Basic (not income tested)	\$7,487.00 pa
– Additional (subject to parental income and actual board costs)	\$1,432.00 pa
- Second Home Allowance (limited to a maximum of three students in a family) \$218.09 pf per student
- Distance Education Allowance \$3,743.00 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 \$47,815. If parental income exceeds \$54,955 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, reportable superannuation contributions 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.

Youth Allowance (YA)

Basic conditions of eligibility

- Full-time students and Australian Apprentices aged 16–24, or students who are temporarily incapacitated for full-time study aged 22–24.
- Students and Australian Apprentices aged 25 and over, getting Youth Allowance immediately before turning 25 and remaining in the same course of study or Australian Apprenticeship.
- Job seekers, aged under 22, looking for work or combining part-time study with job search, or undertaking any other approved activity, or temporarily incapacitated for work or study.
- Young people under 22 years of age without a Year 12 or equivalent qualification will usually need to:
 - participate in education and training full-time, **or**
 - participate full-time (that is, for at least 25 hours a week) in part-time study or training, in combination with other approved activities, until they complete Year 12 or an equivalent Certificate Level II or above qualification.
- Independent, aged 15 and above the school leaving age in their state who are satisfying or exempt from the activity test.

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).
- If exempt from activity test may be paid for up to six weeks for temporary absence from Australia in certain limited circumstances.
- May be paid for six weeks of 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, no children:
 - aged under 18, at home \$223.00 pf
 - aged under 18, away from home \$407.50* pf
 - aged 18 and over, away from home \$407.50* pf
 - aged 18 and over, at home \$268.20 pf
- Single, with children \$533.80* pf
- Partnered, no children \$407.50* pf
- Partnered, with children \$447.40* pf

*Rent Assistance may be payable.

- Single, principal carer of a dependent child (granted an exemption for foster caring/home schooling/distance education/large family) \$663.70 pf
- Special rate for long-term income support recipients who are aged 22 years or more commencing full-time study or an Australian Apprenticeship or migrants studying English:
 - Single, living at home \$329.20 pf
 - Single, living away from home \$495.00 pf
 - Partnered, no children \$447.40 pf
- Young people not considered independent must be assessed to get the away from home rate.
- Pharmaceutical Allowance may be paid (page 30).
- Payment is generally made to a parent for those aged under 18 who are not independent.
- Advance of Youth Allowance of up to \$500 may be payable.
- Job seekers undertaking Work for the Dole (including full-time Work for the Dole and Drought Force), Green Corps activities, the Language, Literacy and Numeracy Program and Community Development Employment Project (CDEP) activities may be eligible for an additional supplement of \$20.80 per fortnight.

Student Start-up Scholarships

- All full-time students in receipt of Youth 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 2013).
- Students already receiving a Commonwealth Education Costs Scholarship (CECS) or Indigenous CECS are not eligible to receive a Student Start-up Scholarship.

Relocation Scholarships

- Full-time dependent students in receipt of Youth 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 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 \$4,048 to eligible students in the first year they are required to live away from home to study, **and**
- For students from major cities, an additional \$1,012 in each year thereafter that the student lives away from home to study, **or**
- For students from regional areas, \$2,024 in each of the second and third years that the student lives away from home to study and \$1,012 in the following years the student lives away from home to study.
- The Relocation Scholarship is payable in addition to the Student Start-up Scholarship.

Merit and equity-based scholarships exempted from means testing

Students in receipt of equity and merit-based scholarships will have the first \$7,310 exempt from means testing. Any scholarship income in excess of this amount will be subject to means testing.

Fares Allowance

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

Rent Assistance

- See Chart F (page 35).
- Rent Assistance for single people without children may only be paid to those who receive the away from home rate of Youth Allowance.
- Where both members of a couple without children are getting an allowance or benefit, Rent Assistance is shared.

Youth Disability Supplement

- Youth Disability Supplement of up to \$115.40 per fortnight is payable to Youth Allowance recipients aged under 22 who have been assessed as having partial capacity to work.
- Youth Disability Supplement is added to the rate of Youth Allowance and the rate payable cannot exceed the rate payable to those over 22 on Newstart Allowance.

Parental income test

- If not independent, a parental income test applies.
- Rate reduces if parent's income exceeds threshold of \$47,815.
- Rate reduces by 20 cents for every \$1.00 over the threshold.
- After applying parental income test, a personal income test is applied.

- The rate payable will be the lowest of that produced by the Family Actual Means Test (FAMT), parental income test or the personal income test.
- The parental income and assets tests does not apply if the parent(s) hold a current low-income Health Care Card or they receive a designated income support payment through either us or the Department of Veterans' Affairs. The Family Actual Means Test may still apply.
- In some circumstances (where parental income decreases/increases substantially) parent(s)' income in the current tax year is used.
- The parental means test does not apply to Youth Allowance (other) assessed as having a partial capacity to work.

Personal income test

- Gross income is assessed.
- The first \$7,310 of a merit and equity based scholarship is exempt from means-testing.
- There is an income-free area of \$143 per fortnight for job seekers and \$405 per fortnight for students and Australian Apprentices.
- Income above the income-free area reduces payment unless credit in Income Bank (for students and Australian Apprentices—see following) or Working Credit (see page 34).
- See Chart D(a) (page 33).

Income Bank

- Allows Youth Allowance students to accumulate up to \$10,100 of any unused portion of their fortnightly income-free area.
- Allows Youth Allowance 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

- If not independent, family assets test applies (no personal assets test):
 - no payment can be made if family's assets exceed \$627,000
 - a 75 per cent discount for farm/business assets applies to the family assets test.
- If independent, see Chart A (page 31).
- 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 personal assets test.

Family Actual Means Test

- Family actual means (i.e. family spending and savings) in the 2010–11 tax year is used where a student is not independent and where one or both of their parents:
 - had an interest in a trust, private company or unlisted public company
 - was self-employed (except as a sole trader engaged wholly or mainly in primary production) or a partner in a partnership
 - earned in excess of A\$2,500 (including tax exempt income) from a source in Norfolk Island or outside Australia
 - was a wage or salary earner who claimed or will claim a tax deduction for a business loss (whether current or carried forward) that does not consist only of a passive investment loss in their partnership income tax returns
 - had an interest in assets held in a country other than Australia in excess of A\$2,500 or is a migrant who first entered Australia under a business skills category (business migrant) in the last 10 years.
- In certain circumstances family actual means in the current tax year may be used.
- Where a family member receives Exceptional Circumstances Relief Payment the Family Actual Means Test does not apply.

Newstart Allowance (NSA)

Basic conditions of eligibility

- Must be unemployed, or regarded as unemployed (this can include some people who work).
- Aged 22 or over but under age pension age.
- Willing to undertake suitable paid employment.
- Unless exempted, must participate in or be willing to participate in approved activities and/or JobSearch.
- Prepared to enter into, comply with or vary an existing Employment Pathway Plan to fulfil the activity test.

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 six weeks of a temporary absence from Australia in certain limited circumstances.

Basic rates

- | | |
|--------------------------------------------------------------------|-------------|
| • Single, no children | \$492.60 pf |
| • Single, with dependent child(ren) | \$533.00 pf |
| • Single, aged 60 or over, after nine continuous months on payment | \$533.00 pf |
| • Partnered (each) | \$444.70 pf |

- Single, principal carer of a dependent child (granted an exemption for foster caring/home schooling/distance education/large family) \$663.70 pf
- Advance of allowance of up to \$500 may be available.
- Pharmaceutical Allowance may be payable (page 30).
- Education Entry Payment of \$208 may be payable.
- Job seekers undertaking Work for the Dole (including full-time Work for the Dole and Drought Force), Green Corps activities, the Language, Literacy and Numeracy Program and Community Development Employment Project (CDEP) activities may be eligible for an additional supplement of \$20.80 per fortnight.
- If a couple is separated because of illness, they may each be paid \$533.00 per fortnight.
- One member of a couple may be paid \$533.00 per fortnight if the partner not receiving payment is imprisoned.
- Single principal carers of a dependent child aged under 16 and people assessed as having a partial capacity to work may be eligible for a Pensioner Concession Card.

Rent Assistance

- See Chart F (page 35).
- Rent Assistance not available to single people aged under 25, without dependants, who live with their parent or guardian.
- Where both members of a couple without children are receiving an allowance or benefit, Rent Assistance is shared.

Income test

- See Chart D (page 34).

Assets test

- See Chart A (page 31).
- 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.

Partner Allowance (PA)

No longer open to new entrants.

Basic conditions of eligibility

- Born on or before 1 July 1955.
- Member of couple (partner must be on a qualifying pension, allowance, Austudy or ABSTUDY at time of Partner Allowance claim).
- No recent workforce experience (see Widow Allowance).
- No dependent children.

Residence requirements

- Must be an Australian resident.
- May be paid for up to six weeks of a temporary absence from Australia 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

- Maximum rate \$444.70 pf
- Education Entry Payment of \$208 may be payable.
- Pharmaceutical Allowance may be paid (page 30).
- Pension Supplement (page 29) is paid if recipient has reached age pension age.

Rent Assistance

- See Chart F (page 35).
- Where both members of a couple without children are receiving an allowance or benefit, Rent Assistance is shared.

Income test

- See Chart D (page 34).
- Partners of people receiving Special Benefit, see Special Benefit (page 27).

Assets test

- See Chart A (page 31).
- Hardship provisions may apply.

Widow Allowance (WA)

Basic conditions of eligibility

- Women born on or before 1 July 1955.
- Not a member of a couple.
- Widowed, divorced or separated (from an opposite-sex or same-sex partner) since turning 40.
- No recent workforce experience.
- Recent workforce experience means work of at least 20 hours a week, for 13 weeks or more during last 12 months.
- Required to attend a participation interview annually.

Residence requirements

- Must be an Australian resident.
- Available to newly arrived migrants after 104 weeks in Australia as Australian residents, or where the person has a qualifying residence exemption.
- Immediately eligible if the person has 10 years qualifying Australian residence or if the woman was widowed, divorced or separated from her partner while both her and her partner were Australian residents.
- May be paid for up to six weeks of a temporary absence from Australia 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

- See Newstart Allowance (page 24).
- Pharmaceutical Allowance may be paid (page 30).
- Pension Supplement (page 29) is paid if recipient has reached age pension age.

- Education Entry Payment of \$208 may be payable.
- Pensioner Education Supplement may be payable.

Rent Assistance

- See Chart F (page 35).

Income test

- See Chart D (page 34).

Assets test

- See Chart A (page 31).
- Hardship provisions may apply.

CDEP Participant Supplement (CPS) and Supplementary Benefits (Add-ons)

- Provides assistance to Community Development Employment Project (CDEP) program participants.

Basic conditions of eligibility

- Continuing CDEP participants (those on program at 30 June 2009) are paid wages from CDEP providers. They may also receive some additional assistance (outlined below), if they are:
 - registered in the CDEPManager system
 - receiving CDEP scheme wages, **and**
 - qualified for a Centrelink payment.
- New CDEP participants (those commencing the program from 1 July 2009) are not eligible for the CDEP Participant Supplement.
- Recipients of some income support payments may be eligible for an additional supplement of \$20.80 per fortnight.

Residence requirements

- The residence qualifications are equivalent to those applying to the primary payment for which the CDEP participant is qualified.

Basic rates

- CDEP Participant Supplement (CPS) \$20.80 per fortnight.
- Rent Assistance see Chart F (page 35).
- Pharmaceutical Allowance, see relevant allowance or pension type (page 30).
- Pensioners on CDEP may also receive some remaining pension after application of the CDEP dollar-for-dollar income test, see below.
- Income support recipients who are still entitled to a part payment will continue to qualify for either a Pensioner Concession Card or a Health Care Card.

- CPS recipients may also get:
 - automatic access to a Health Care Card or Pensioner Concession Card if applicable, **and**
 - Family Tax Benefit Part A free of income and assets testing.
- CPS recipients other than pensioners can choose to receive their payment fortnightly or quarterly.
- Remote Area Allowance is payable to pensioners only.

CDEP Participant Supplement (CPS)

Income test

- CPS is payable if income is below:

– Single	\$1,116.00 pf
– Single principle carer, with child(ren)	\$1,596.00 pf
– Partnered	\$1,024.00 pf
- Total income of both partners must be under \$2,048.00 pf
- Pensioners are eligible for the CPS while they retain some pension. Where they have lost their last dollar of pension then the CPS income test applies.

Income test for add-on assistance

Allowees

- Allowees claiming Rent Assistance must meet the same income test as other income support recipients.
- Only CDEP wages over the amount that the person would receive if they were receiving an income support payment (the person's threshold) are counted as ordinary income. CDEP wages below that threshold are ignored. The normal allowance income test is then applied, see Chart D (page 34).

Pensioners

- CDEP income will reduce the pension by one dollar for every dollar earned on CDEP up to a maximum threshold of \$492.60 for singles and \$444.70 each for couples. CDEP wages over this amount will be treated as ordinary income, see Chart C (page 32). The threshold will generally be lower for pensioners aged under 21.

Assets test

- Refer to relevant allowance or pension type.

Special Benefit (SpB)

Basic conditions of eligibility

- In financial hardship and unable to earn a sufficient livelihood for themselves and dependants due to reasons beyond their control.
- Not able to get any other income support payment.
- For short-term payment available funds must not be more than the applicable fortnightly Newstart or Youth Allowance rate.
- For long-term payment available funds must be no more than \$5,000.

Residence requirements

- Must be an Australian resident, **or**
- A holder of a temporary visa subclass 070, 309, 310, 447, 451, 695, 785, 786, 787, 820 or 826, or a holder of a Criminal Justice Stay Visa issued specifically for the purpose of assisting in the administration of criminal justice in relation to the offence of people trafficking, sexual servitude or deceptive recruiting.
- Available to newly arrived migrants after 104 weeks in Australia as an Australian resident, unless they have experienced a substantial change in circumstances beyond their control since making an irrevocable decision to come to Australia (some other exemptions may apply).
- May be paid for up to six weeks of a temporary absence from Australia in certain limited circumstances.

Basic rates

- Generally as for Newstart Allowance (page 24) or Youth Allowance (page 22).
- May be reduced if in receipt of free board and/or lodgings or receiving other forms of support.
- Education Entry Payment of \$208 may be payable (single parents only).
- Pensioner Education Supplement may be payable (single parents only).
- Pharmaceutical Allowance may be payable (see page 30).
- Pension Supplement (see page 29) is paid if recipient has reached age pension age.

Rent Assistance

- Generally as for Newstart Allowance, Sickness Allowance or Youth Allowance depending on circumstances.

Income test

- No income-free area, benefit reduced by one dollar for each one dollar of income.

Assets test

- See Chart A (page 31).

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

Pensioner Concession Card (PCC)

A PCC is automatically issued to:

- All income support pensioners, which includes: Age Pension, Disability Support Pension, Wife Pension, Carer Payment (excludes a person who receives Carer Payment due to either episodic or short term care of a child), Parenting Payment (Single), Bereavement Allowance and Widow B Pension.
- Department of Veterans' Affairs service pensioners and war widows receiving an income support supplement.
- Newstart Allowance, Parenting Payment (Partnered) and Youth Allowance (job seeker) customers assessed as having a partial capacity to work or who are a single principal carer of a dependent child.
- Older benefit customers, that is:
 - customers aged 60 and over who are receiving Newstart Allowance, Partner Allowance, Widow Allowance, Parenting Payment (Partnered), Sickness Allowance, or Special Benefit, and have been in continuous receipt of one or more of the above payments (or an income support pension) for nine months or more.
- Participants of the Pension Loans Scheme who are qualified to receive a part-rate pension.
- Community Development Employment Project (CDEP) participants who are qualified for an income support pension but that payment is not payable due to the result of either the assets test or the rules relating to seasonal or intermittent workers, and who therefore qualify for the CDEP Scheme Participant Supplement (CPS).
- CDEP participants who are qualified for Newstart Allowance, Partner Allowance, Widow Allowance, Parenting Payment (Partnered), Youth Allowance or Special Benefit, but where that payment is not payable due to the result of either the asset test or rules relating to seasonal or intermittent workers, and who therefore qualify for the CDEP CPS. Note that these customers must be aged 60 years or over, and have been in continuous receipt, or have been taken to be in continuous receipt of one or more of the above payments (or an income support pension) for nine months or more.

Once customers are no longer qualified for these payments, they must generally stop using their PCC. However, in some circumstances, certain customers can retain their PCC for a short period after returning to work. These provisions are designed to assist customers to make the transition from income support to work.

Disability Support Pensioners (DSP)

- Retain their PCC for 52 weeks after losing qualification for the pension due to commencing employment of 15 hours or more per week or because of the level of earnings from employment.

Wife Pension (DSP) customers

- Retain their PCC for 52 weeks after losing qualification for payment if their partner has been receiving DSP, and their partner loses qualification for the pension due to commencing employment of 30 hours or more per week, or because their partner's income from employment causes them to lose qualification for DSP.

Older benefit customers (as defined earlier)

- Retain their PCC for a further 26 weeks if their payment stops due to the person or their partner commencing employment, or due to the level of earnings from this employment.

Parenting Payment (Single) customers

- Retain their PCC for 12 weeks after losing entitlement to Parenting Payment (Single) due to an increase in income due to employment. A Health Care Card is issued for the balance of 26 weeks, that is a further 14 weeks provided the customer has been in continuous receipt for the last 12 months of either:
 - an income support pension (except for a Special Needs Pension), **or**
 - an income support benefit (other than Austudy or Youth Allowance paid to students).

Newstart and Youth Allowance (job seeker)

- Retain their PCC for 52 weeks after losing qualification due to employment income, if they have been assessed as having a partial capacity to work, **or**
- Retain their PCC under the same provisions as Parenting Payment (Single) customers (see above), if they are the single principal carer of a dependent child.

A PCC extension is also available, under certain circumstances, to people under age pension age who remain qualified for certain payments during a nil rate period under the Working Credit Scheme.

Automatic issue Health Care Card (HCC)

The HCC is automatically issued to people who are not qualified for a Pensioner Concession Card who are receiving:

- Carer Payment (due to either episodic or short term care of a child)
- Newstart Allowance, Partner Allowance, Sickness Allowance, Special Benefit, Widow Allowance and Youth Allowance (job seeker only)
- Parenting Payment (Partnered), Exceptional Circumstances Relief Payment, Farm Help Income Support and those entitled to receive the maximum rate of Family Tax Benefit Part A by fortnightly instalments
- Mobility Allowance
- Carer Allowance (CA), paid to parents/carers in respect of a child with a disability. The card is issued in the child's name. Other parents/carers of children with a disability who do

not receive CA may receive a HCC subject to less stringent disability-related eligibility criteria

- Community Development Employment Project Scheme Participant Supplement where the recipient is qualified for an income support payment (attracting a HCC), but that payment is not payable due to either the assets test, or the rules relating to seasonal or intermittent workers. These customers receive the HCC applicable to the payment type for which they are qualified.

Once people are no longer receiving these payments, they must generally stop using their HCC. However, in some instances, people can retain their HCC for up to 26 weeks after returning to work. This provision is designed to assist people to make the transition from income support to work. The provision applies to long-term recipients of NSA, SA, PA, SpB, WA, and YA (job seeker). Former long-term recipients of PPS, NSA and YA (job seeker) who are a single principal carer of a dependent child also qualify for a HCC extension (in addition to a 12-week PCC extension).

A HCC extension is also available, under certain circumstances, to people who remain qualified for certain payments during a nil rate period under the Working Credit scheme.

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 2012 to 19 March 2013 are:

– single (no children)	\$486.00 pw
– couple, combined (no children)	\$843.00 pw
– single, one dependent child	\$843.00 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.

Commonwealth Seniors Health Card (CSHC)

The CSHC is targeted at self-funded retirees of age pension age (see chart under Age Pension, page 12) who do not qualify for an Age Pension because of assets or income levels.

To qualify for a CSHC a person must make a claim for the card, and meet the following criteria:

- not be receiving an income support pension or benefit or a Department of Veterans' Affairs service pension or income support supplement, **and**
- be of age pension age, **and**
- be living permanently in Australia and be:
 - an Australian citizen, **or**
 - a holder of a permanent visa, **or**
 - a holder of a special category visa (New Zealand citizen who arrived on a New Zealand passport)
- available to newly arrived migrants after 104 weeks in Australia as an Australian resident or Special Category Visa holder (some exemptions may apply)
- must be in Australia to retain card, or temporarily absent for not more than six weeks
- have an annual adjusted income of less than \$50,000 for singles; \$80,000 for couples (combined income); and \$100,000 combined for couples who are separated (for example, by illness or respite care). An amount of \$639.60 per year is added for each dependent child. There is no assets test.

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 \$60.60 a fortnight for singles and \$91.40 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 \$32.50 a fortnight for singles, and \$49.00 for couples, combined.
- Pensioners may elect to receive the minimum pension supplement amount on a quarterly basis. Instalments 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 six weeks. Pension Supplement above the basic amount can only be paid to those pensioners who live in Australia. The basic amount is currently \$21.10 a fortnight for singles and \$35.20 for couples, combined.

Seniors Supplement

Seniors Concession Allowance (SCA) and Telephone Allowance (TAL) for holders of the Commonwealth Seniors Health Card (CSHC) were combined into a Seniors Supplement. The rate of Seniors Supplement is \$845.00 a year for single cardholders and \$637.00 a year for a cardholder who is partnered. The Seniors Supplement is paid quarterly in December, March, June, and September.

Telephone Allowance (TAL)

Telephone Allowance (TAL) is a quarterly payment to assist with the cost of maintaining a telephone service—it is not paid to assist with the cost of telephone calls.

TAL is paid to telephone subscribers who receive the Disability Support Pension and who are aged under 21 years without children and to Parenting Payment (Single) recipients who are under age pension age. TAL is also paid to telephone subscribers who receive certain social security allowance payments and are in specific circumstances.

A higher rate of TAL is payable to recipients of Disability Support Pension who are aged under 21 years without children if they or their partner also have a home internet connection.

The current rate of TAL is \$102.40 per year (\$25.60 per quarter). The higher rate of TAL is \$153.60 per year (\$38.40 per quarter) for home internet subscribers. This amount is shared between both members of an eligible couple.

The payment is made in January, March, July and September each year and is adjusted to increases in the Consumer Price Index in September. For most pensioners and other income support recipients who have reached age pension age, the value of TAL has been either added into the Pension Supplement (page 29) or forms part of the rate paid under transitional arrangements.

Utilities Allowance (UA)

Utilities Allowance (UA) is a quarterly payment to recipients of Widow Allowance and Partner Allowance who are under age pension age, and to Disability Support Pension recipients who are aged under 21 years without children, to assist with meeting the cost of utilities bills. The payment is made in March, June, September and December each year and is adjusted to increases in the Consumer Price Index in March and September. The current annual rate is \$564.00 for singles and \$282.00 for each eligible member of a couple.

For most pensioners and other income support recipients who have reached age pension age, the value of UA has been either added into the Pension Supplement (page 29) or forms part of the rate paid under transitional arrangements.

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
Disability Support Pension	Automatically paid to those under 21 years of age without children.
Parenting Payment (Single)	Automatically paid if under age pension age.
Sickness Allowance	Automatically paid.
Newstart Allowance	Must be temporarily incapacitated, or have a partial capacity to work, or be a single principal carer of a dependent child, or be 60 years or more of age and have been in receipt of income support continuously for at least nine months.
Partner Allowance Widow Allowance Special Benefit*	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: Special Benefit customers are NOT required to be Australian residents in order to be paid PhA.
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.
Parenting Payment (Partnered) if under age pension age.	Must be 60 years or more of age and have been in receipt of income support continuously for nine months, or have a partial capacity to work or be unable to meet participation requirements due to a temporary incapacity.
Youth Allowance (job seeker)	Must be either temporarily incapacitated or a single principal carer of a dependent child or have a partial capacity to work.

Payment	Conditions under which PhA is paid
Youth Allowance (full-time students and Australian Apprentices)	Must be temporarily incapacitated.
Community Development Employment Project (CDEP)	As per relevant payment type.

Note: PhA may be paid for temporary absences until the primary payment ceases, or for up to 26 weeks if the primary payment may be paid indefinitely.

For most pensioners and other income support recipients who have reached age pension age, the value of PhA has either been incorporated into the Pension Supplement or forms part of the rate paid under transitional arrangements.

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	\$192,500	\$332,000
Couple (combined)	\$273,000	\$412,500
Illness separated (couple combined)	\$273,000	\$412,500
One partner eligible (combined assets)	\$273,000	\$412,500

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	\$707,750	\$847,250
Couple (combined)	\$1,050,000	\$1,189,500
Illness separated (couple combined)	\$1,303,500	\$1,443,000
One partner eligible (combined assets)	\$1,050,000	\$1,189,500

Transitional		
Family situation	For Homeowners	For Non-homeowners
Single	\$642,750	\$782,250
Couple (combined)	\$1,000,500	\$1,140,000
Illness separated (couple combined)	\$1,173,500	\$1,313,000
One partner eligible (combined assets)	\$1,000,500	\$1,140,000

Assets test DSP – Aged under 21 (no children)		
Family situation	For Homeowners	For Non-homeowners
i) Single—dependent		
16–17 years	\$422,250	\$561,750
18–20 years	\$452,500	\$592,000
ii) Single—independent		
16–20 years	\$545,250	\$684,750
iii) Couple (combined)		
16–20 years	\$974,500	\$1,114,000
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 six 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 \$139,500.

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 C—Income test for pensions

(a) Income test for pensioners†		
Family situation	For full pension (pf)*	For part pension (pf)#
Single	up to \$152.00	less than \$1,697.20
Couple (combined)	up to \$268.00	less than \$2,597.60
Illness separated (couple combined)	up to \$268.00	less than \$3,358.40
(b) Income test for DSP under 21, no children		
Family situation	For full pension (pf)*	For part pension (pf)
16–17 years	up to \$152.00	less than \$841.20
18–20 years	up to \$152.00	less than \$931.60
16–20 years independent	up to \$152.00	less than \$1,210.20
Couple (combined)	up to \$268.00	less than \$2,372.00
(c) Income test for pensioners—Transitional Rules^		
The notional maximum pension for transitional rate pensioners is \$675.20 per fortnight for a single pensioner and \$1,090.60 per fortnight combined for pensioner couples. This rate excludes rent assistance.		
Family situation	For full pension (pf)*	For part pension (pf)#
Single	up to \$152.00	less than \$1,840.00
Couple (combined)	up to \$268.00	less than \$2,994.50
Illness separated (couple combined)	up to \$268.00	less than \$3,644.00
^Allowable income is increased by up to \$24.60 pf for each dependant child.		
(d) DSP Under 21 Single—no children—Saved Status		
Saved Status: With affecting income as at 19 September 2009		
Family situation	For full pension (pf)*	For part pension (pf)#
16–17 years	up to \$152.00	less than \$1,013.50
18–20 years	up to \$152.00	less than \$1,126.50
16–20 years independent	up to \$152.00	less than \$1,474.75
Couple (combined)	up to \$268.00	less than \$2,898.00

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.

†This income test does not apply to recipients of Parenting Payment Single. See Parenting Payment (page 10).

*Income over these amounts reduces the rate of pension payable by 50 cents in the dollar (single), 25 cents in the dollar each (for couples). For transitional or saved cases income over these amounts reduces the rate of pension payable by 40 cents in the dollar (single), 20 cents in the dollar each (for couples).

Pensioners receiving payments at 19 September 2009 may be paid under 'transitional arrangements' or saved status (page 13).

#These figures may be higher if Rent Assistance is paid with your pension.

Some assets are deemed to earn income, while there are special rules for other types of income. Contact us for more information.

Employment income is subject to a Work Bonus for eligible pensioners over age pension age.

Work Bonus

Basic conditions of eligibility

- The Work Bonus is a concession on the income test treatment of employment income for pensioners over age pension age, except Parenting Payment (Single).
- The Work Bonus is used to reduce assessable employment income in an instalment period. An instalment period is a period of a maximum of 14 days.
- All pensioners over age pension age, other than recipients of Parenting Payment (Single), are eligible for the Work Bonus. If they are eligible for a transitional rate, we will compare the transitional rate (which has no Work Bonus) to the new rate (which does include the Work Bonus). The transitional rate is paid where it pays a higher rate.
- No registration process, however pensioners must keep us up to date with their employment income.

Note: from 1 July 2011, the first \$250 of employment income each fortnight is excluded from assessment under the income test for pensioners of age pension age. In addition, any unused amount of the \$250 fortnightly exemption accrues in an Employment Income Concession Bank, up to a maximum of \$6,500. Any credit in this Bank offsets future employment income that would otherwise be assessable. The unused Bank amount carries forward between years.

Compensation payment

Compensation payments, such as weekly workers' compensation payments, are assessed differently. If the compensable injury occurred prior to receiving an income support payment each dollar of any regular compensation payment reduces the income support payment (pension or allowance) by a dollar. If the compensable injury occurred while receiving an income support payment any regular compensation payment is assessed under the normal income test. If a person has a partner, any amount of regular compensation payment over the standard payment amount is treated as the partner's own ordinary income and may reduce their rate under the ordinary income test applying to their payment. Compensation payments may include a component of taxable income and it is this component that is included as income for Family Tax Benefit purposes. Lump sum compensation payments may result in a non-payment period.

A partner will not be affected by a non-payment period and can still be paid social security payments provided they are otherwise eligible. Contact us for more information.

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 \$405	less than \$790.17
Job seekers	up to \$143	less than \$532.50
Single, aged 18 or over, at home		
Students and Australian Apprentices	up to \$405	less than \$865.50
Job seekers	up to \$143	less than \$607.84
Single or partnered, no dependants, away from home		
Students and Australian Apprentices	up to \$405	less than \$1,097.67#
Job seekers	up to \$143	less than \$840.00#
Partnered, with dependants		
Students and Australian Apprentices	up to \$405	less than \$1,164.17#
Job seekers	up to \$143	less than \$906.50#
Single, with dependants		
Students and Australian Apprentices	up to \$405	less than \$1,308.17#
Job seekers	up to \$143	less than \$1,050.50#
Single, long-term unemployed aged 22 or over, undertaking full-time study or Australian Apprenticeship, at home	up to \$405	less than \$967.17
Single, long-term unemployed aged 22 or over undertaking full-time study or Australian Apprenticeship, away from home	up to \$405	less than \$1,243.50#
Partnered, long-term unemployed, no dependants, aged 22 or over undertaking full-time study or Australian Apprenticeship, no children	up to \$405	less than \$1,164.17#

*For job seekers, fortnightly income between \$143 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 \$405 and \$486 reduces the fortnightly allowance by 50 cents in the dollar. Income above \$486 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 22 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 D—Income test for NSA, WA, PA, SA

Income test

Family Situation	For full Allowance (pf)*	For part Allowance (pf)**
Single, no children	up to \$62	less than \$914.34
Single, with dependent child(ren)	up to \$62	less than \$981.67
Single principal carer, with dependent child(ren)***	up to \$62	less than \$1,394.50
Single, principal carer of a dependent child (granted an exemption for foster caring/home schooling/distance education/large family)***	up to \$62	less than \$1,721.25
Single, aged 60 or over, after nine months continuous months on payment	up to \$62	less than \$992.00
Partnered (each)	up to \$62	less than \$834.50

*Fortnightly income between \$62 and \$250 reduces fortnightly allowance by 50 cents in the dollar.

For income above \$250 per fortnight, fortnightly allowance reduces by 60 cents in the dollar.

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 Pharmaceutical Allowance or Rent Assistance.

***For maximum payment, the recipient's income must be no more than \$62.00 per fortnight. Income over this amount reduces the rate of payment by 40 cents in the dollar.

Working Credit

Working Credit helps working age people to keep more of their income support payment when they take up work. When people have little or no income, they will build up 'working credits'. Then if they do work, their working credits increase the amount they can earn before their income support payment is reduced. For example, someone with 150 working credits is able to earn an extra \$150 above the income-free area before their payment starts to reduce.

It also helps people who take up short-term jobs by making it easier for them to get their payments restarted (for up to 12 weeks). This means that people don't have to reapply for payments, they just need to prove that their job has ended, or that their income has dropped, and we will restart their payments.

Chart E—Taxable/Non-taxable

Taxable

- Age Pension, Disability Support Pension (for people of age pension age), Widow B Pension, Carer Payment (if carer or person being cared for is of age pension age), Wife Pension (if wife or husband is of age pension age), Parental Leave Pay, Dad and Partner Pay, Parenting Payment, Bereavement Allowance, Newstart Allowance, Widow Allowance, Sickness Allowance, Special Benefit, Youth Allowance, Partner Allowance, Austudy payment, ABSTUDY Living Allowance, Pension Supplement Basic Amount, and Education Entry Payment.

Non-taxable

- Disability Support Pension (if under age pension age), Wife Pension (if both spouses are under age pension age), Carer Payment (if carer and person being cared for are both under age pension age), Family Tax Benefit Part A (including Rent Assistance, Multiple Birth Allowance), Family Tax Benefit Part B, Carer Allowance, Youth Disability Supplement, Student Financial Supplement Scheme, Fares Allowance, Double Orphan Pension, Mobility Allowance, Pharmaceutical Allowance, Remote Area Allowance (offsets the Zone Tax Rebate), Rent Assistance, Telephone Allowance, Utilities Allowance, Seniors Supplement, Assistance for Isolated Children Scheme allowances, Pensioner Education Supplement, ABSTUDY supplementary benefits, Baby Bonus, Pension Bonus Scheme, Pension Loans Scheme, Large Family Supplement, Schoolkids Bonus, Child Care Benefit, Crisis Payment, and tax-exempt Pension Supplement.

Note: the tax treatment of payments made during a bereavement period may differ due to special rules that apply.

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	\$121.00	\$107.40	\$268.73
Single, no children, sharer	\$80.67	\$107.40	\$214.96
Couple, no children	\$113.80	\$174.80	\$326.53
One of a couple who are separated due to illness, no children*	\$121.00	\$107.40	\$268.73
One of a couple who are temporarily separated, no children	\$113.80	\$107.40	\$259.13

*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.
- 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 may be paid for temporary absences overseas until the primary payment ceases, or for up to 26 weeks if the primary payment may be paid indefinitely.

Clean Energy Advance

The Clean Energy Advance is a tax-exempt payment, paid as a lump sum to pensioners, other income support recipients, families receiving Family Tax Benefit payments and Seniors Supplement recipients, providing they meet eligibility requirements.

The Clean Energy Advance helps low and middle income households meet the impacts of carbon pricing on living expenses for up to 12 months. Payments of the Clean Energy Advance started before the carbon price was introduced in July 2012. The Clean Energy Advance does not need to be claimed—eligible customers receive the advance automatically.

People who begin to receive an eligible government payment during the advance period will be paid a pro-rata amount of Clean Energy Advance from the date they become eligible for payment. People whose circumstances change during the advance period may be eligible for a top-up payment of Clean Energy Advance.

Families who receive Family Tax Benefit as a lump sum payment will have the Clean Energy Advance included in their entitlements at the end of the 2012–13 financial year.

People receiving youth or student payments, or receiving Disability Support Pension and aged under 22 without dependent children, may receive a second Clean Energy Advance payment in July 2013 to cover an additional six month period to end December 2013.

The Clean Energy Advance will provide assistance for income support recipients for the period from 1 July 2012 until the Clean Energy Supplement payments commence.

Clean Energy Advance Amounts

Pensions (includes over age pension age allowees)	each
• Single	\$250.00
• Member of a Couple	\$190.00
Seniors Supplement	
• Single	\$250.00
• Member of a Couple	\$190.00
Disability Support Pension under 21—no children	
Single, aged under 18—dependent	\$160.00
Single, aged 18–20—dependent	\$180.00
Single, aged under 21—-independent	\$240.00
Member of a Couple	\$240.00
Allowance Rates (NSA, WA, PA, SA)	
Single—no children	\$160.00
Single—with dependent child(ren)	\$180.00
Single, 60 or over, after 9 continuous months on payment	\$180.00

Partnered (each)	\$150.00
Single, principal carer of a dependent child (granted an exemption from activity test for foster caring/home schooling/distance education/large family)	\$210.00

Parenting Payments

Parenting Payment Single	\$210.00
Parenting Payment Partnered	\$150.00

Youth Allowance

Single, no children	
• aged under 18, at home	\$110.00
• aged under 18, away from home	\$190.00
• aged 18 and over, at home	\$130.00
• aged 18 and over, away from home	\$190.00
Single, with children	\$240.00
Partnered, no children	\$190.00
Partnered, with children	\$210.00
Single, principal carer of a dependent child (granted an exemption from activity test for foster caring/home schooling/distance education/large family)	\$300.00
Special rate for long-term income support recipients who are aged 22 years or more commencing full-time study or an Australian Apprenticeship or migrants studying English:	
• Single, living at home	\$150.00
• Single, living away from home	\$230.00
• Partnered	\$210.00

Youth Allowance with Youth Disability Supplement

Single, no children	
• aged under 18, at home	\$160.00
• aged under 18, away from home	\$230.00
• aged 18 and over, at home	\$180.00
• aged 18 and over, away from home	\$230.00
Single, with children	\$240.00
Partnered, no children	\$210.00
Partnered, with children	\$210.00
Single, principal carer of a dependent child (granted an exemption from activity test for foster caring/home schooling/distance education/large family)	\$300.00
Special rate for long-term income support recipients who are aged 22 years or more commencing full-time study or an Australian Apprenticeship or migrants studying English:	
• Single, living at home	\$210.00
• Single, living away from home	\$230.00
• Partnered	\$210.00

Special Benefit

See Newstart Allowance CEA amounts—where the rate of Special Benefit is worked out as if the person were qualified for Newstart Allowance.

See Youth Allowance CEA amounts—where the rate of Special Benefit is worked out as if the person were qualified for Youth Allowance.

See Austudy CEA amounts—where the rate of Special Benefit is worked out as if the person were qualified for Austudy.

Austudy

Single, no children	\$190.00
Single, with children	\$240.00
Partnered, no children	\$190.00
Partnered, with children	\$210.00
Special rate for long-term income support recipients who are aged 21 years or more commencing full-time study or an Australian Apprenticeship or migrants studying English:	
• Single	\$230.00
• Partnered, no children	\$210.00

ABSTUDY under 22

Standard under 16 tertiary	\$20.00
Standard under 16 in state care, Foster Care Allowance paid	\$110.00
Standard aged 16–17 in state care, Foster Care Allowance paid	\$110.00
Standard aged 18–21 in state care, Foster Care Allowance paid	\$130.00
Standard under 16 in state care, no Foster Care Allowance paid	\$190.00
Standard aged 16–21 in state care, no Foster Care Allowance paid	\$190.00
Standard aged 16–17	\$110.00
Standard aged 18–21	\$130.00
Away from home, aged under 16	\$110.00
Away from home, aged 16–21	\$190.00
Independent, single, no children, aged under 16	\$190.00
Independent, single, no children, aged 16–21	\$190.00
Independent, single, no children, aged under 16, at home	\$110.00
Independent, single, no children, aged 16–17, at home	\$110.00
Independent, single, no children, aged 18–21, at home	\$130.00
Independent, partnered, no children, aged under 16	\$190.00
Independent, partnered, no children, aged 16–21	\$190.00
Independent, single with children, aged under 16	\$240.00
Independent, single with children, aged 16–21	\$240.00
Independent, partnered with children, aged under 16	\$210.00
Independent, partnered with children, aged 16–21	\$210.00

ABSTUDY under 22 with Youth Disability Supplement

Standard under 16 in state care, Foster Care Allowance paid	\$160.00
Standard aged 16–17 in state care, Foster Care Allowance paid	\$160.00
Standard aged 18–21 in state care, Foster Care Allowance paid	\$180.00
Standard under 16 in state care, no Foster Care Allowance paid	\$230.00
Standard aged 16–21 in state care, no Foster Care Allowance paid	\$230.00
Standard aged 16–17	\$160.00
Standard aged 18–21	\$180.00
Away from home, aged under 16	\$160.00
Away from home, aged 16–21	\$230.00
Independent, single, no children, aged under 16	\$230.00
Independent, single, no children, aged 16–21	\$230.00
Independent, single, no children, aged under 16, at home	\$160.00
Independent, single, no children, aged 16–17, at home	\$160.00
Independent, single, no children, aged 18–21, at home	\$180.00
Independent, partnered, no children, aged under 16	\$210.00
Independent, partnered, no children, aged 16–21	\$210.00
Independent, single with children, aged under 16	\$240.00
Independent, single with children, aged 16–21	\$240.00
Independent, partnered with children, aged under 16	\$210.00
Independent, partnered with children, aged 16–21	\$210.00

ABSTUDY 22 and over

Single, no children	\$160.00
Partnered, no children	\$150.00
Single, no children, aged 60 or over	\$180.00
Independent, partnered with children	\$150.00
Single with children	\$180.00

Family Tax Benefit Part A rates**If Family Tax Benefit Part A rate exceeds base or tapered base**

For each child:

• Aged under 13 years*	\$87.55
• Aged 13–15 years*	\$110.14
• Aged 16–19 year, secondary student*	\$110.14
• Aged 16–17 years, not a secondary student*	\$36.42

If Family Tax Benefit Part A rate equals base or tapered base

For each child:

• Aged under 18 years*	\$36.42
• Aged 18–19 years, secondary student*	\$36.42

Family Tax Benefit Part B rates

Age of youngest child:

• Under 5 years*	\$69.99
• 5–15 years (or 16–18 years if a full-time secondary student)*	\$50.63

*The final, total amount for individual families will depend on families individual circumstances.

Low Income Supplement (LIS)/Low Income Family Supplement (LIFS)

The Low Income Supplement and the Low Income Family Supplement is a payment of \$300 for people in low income households, who do not receive sufficient levels of assistance through tax reforms or other Household Assistance Package payments, to help with everyday expenses following the introduction of a carbon price. The Low Income Family Supplement is an administrative name for the Low Income Supplement (LIS) as it applies to Family Tax Benefit (FTB) recipients and it is paid to one member of a couple, if eligible.

Claims for the Low Income Supplement and the Low Income Family Supplement must be made annually to receive payment each year.

For the purpose of the Low Income Supplement and the Low Income Family Supplement, assessments of tax and income requirements are made against the previous financial year to the one you are claiming the supplement in. For claims submitted in the 2012–13 financial year, the assessment year is the 2011–12 financial year.

Basic conditions of eligibility

- Adjusted taxable income for the previous financial year was below:
 - \$30,000 for a single person without a dependent child
 - \$45,000 for couples without a dependent child
 - \$60,000 for a single person or a couple with a dependent child.
- Claimant was either not required to pay tax in the previous financial year or had a tax liability of less than \$300 for the year.
- There must have been 13 weeks or more in the previous financial year in which the claimant did not receive a pension, benefit or other government payment that attracts household assistance (see Clean Energy Advance Amounts for the full list of government payments that attract household assistance). For the Low Income Family Supplement this does not include a Clean Energy Advance or Clean Energy Supplement on Family Tax Benefit amounts.
- A person is not entitled to the Low Income Family Supplement if they or their partner (if applicable) have received a Low Income Supplement.

Residence requirements

- Must be an Australian resident or special category visa holder residing in Australia.
- Must have been in Australia for at least 39 weeks of the previous financial year.
- Must have been in Australia for at least 46 weeks for claims in relation to financial year 2013–14 and onwards.

Basic rate

- \$300 a year.

Essential Medical Equipment Payment (EMEP)

- The purpose of the EMEP is to cover the additional costs of running essential medical equipment, or medically required heating/cooling, that arise from the introduction of carbon pricing on 1 July 2012. The EMEP is available in addition to any existing state and territory government medical equipment rebate schemes.
- Following the initial payment, the claimant will continue to receive the payment automatically in each subsequent year that they continue to be eligible.

Basic conditions of eligibility

- The EMEP is payable to either the person with medical needs or their carer claiming on their behalf.
- The person with medical needs or their carer must be covered by a Commonwealth Government concession card or a Department of Veterans' Affairs Gold or White Card.
- The person with medical needs must use certain essential medical equipment or medically require the use of heating and/or cooling in their home.
- Either the person with medical needs, their carer, the partner of the carer or the partner of the person with medical needs must contribute towards the energy account associated with running the equipment.
- The essential medical equipment or medically required heating and cooling must use an approved form of energy.
- The person with medical needs, and their carer if applicable, must live together in Australia in a residence that is not an excluded residence—residential aged care, hospital, gaol or detention centre.
- Where one piece of medical equipment is shared by multiple people in the same residence only one EMEP is payable in respect of that equipment in that residence.
- Where one person uses more than one piece of medical equipment in their residence an EMEP is payable in respect of each piece of equipment.
- Where a person uses one piece of equipment in multiple residences, a maximum of two payments can be made in respect of that piece of equipment each financial year, regardless of the number of different residences involved.

Note: the lists of eligible essential medical equipment, medical conditions that require the use of heating and/or cooling, approved forms of energy and excluded residences can be found at humanservices.gov.au/cleanenergy

Basic rates and methods of payment

- The EMEP is paid at one rate regardless of the piece of equipment being operated.
- In 2012–13 the EMEP is \$140.00.
- The EMEP will be indexed annually on 1 July each year, in line with the Consumer Price Index.

How to contact us

Self Service

You can use self service from home, by using our self service facilities at one of our service centres or a place that is convenient to you.

For more information about reporting requirements visit humanservices.gov.au/selfservice

Online services—provides a secure and convenient way to access a range of Centrelink payments and services at a time and place that suits you without having to speak to a Customer Service Officer or visit a service centre.

You need to register to use some of the services. Some of the options that make it easier for you to do self manage with us are:

- Activity Test/participation requirements and changes to your circumstances
- report employment income
- 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, Payment Summary, Rent Certificate, Centrelink Statement or Application for Payment
- update contact details, bank account details and study details
- view a summary of your current income and assets
- view, add, change or cancel deductions
- update your family income estimate
- view money you owe
- check appointment details and reporting dates, **and**
- claim for Age Pension, student payments, family assistance payments and Concession Cards.

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 from employment, Activity Test/participation requirements and changes to your circumstances.

For more information about reporting requirements visit humanservices.gov.au/selfservice

Self Service Terminals—if you don't have a computer at home, visit our service centres, you can skip the queue and use our Self Service Terminals.

- The terminals offer access to Centrelink Express and online services for Medicare, Centrelink and Child Support.

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 most of your letters from us online rather than having them sent to your postal address.

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

For more information about online services visit humanservices.gov.au/onlineservices

Express Plus mobile apps are a simple, fast and mobile way for you to manage your Centrelink business. You can use an Express Plus app to report your income, claim an advance payment, view your payment history, update your personal details and much more.

For more information about Express Plus, and to download your free app now, visit humanservices.gov.au/expressplus

Visit 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.

Older Australians	132 300
About to retire or in retirement	
Seniors	
Needing help after someone has died	
Disability, Sickness and Carers	132 717
Illness or injury	
Caring for someone	
Employment Services	132 850
Looking for work (22 and over)	
Farmer, self-employed or rural Australian	
Needing help in a crisis	
Recently moved to Australia	
Families and Parents	136 150
Guardian	
Youth and Students	132 490
Looking for work (under 22)	
Youth Allowance	
Austudy	
Pensioner Education Supplement	
ABSTUDY	Freecall™ 1800 132 317
Assistance for Isolated Children	132 318
Australian Apprentices	133 633

Australian Government Services	
Fraud Tip-off Line	131 524
BasicsCard Balance Enquiry	Freecall™ 1800 057 111
Calling from outside Australia	+61 3 6222 3455
National Business Gateway	131 158
International Services	131 673
Feedback and complaints	Freecall™ 1800 132 468
Drought and farmer assistance	132 316
Financial Information Service seminar bookings	136 357
Foreign Income Exchange	Freecall™ 1800 050 041
Income Management	Freecall™ 1800 132 594
Indigenous Call Centre	Freecall™ 1800 136 380
Centrelink Online Services Support Hotline	132 307
To speak to us in languages other than English	131 202
TTY* Customer Relations	Freecall™ 1800 000 567
TTY* Enquiries	Freecall™ 1800 810 586

*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.

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-sex or same-sex), **or**
- in a de facto relationship (opposite-sex 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 recognises 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), the Department of Education, Employment and Workplace Relations (DEEWR) and the Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE).

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 2013, 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 the Department of Human Services' staff. If you do so, please remember that we have 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 us 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 on **1300 362 072** or **ombudsman.gov.au**