



## ABSTUDY Pensioner Education Supplement

### Purpose of this form

Use this form if you are claiming ABSTUDY Pensioner Education Supplement for Aboriginal and Torres Strait Islander students.

This is an additional payment for Aboriginal or Torres Strait Islander customers receiving certain pensions or benefits who are undertaking full-time study or are eligible for a workload concession with education expenses.

Use this form if you are claiming one of the following:

- Parenting Payment – if you are a single parent
- Carer Payment
- Disability Support Pension
- Special Benefit – if you are a single parent
- Partner Service Pension and Carer Allowance because you are caring for someone with a disability
- Widow B Pension
- Widow Allowance
- Wife Pension – if your partner receives a Disability Support Pension
- Defence Widow(er) Pension – if you have a dependent child
- Invalidity Service Pension
- Partner Service Pension – if your partner receives an Invalidity Service Pension
- War Widow(er) Pension – if you have a dependent child
- Compensation under the Military Rehabilitation and Compensation Act – if you have a dependent child.

You may remain eligible to receive ABSTUDY Pensioner Education Supplement if you were receiving the payment while you were on Parenting Payment (Single) or Disability Support Pension immediately before being assessed as having a partial capacity to work and moving on to Newstart or Youth Allowance (job seeker).

### Important

You can submit a claim for ABSTUDY Pensioner Education Supplement over the phone by calling **13 2317**.

**Please keep these Notes (pages 1 to 16) for your information.**

## For more information

Call Centrelink on **13 2317**, visit your local **Centrelink Customer Service Centre** or go to our website at **www.centrelink.gov.au**

To speak to Centrelink in languages other than English, call **13 1202**.

**Note:** Calls from your home phone to Centrelink 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 from public and mobile phones may be timed and charged at a higher rate.

## If you have a hearing or speech impairment

**TTY service** Freecall™ **1800 810 586**. A TTY phone is required to use this service.

## Interpreters and translations

If you need an **interpreter** or **translation** of any documents for Centrelink business, we can arrange this for you free of charge.

## What else you will need to provide

This form tells you which **other documents** you need to provide to support your claim. Depending on your circumstances, you may have to fill in **other forms**.

## Filling in this form

Please use black or blue pen.

Mark boxes like this  with a ✓ or ✗.

Where you see a box like this  ► **Go to 5** skip to the question number shown. You do not need to answer the questions in between.

## Returning your form(s)

Check that you have answered all the questions you need to answer and that you have signed and dated the form.

If you return required documents (and your claim form):

- by post – we will photocopy your documents and return originals to you by registered post.
- in person – we will photocopy your documents and return the originals to you.

See the information about commencement dates for payment of ABSTUDY Pensioner Education Supplement and closing dates for claims on page 4 of the **Notes Booklet**. This advises when you need to lodge your claim to ensure you are paid from the earliest date possible.

Return this form and all additional documents to a **Centrelink Customer Service Centre** **within 13 weeks** of the closing date to ensure you are paid from the earliest date possible. You should provide any additional documents within 14 days of returning your form.

You can submit a claim for ABSTUDY Pensioner Education Supplement over the phone by calling **13 2317**.

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# ABSTUDY Pensioner Education Supplement

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## ABSTUDY allowances

ABSTUDY is only for Aboriginal and Torres Strait Islander peoples. If there is any doubt about your identity as an Aboriginal or Torres Strait Islander, you may be asked to provide proof.

Eligibility for the different ABSTUDY allowances depends on your study load, type of study and circumstances.

**The following allowances are for full-time students (including students eligible for a study load concession):**

- Pensioner Education Supplement
- Additional Incidentals Allowance (if tertiary).

**The following allowances are for full-time and part-time students:**

- Incidentals Allowance
- Fares Allowance
- Away From Base Assistance.

Full-time Masters and PhD students (but not concessional study load students) also may be eligible for Relocation Allowance, Thesis Allowance and payment of compulsory course fees or student contribution for Commonwealth Supported Places (previously known as HECS).

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## Other ABSTUDY claims

**Doing a selection test/interview** – use the *Claim for ABSTUDY Allowances and Part-time Award* form (SY021).

**Part-time student/Incidentals Allowance** – use the *Claim for ABSTUDY Allowances and Part-time Award* form (SY021).

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## Commencement dates

The day your payment starts from depends on:

- the day you claim
- whether you lodge your claim by 31 March (or 31 July for semester 2) or within 4 weeks of becoming eligible for the Pensioner Education Supplement
- the date your course commences.

You can register an intent to claim ABSTUDY by contacting Centrelink. To ensure you are paid from the earliest date possible you should register your intent to claim by the closing dates mentioned below and then lodge your claim no later than 13 weeks after that time.

- If you are claiming payment for study in a full year course you should register on or before 31 March of that year.
- If you are claiming for semester two, you should register on or before 31 July of that year.
- If you are studying a short course or are becoming eligible for another reason, you should register within four weeks of starting the course or becoming eligible.
- In all cases, an intent to claim must be registered prior to you finishing study in the year.

If you have registered an intent to claim ABSTUDY, to be eligible, you must lodge the form within 13 weeks of the date you contacted Centrelink or by the closing date that applies to you – whichever is the later.

### ***Question 7: Other government assistance for study***

You cannot be assisted by more than one type of government education or training scheme at the one time. If you tick 'Yes' to this question, you may not be eligible for ABSTUDY assistance. There are exceptions for some state or territory government scholarships where you are not an employee of the government agency awarding the scholarship. An employee of a government department or agency who is on a cadetship or scholarship provided by that department or agency is not normally eligible for ABSTUDY.

You should compare entitlements available under the different schemes, so you can choose the one which will assist you the best.

A **'full-time'** apprentices or trainees is one whose ordinary hours of employment (including the training component) are the same or longer than the usual hours of employment of an apprentice or trainee in the industry or occupation. **Full-time** apprentices or trainees undertaking apprenticeships in accordance with a training agreement are not eligible for ABSTUDY Pensioner Education Supplement. Although there is no entitlement to ABSTUDY Incidentals Allowance, this form can be used to claim the Incidentals Allowance.

**Part-time** apprentices or trainees undertaking apprenticeships in accordance with a training agreement have no entitlement to any allowance under the ABSTUDY scheme.

### ***Question 8: Community Development Employment Project (CDEP) wage***

You cannot receive ABSTUDY if you are receiving your CDEP wage to undertake study. If you are receiving a CDEP wage to work in your community, you can also receive ABSTUDY for your study.

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## **PART C – Study details**

### ***Question 32: Proof of enrolment***

As proof of your enrolment, you must provide a copy of the notice you were given by your institution within 2 weeks of starting studies. Payments cannot continue after this time if you do not provide proof. Proof must be provided each year. School students do not need to provide proof.

If you have applied for entry into a tertiary course but you are not accepted, you must advise Centrelink as soon as you are notified by the education institution.

If you decide to go back to secondary school studies, proof of enrolment is not required. You may be eligible for ABSTUDY from 1 January if you have enrolled and commenced attending a secondary school within the first 3 weeks of the school commencement date.

### ***Question 34: Proof of full-time study in a distance education course***

If you are studying a course which does not have attendance requirements (except a secondary distance education course for school aged students), such as mixed mode or competency based training courses, you must provide proof of your study load to receive entitlements for full-time studies and you must be eligible for a study loan concession. Acceptable proof is a timetable giving dates when assignments are due and modules that must be completed. This is not required for student contribution for Commonwealth Supported Places (previously known as HECS).

**Question 36 and 37: Full-time study**

The table below defines a full-time study load:

Student type	Full-time definition
secondary school or college students	what the school considers full-time study
secondary students at a Vocational and Technical Education (VTE) institution or studying by correspondence	enrolled in at least three quarters (or 75 – 100%) of the course's standard full-time study or work load*
tertiary students in a Commonwealth Supported Place (previously known as HECS)	course has an Equivalent Full-time Student Load (EFTSL) of 0.375 or more in a teaching period**
tertiary students studying at a Vocational and Technical Education (VTE) institution or not paying a student contribution for a Commonwealth supported place (including study by correspondence)	enrolled in at least three quarters (or 75 – 100%) of the course's standard full-time study or work load*
study through Open Universities Australia or Open Learning Australia	registered for at least 2 university level units or for VTE study modules equivalent to at least 160 hours in a study period

\* a standard full-time study or work load is the number of hours/subjects/credit points (as appropriate) that are undertaken by a typical full-time student in your year of study in your course. In some cases you may not be considered full-time for ABSTUDY even though your institution sees you as full-time.

\*\* Teaching Period 1 is the first 6 months of the year and Teaching Period 2 is the second 6 months of the year. Units with a census date prior to 1 July fall within Teaching Period 1 and units on or after the 1 July fall within Teaching Period 2.

External students are strongly advised to check with Centrelink:

- that your annual study load is full-time and complies with the ABSTUDY Pensioner Education Supplement study load rules
- that adequate progress is being made throughout the year so that you cannot be deemed on the basis of progress to be undertaking less than a full-time study load.

Failure to have or to complete a full-time study load will result in a debt.

If you are not sure whether you are a full-time student or eligible for a study load concession under the ABSTUDY definition, or you are a part-time student, attach a list of your subjects. You cannot include tutorial assistance sessions funded by the Department of Education, Employment and Workplace Relations Training Indigenous Tutorial Assistance Scheme.

**Each student's study details will be checked with his or her institution.**

If you change the course or subjects you will be studying, contact Centrelink with your new details. Any change could affect your status as a full-time student and cause an overpayment, which must be repaid.

**Question 37: Study load concessions**

You may be eligible for ABSTUDY Pensioner Education Supplement if one of the following study load concessions applies:

- You have a substantial physical, intellectual or psychiatric disability and you are studying at least one-quarter (25%) of the normal full-time study load for your course. If you do not receive a Disability Support Pension, Invalidity Service Pension or Invalidity Income Supplement, include a certificate from a specialist describing your situation.
- You are a single parent, carer or disability pensioner and you are studying at least one-quarter (25%) of the normal full-time study load for your course. You must be receiving 1 of the following pensions to be eligible:
  - a Centrelink Parenting Payment (Single), Disability Support Pension or Carer Payment,
  - a Department of Veterans' Affairs Carer Service Pension, Invalidity Service Pension, Invalidity Income Support Supplement, or
  - you have a dependent child under 16 and you receive the Widow B, Defence Widow(er) or War Widow(er) Pension or Widow Allowance, or
  - you are caring for someone with a disability and receive a Department of Veterans' Affairs Partner Service Pension and a Centrelink Carer Allowance.
- You are studying at least two-thirds (66.7%) of the normal full-time study load and can show that:
  - you have no choice because of your course requirements, or
  - you have been directed in writing by the academic registrar (or equivalent officer) of your institution that you must take a lighter study load (send a copy of that letter with your form), or
  - you have been recommended to take a lighter study load for specified academic or vocational reasons (send a copy of that letter of advice with your form). This concession only applies for a maximum of 6 months. Your study load for the balance of the year must be at least three-quarters of the normal full-time study load.
- You are studying a bridging course or a supplementary program concurrently with an associated course, such as a degree course, because of your study needs. The 2 associated courses must together make up a study load of at least 75%. This concession also applies if you are studying less than a .375 per semester Equivalent Full-time Student Load (EFTSL) in a course which leads into a degree course and you are classified by your institution as full-time. Send a letter from your institution confirming your study program requirements.
- You are ill or injured and you are unable to maintain a full-time study load in a tertiary or TAFE course. This initially applies for an 8 week period but may be extended further in some circumstances. Contact Centrelink to find out what documentation is required to verify this.

Part-time pensioner students who are not eligible for a study load concession may be eligible for assistance under the ABSTUDY Part-time Award.

***Question 38: Limits on assistance***

There are limits on assistance to study certificate 1 and 2 courses, undergraduate bachelor degree courses as well as postgraduate degrees courses at Masters and Doctorate level.

When calculating the limit of assistance, all time spent in a course of the same study level for which ABSTUDY Living Allowance and/or Pensioner Education Supplement was received must be declared and counted, regardless of the study load. When a student has met or exceeded the limits, ABSTUDY is no longer payable.

ABSTUDY is limited to a total of 4 years for any combination of study in certificate 1 or 2 level courses.

ABSTUDY is payable for 1 undergraduate bachelor degree course (including Honours, Masters qualifying year/s, combined degrees and/or prerequisite studies) and 2 postgraduate degrees. However, a first degree will not be counted if it is a recognised prerequisite to another degree course, and extra time may be given if the institution required a student to do another degree course before accepting him/her into the current course (see comments about 'reasonable time' below).

Students should check with Centrelink to find out if they are eligible for assistance to study a second undergraduate degree or a third postgraduate degree.

***Question 39: Reasonable time to complete course***

Students are allowed a 'reasonable time' to complete a course.

For courses which are 2 years or less, a reasonable time for completing the course is twice the normal course length. For courses which are more than 2 years, a reasonable time for completing the course is the normal course length plus 2 years. Students may be approved for ABSTUDY for up to 1 extra year if they have a disability, have an illness or something else beyond their control has happened and they can prove their circumstances.

Where students have been accepted into a mainstream Bachelor degree course because their institution required them to complete a degree beforehand as an alternative entry requirement, the reasonable time rules for degree study can be extended by up to 2 additional years.

If the student's first degree course is a mandatory prerequisite (that is, the usual or compulsory requirement for entry into another degree course), it is not taken into account when calculating reasonable time.

**PART D –**  
Student circumstances

***Question 40: Living away from home***

Living away from home to study means you are staying somewhere other than where you would normally live. Living away from home can mean that you are boarding in another person's home, boarding at a hostel or residential college, living alone or sharing a house, flat or caravan with friends or other students.

***Question 40: Approval of Fares Allowance***

There are restrictions on the payment of Fares Allowance for students living away from home. For example, if you are a secondary student, you will not get Fares Allowance for interstate travel unless:

- your home is near a border and it is more appropriate for you to study at a close interstate location, or
- interstate travel is more cost effective than travelling within your own state or territory, or
- there are no boarding places in your home state or territory.

If you are a tertiary student undertaking an enabling certificate or similar course, you will not be approved for Fares Allowance for interstate travel unless that type of course is not available in your state or territory. You can be approved for Fares Allowance to travel within your state or territory.

***Question 43: Residential costs option for tertiary students***

ABSTUDY can pay your residential costs if you are a tertiary student approved for away from home entitlements (such as Fares Allowance) and you are living in a residential college attached to a university or in a hostel. These are paid direct to the college or hostel. If you take up this option you will not get the Pensioner Education Supplement for the periods you are living in residence.

Compare your entitlement with residential charges (excluding refundable bonds) before you make your decision. You should check whether all meals will be provided by the college or hostel. You are not entitled to meal allowance for meals not provided by the college or hostel or other ABSTUDY assistance in addition to the residential costs.

Your college or hostel can give you the dates for which residential charges will be made. If you do not know the dates now, you can send them in later, but you must give the details to us before you start your course.

## Terms and Conditions

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### **Information about the Electronic Message Reminders (Short Message Service (SMS) and email) and Secured Online Mail (Online Letters)**

You can now receive reminders and important information from Centrelink via Short Message Services (SMS) or email.

You can view some of your Centrelink letters via an Online Letters facility at [www.centrelink.gov.au](http://www.centrelink.gov.au). In order to view Online Letters, you **must** have self service access level 3 and maintain this level of access. This service will replace delivery of some of your correspondence through the mail.

You will be asked a question in the claim form to check if you wish to subscribe to either of these services. Additionally, you can subscribe at a Centrelink Customer Service Centre, over the phone or by visiting [www.centrelink.gov.au](http://www.centrelink.gov.au)

**These services are voluntary and you are able to withdraw at any time.**

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### **Terms and Conditions for SMS and Email**

Centrelink may send you information messages appropriate to your circumstances.

No Centrelink generated SMS or email will contain your name or contact details.

You will not be required to respond via SMS or email to any Centrelink generated message.

Messages you may receive include:

- appointment reminders the business day prior to your appointment
- reminders to provide up-to-date information
- reminders to provide documents
- possible future payment alerts
- notification of Online Letters.

**These services are voluntary and you are able to withdraw at any time.**

**Centrelink will NOT include direct links to ANY website within an email from this service.**

## Terms and Conditions for Secured Online Mail (Online Letters)

All customer information is protected by law, such as the *Privacy Act 1988* and confidentiality provisions in social security law.

This service will replace delivery of some Centrelink letters to your mailing address.

This service will display your mail in the same format as it currently is on paper.

This means:

- your name, address and Customer Reference Number (CRN) will be displayed within the Online Letters facility
- payment, income, assets and bank account details may be displayed within the Online Letters facility.

**This service is voluntary and you are able to withdraw at any time.**

You will receive a 'welcome to the Online Letters facility' letter at your postal address to confirm you have subscribed to the facility.

To use this service, you will require:

- internet access
- current self service registration with Centrelink
- the ability to view Online Letters – this service will use a Portable Document Format (PDF), for example, Adobe Acrobat. These letters may be temporarily held on the hard drive of the computer. **Please be aware of this if you are using a public computer terminal. Ensure the removal of temporary Internet files prior to logging off.**

**Important Note:** If you change your mobile phone number, email address or postal address, you will need to tell Centrelink straight away. To report any changes, call Centrelink on **13 2317**, visit your local Centrelink Customer Service Centre, or send a letter to any Centrelink Customer Service Centre. You need to check your Online Letters facility regularly for letters.

## About the information you give

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### Privacy and your personal information

Personal information is protected by law, including the *Privacy Act 1988*. The authority to collect this information is contained in the *Student Assistance Act 1973*.

The information you provide on this form will be used to determine your eligibility for, and provide payments and services to you and, where relevant, third parties. This information may also be used to detect or prevent fraud and/or recover overpayments.

Centrelink may give some or all of your information to the Department of Human Services, its agencies, policy departments (Department of Education, Employment and Workplace Relations and Department of Families, Housing, Community Services and Indigenous Affairs) and their contracted service providers, (where that department or contracted service provider is providing payments or services to you) for the purposes of:

- determining eligibility for correct payment
- referral for appropriate assistance
- determining eligibility and/or suitability for employment assistance and other appropriate services
- provision of services and payments
- evaluation and monitoring of services provided by Centrelink, its policy departments or contracted service providers
- recovery of overpayments.

Centrelink may disclose limited information (for example, income and assets) about you to other individuals when your circumstances affect their entitlement to payments and services.

To assist and facilitate any travel arrangements which may apply to your ABSTUDY entitlement, Centrelink may give details of your journey to relevant educational institutions and/or board providers.

Limited personal information collected from you may be used to conduct customer research run by the Department of Human Services, Centrelink, its policy departments or by research organisations on their behalf. Your participation in customer research is valued, however, if you do not wish to take part please call the Customer Relations number on Freecall™ **1800 050 004** (refer to the factsheet titled *Market research and you* for more information).

Centrelink can give your information to other persons, bodies or agencies without your permission in circumstances where Commonwealth legislation requires or authorises the disclosure. For example, Centrelink usually gives some or all of your information about income and taxation matters to the Australian Taxation Office and Child Support Agency for their use.

You can get more information from the factsheet titled *Your Right to Privacy* from your local Centrelink Customer Service Centre, you can call Centrelink on **13 2317** to request a copy or you can go to our website at [www.centrelink.gov.au](http://www.centrelink.gov.au)

## If you disagree with a decision

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### Your review and appeal rights

If you are not happy with a decision Centrelink has made about your payments, there are several steps you can take. You can take someone with you when you talk to Centrelink.

1. You can discuss it with the person who made the original decision. You do not have to do this, but many people find it a useful step. It gives you a chance to correct misunderstandings, present new information or evidence and get an incorrect decision changed quickly.
2. If you think a decision is wrong, you have the right to ask for a review by an Authorised Review Officer (ARO). You do not have to talk to the person who made the decision before you ask for an ARO review. The ARO is an independent Centrelink officer who can take a fresh look at the facts. If you are seeking a review of a decision about a debt, you should request this review within 13 weeks of the decision. There is no time limit for requesting a review of a decision affecting your assessment.
3. If you do not agree with the decision of the ARO you can apply in writing to the Minister for Education, Employment and Workplace Relations about decisions affecting your assessment or to the Social Security Appeal Tribunal(SSAT) for a review about a debt. The SSAT is an organisation not related to Centrelink. The SSAT can only look at a review after it has been reviewed by an ARO. Ministerial appeals and SSAT reviews are free of charge.
4. If you are unhappy with the SSAT decision you can have this decision reviewed by applying to the Administrative Appeals Tribunal (AAT). The AAT is a body that provides independent review of a wide range of administrative decisions made by the Australian Government. This service is free of charge.

For more information about your review and appeal rights or to lodge a appeal, call Centrelink on **13 2317** or visit your local Centrelink Customer Service Centre.

## Changes you must tell Centrelink about

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### When to contact us

**If you do not tell Centrelink about changes, you could have a debt. If you have a debt, you may have to pay all or some of the money back.** If you do not tell Centrelink about income you have earned, or if you provide false or misleading information about your income, you may also have to pay a recovery fee.

After you claim **ABSTUDY Pensioner Education Supplement**, you must tell Centrelink **within 14 days** if any of the following happens.

To advise Centrelink of changes, call **13 2317**.

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### Changes you must tell Centrelink about are

The rate of your ABSTUDY payment may be adjusted if you:

- stop being a full-time student or study load concession student
  - start paid work or any form of profession, trade, business or self-employment
  - change the hours you work
  - are sick or injured and cannot continue study
  - apply for, or vary, your enrolment at school, college or university or other technical institution
  - you marry; are in or commence a registered or de facto relationship (either opposite or same-sex) or reconcile with a former partner
  - you separate from your partner
  - your partner dies
  - receive or cease to receive a pension, benefit or allowance (other than Family Tax Benefit) from Centrelink, or any payment from the Department of Veterans' Affairs or the Department of Education, Employment and Workplace Relations or a similar type of payment from a source outside Australia
  - receive payment under the New Enterprise Incentive Scheme
  - travel outside Australia
  - have a child under 16 and the child:
    - leaves home
    - is granted a pension, benefit or allowance, or
    - leaves Australia
  - have a student aged 16 or less than 25 and the student becomes more independent. For example, the student:
    - has an increase in their personal income
    - leaves home
    - is granted a Centrelink pension, benefit or allowance
    - stops being a full-time student
    - starts work
    - leaves Australia, or
    - applies for and gets an education allowance from the Australian Government.
  - have a child or student and he or she dies
  - or any of your dependent children/students are charged with an offence and are in custody on remand, in a psychiatric institution or in prison.
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### Change of address

If you change your address, you should advise Centrelink immediately. If mail is returned to Centrelink unclaimed, your payments may be stopped.

## Other payments, concessions and help

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If you receive ABSTUDY Pensioner Education Supplement, there are other payments, concessions and help you may be eligible for.

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### **Advance Payments**

Centrelink customers can apply for an advance payment of up to \$500, once in 12 months. This is recovered, interest free, from your payments over 13 fortnights.

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### **Centrepay**

Centrepay allows Centrelink customers to have regular amounts deducted from their Centrelink payments for various purposes such as gas, rent, water, rates and electricity. Participation in the scheme is entirely voluntary and customers may withdraw from the scheme at any time. This service is provided free of charge.

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### **Community Officers**

Community Officers may be able to visit you if you are homeless, living in a hostel or refuge, suffering from a mental illness, or fleeing from domestic violence. Community Officers can tell you about Centrelink payments and services and help you access these services. They provide Centrelink services in locations like rehabilitation centres, psychiatric hospitals, prisons, hostels and drop-in centres.

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### **Family Assistance Office**

Family Tax Benefit, Child Care Benefit, Baby Bonus and Maternity Immunisation Allowance are payments to help you with the cost of raising your dependent children. These payments are paid by the Family Assistance Office. The Family Assistance Office is located in all Medicare Offices, Centrelink Customer Service Centres and Australian Taxation Offices.

To reduce the risk of being overpaid, it is important that you estimate your family's income as accurately as possible. Your income estimate must include your and your partner's (if you have one) adjusted taxable income, including any income support payments you may receive (e.g. Newstart Allowance, Disability Support Pension, Parenting Payment) and/or Veterans' Affairs pensions or benefits.

All families are different so there are a number of payment choices for how you get paid your family assistance. These choices will help you match your payments to your family's circumstances and reduce the risk of being overpaid.

To ensure you get your correct entitlement, you and your partner must lodge your tax returns with the Australian Taxation Office – or tell the Family Assistance Office you do not have to lodge – within 12 months of the end of the income year.

For more information, call the Family Assistance Office on **13 6150** between 8am and 8pm (local time) Monday to Friday or visit **[www.familyassist.gov.au](http://www.familyassist.gov.au)**

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### **Financial Information Service Officers**

Financial Information Service (FIS) Officers can give you free, independent information. This will help you understand investments and how they work and help make better financial decisions.

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### **Health Care Card**

A Health Care Card provides you access to pharmaceutical medications listed under the Pharmaceutical Benefits Scheme at a reduced cost. You **may** also receive other concessions provided by state and territory governments.

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### **Indigenous Services Staff**

Indigenous Services Staff are located in most Centrelink Customer Service Centres. Some Centrelink Customer Service Centres also have interpreters who speak Aboriginal or Torres Strait Islander languages and teams who visit and help remote communities.

**Mobility Allowance**

Mobility Allowance may provide help to people with disabilities who are doing voluntary work, paid work, vocational training, or any combination of these and cannot use public transport without extra help. There does not need to be public transport in the person's area to qualify. Mobility Allowance helps with the extra costs of travel.

If you are on Newstart Allowance, Youth Allowance or Disability Support Pension and you are working 15 hours or more per week or looking for such work under an agreement with an Employment Services Provider, you may be eligible for a higher rate of Mobility Allowance.

In some instances the higher rate may remain payable if a customer leaves Newstart Allowance, Youth Allowance, Parenting Payment or Disability Support Pension.

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**Remote Area Allowance**

Remote Area Allowance was introduced as an additional assistance for Centrelink customers in remote areas. It recognises that many customers who do not pay tax, or very little tax, do not get the full benefit of tax zone rebates. Remote Area Allowance makes a contribution towards some of the costs associated with living in remote areas.

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**Rent Assistance**

You may be eligible for rent assistance if you rent your accommodation in the private rental market. This includes paying private rent, board or lodging for accommodation in a house, flat or unit, boarding house, hostel or private hotel. It also includes paying ground rent, site fees or mooring fees for a caravan, mobile home or boat in which you live.

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**Rent Deduction Scheme**

The Rent Deduction Scheme allows Centrelink customers in public housing to have their housing payments (such as rent, loan repayments and arrears) deducted from their Centrelink payments and sent directly to the Housing Authority in their state or territory.

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**Senior Customer Service  
Adviser**

Help for people with disabilities to access specialist and mainstream employment and training services, and arrange referral to other agencies for information and support services.

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**Social workers**

Centrelink has professional social workers in its Customer Service Centres and Call Centres throughout Australia. Social workers can offer you personal counselling and support in difficult times, such as domestic and family violence, severe financial hardship, homelessness, loss and bereavement. They can refer you to other services and programs like housing, health, emergency relief, legal and/or counselling services and support groups.

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**Telephone Allowance**

Centrelink customers receiving a qualifying payment can get help with the cost of maintaining a telephone service – landline, mobile, fax or InContact service – that is connected in Australia. If you (and/or your partner) have advised Centrelink that you are a telephone subscriber, you will automatically be paid Telephone Allowance. Telephone Allowance is paid quarterly in January, March, July and September. If the telephone is in joint names, the amount payable is split between you and your partner.



## Purpose of this form

Use this form if you are claiming ABSTUDY Pensioner Education Supplement for Aboriginal and Torres Strait Islander students.

This is an additional payment for Aboriginal or Torres Strait Islander customers receiving certain pensions or benefits who are undertaking full-time study or are eligible for a workload concession with education expenses.

You should have received the booklet **Information you need to know about your claim for ABSTUDY Pensioner Education Supplement** with this form. In this claim, this booklet will be referred to as the **Notes Booklet**. If you do not have this booklet, call us on **13 2317** or go to our website at **www.centrelink.gov.au**

### Important

You can submit a claim for ABSTUDY Pensioner Education Supplement over the phone by calling **13 2317**.

## What else you will need to provide

This form tells you which **other documents** you need to provide to support your claim.

## Filling in this form

Please use black or blue pen.

Mark boxes like this  with a ✓ or ✗.

Where you see a box like this  **Go to 5** skip to the question number shown. You do not need to answer the questions in between.

## Returning your form(s)

Check that you have answered all the questions you need to answer and that you have signed and dated the form.

If you return required documents (and your claim form):

- by post – we will photocopy your documents and return originals to you by registered post.
- in person – we will photocopy your documents and return the originals to you.

See the information about commencement dates for payment of ABSTUDY Pensioner Education Supplement and closing dates for claims on page 4 of the **Notes Booklet**. This advises when you need to lodge your claim to ensure you are paid from the earliest date possible.

Return this form and all additional documents to a **Centrelink Customer Service Centre within 13 weeks** of the closing date to ensure you are paid from the earliest date possible. You should provide any additional documents within 14 days of returning your form.

You can submit a claim for ABSTUDY Pensioner Education Supplement over the phone by calling **13 2317**.

**1** Do you need an interpreter when dealing with Centrelink?  
This includes an interpreter for people who have a hearing or speech impairment.  
To speak to Centrelink in languages other than English, call **13 1202**.


No  Go to next question

Yes  What is your preferred spoken language?

What is your preferred written language?

**2** Are you currently getting, or will you get a pension, benefit, payment or allowance from Centrelink, or a pension from the Department of Veterans' Affairs?

As listed on the front page of the **Notes Booklet**.

No   You **are not eligible** for ABSTUDY Pensioner Education Supplement. Please call Centrelink on **13 2317**.

Yes  Name of payment

Customer Reference Number (if known)

 -  -  - 

Veterans' Affairs Reference Number (if known)

Date of payment


 /  / 

**3** Are you getting or will you get Newstart Allowance or Youth Allowance (job seeker)?

No  **Go to 7**


Yes  Go to next question

**4** Before the grant of your Newstart or Youth Allowance (job seeker), were you receiving Parenting Payment Single or Disability Support Pension?

No   You **are not eligible** for ABSTUDY Pensioner Education Supplement. Please call Centrelink on **13 2317**.


Yes  Go to next question

**5** Were you receiving ABSTUDY Pensioner Education Supplement while on Parenting Payment Single or Disability Support Pension?

No   You **are not eligible** for ABSTUDY Pensioner Education Supplement. Please call Centrelink on **13 2317**.

Yes  Go to next question

**6** Have you received ABSTUDY Pensioner Education Supplement payment in the last 14 days?

No   You **are not eligible** for ABSTUDY Pensioner Education Supplement. Please call Centrelink on **13 2317**.

Yes  Go to next question

**7** Do you, or will you, receive government assistance for study or training?


See page 5 of the **Notes Booklet**.

No  Go to next question

Yes  Tick which payment applies:

**Tick ONE box only**

A full-time apprenticeship/traineeship   You **are not eligible** for ABSTUDY Pensioner Education Supplement. Please call Centrelink on **13 2317**.

A cadetship/scholarship   Attach documentary evidence.  
▶ Go to next question

Veterans' Children Education Scheme  Go to next question

Assistance for Isolated Children (AIC)  Go to next question

Youth Allowance  Go to next question

Austudy  Go to next question

Community Development Employment Project (CDEP) for study, training or education  Go to next question

Living away from Home Allowance for an Australian Apprenticeship  Go to next question

Any other assistance  Give details below


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 ▶ Go to next question

**8** Do you, or will you, receive a Community Development Employment Project (CDEP) wage?

No  Go to next question

Yes  Reason for receiving this wage:

For study/training   You **are not eligible** for ABSTUDY Pensioner Education Supplement. See page 5 of the **Notes Booklet**.

For work  Go to next question

**PART A – Personal Details**

**9** Your name

Mr  Mrs  Miss  Ms  Other

Family name

First given name

Second given name

**10** Have you ever used or been known by any other name (e.g. maiden name, previous married name, skin/clan/tribal name, name at birth, alias, adoptive name, foster name)?

No  Go to next question

Yes  Give details below

**1** Other name

Type of name (e.g. name at birth)

**2** Other name

Type of name (e.g. Aboriginal/Islander name)

If you have more than 2 other names, attach a separate sheet with details.

**11** Your sex

Male

Female

**12** Your date of birth

**13** Are you of Aboriginal or Torres Strait Islander origin?

If you are of both Aboriginal and Torres Strait Islander origin, please tick both 'Yes' boxes.

No



You **are not eligible** for ABSTUDY Pensioner Education Supplement. Please call Centrelink on **13 2317**.

Yes – Aboriginal  Go to next question

Yes – Torres Strait Islander  Go to next question

**14** Are you an Australian citizen?

No



You **are not eligible** for ABSTUDY Pensioner Education Supplement. Please call Centrelink on **13 2317**.

Yes  Go to next question

**15** Were you born in Australia?

No  Go to next question

Yes  Go to 18

**16** What is your country of birth?

**17** What date were you granted Australian citizenship?

**18** Your permanent address

  
  
  
Postcode

**19** Your postal address (if different to above)

  
  
  
Postcode

**20** Will you have a semester/term address?

No  Go to next question

Yes  Please give your semester/term address.

Do NOT give a PO Box.

  
  
  
Postcode

**21** Your contact details

Home phone number ( )

Is this a silent number? No  Yes

In whose name is the phone account? My name

Partner's name

Another name

Mobile phone number

In whose name is the mobile phone account? My name

Partner's name

Another name

Semester/term phone number ( )

Fax number ( )

Work phone number ( )

Alternative phone number ( )

Email

.....  
@

**22** Please read this before answering the question.

Questions 23 to 28 are optional and will not affect your payment. If you do answer, the information will help us to continue to improve our Electronic Messaging Services.

You can now receive reminders and important information via Short Message Service (SMS) or email from Centrelink.

You MUST read the *Terms and Conditions for SMS, email and Online Letters* in the **Notes Booklet** before you complete the following questions.

**23** Do you wish to receive reminders and important information via SMS or email from Centrelink?

This service is voluntary and you are able to withdraw from it at any time.

No  Go to next question

Yes  SMS contact number (if different to contact details)  
.....

**OR**

Email address (if different to contact details)  
.....  
@

**24** Do you wish to view some of your Centrelink and Family Assistance Office letters via the Online Letters facility on the Centrelink website?

This service is voluntary and you are able to withdraw from it at any time.

No  Go to 26

Yes  Go to next question

**25** What is your preferred method of notification?

Centrelink will notify you when you have a letter available for viewing in the Online Letters facility.

**Tick ONE box only**

SMS  SMS contact number (if different to contact details)  
.....

Email  Email address (if different to contact details)  
.....  
@

**26** Did you answer 'No' to either question 23 or question 24?

No  Go to 29

Yes  Go to next question

**27** What is the reason for not wanting to use this service?

The information will help us to continue to improve services.

Do not trust the internet

Do not have a mobile phone

Do not have the technology

Other  Give reason

.....  
.....

**28** Would you like to be reminded of this service in the future?

No  Go to next question

Yes  When would you like to be reminded?

in 6 months

in 12 months

**PART B – Payment details**

**29** Where do you want your payment made?

I would like **my payments posted** to me  **Go to next question**

**Note:** Cheque payments can be posted to you, but this will mean waiting longer for your payment.

**My account** nominated below  **Give details below**

**Note:** The bank, building society or credit union account must be in your name. A joint account is acceptable.

Name of bank, building society or credit union

Branch where your account is held

Branch number (BSB)

Account number (this may not be your card number)

Account held in the name(s) of

**PART C – Study details**

**30** Are you returning to study after a break of more than one semester?

No  **Go to 32**

Yes  **Go to next question**

**31** When was your last day of study?

 If the break in study was due to circumstances beyond your control, attach a statement giving reasons.

**32** What are your **current** study details?



All students, except secondary school students, must provide proof of enrolment in the course(s) named in this question.

See page 5 of the **Notes Booklet**.

**1 Education institution/course**

Name of school/Australian Technical College/College/TAFE or University and campus

Your student identification number

Exact course title

(e.g. Certificate III in Business (Legal Studies), Bachelor of Arts)

Course code

Year/stage of course

(e.g. Year 11, 1st year, B.Sc.)

**Full course period**

Official start date

Official end date

**When will you be studying the course?**

Start date

End date

**2 Education institution/course**

Name of school/Australian Technical College/College/TAFE or University and campus

Your student identification number

Exact course title

(e.g. Certificate III in Business (Legal Studies), Bachelor of Arts)

Course code

Year/stage of course

(e.g. Year 11, 1st year, B.Sc.)

**Full course period**

Official start date

Official end date

**When will you be studying the course?**

Start date

End date

If you are going to more than 2 institutions/courses, attach a separate sheet with details.

33 How long will you be studying?

Tick ONE box only

More than one year  Give details  
\_\_\_\_\_ years \_\_\_\_\_ months

Full school/academic year

Study in the following semesters  Semester 1   
Semester 2   
Semester 3


Study in the following terms  Term 1   
Term 2   
Term 3   
Term 4

Other  Give dates  
From \_\_\_\_\_  
To \_\_\_\_\_

34 Are you, or will you be, studying externally by distance education or correspondence?

This is when you study at home or in your community instead of attending classes at an education institution (except when attending a residential school).

No  Go to next question

Yes   Proof of full-time study is required.  
See page 5 of the **Notes Booklet**.

35 Are you doing your course through flexible learning or study at your own pace enrolment?


Flexible learning and study at your own pace courses are types of study that allow a part-time or full-time student to study subjects one at a time instead of having to study all subjects over a whole term or semester.

No

Yes

36 Are you a full-time secondary school student (including a student enrolled in a secondary distance education institution)?

No  Go to next question

Not sure   If you are not sure if your course is full-time or part-time, please attach a list of your subjects and Centrelink will assess your study load.

Go to 38

Yes  Go to 40


37 Please read this before answering the following question.

The definition of full-time study is based on your course, not the time you spend studying. For the ABSTUDY definition of 'full-time' study, see page 6 of the **Notes Booklet**.

A student (other than a secondary school student) is classified as full-time or part-time on the basis of her or his study load compared to the course's normal full-time study load and whether a study load concession applies.

See page 7 of the **Notes Booklet** for study load concessions.

Give study load details below

 If you are a secondary school student (including a student enrolled in a secondary distance education institution), attach a statement from your school or institution about the reasons for being a part-time student.

#### Semester 1

Percentage of the full-time study load in your course

75 – 100%


66 – 74%

50 – 65%

25 – 49%

0 – 24%

Not sure

 If you are not sure of the full-time study load in your course, please attach a list of your subjects and Centrelink will assess your study load.

#### Semester 2

Percentage of the full-time study load in your course

75 – 100%


66 – 74%

50 – 65%

25 – 49%

0 – 24%

Not sure

 If you are not sure of the full-time study load in your course, please attach a list of your subjects and Centrelink will assess your study load.

**38** Have you **completed** an undergraduate or postgraduate degree course?

See page 8 of the **Notes Booklet** for limits on assistance to study Certificate I and II courses and degree courses.

No  **Go to next question**

Yes  Give details of the courses completed in the last 10 years.

**1** Name of Institution/Campus  
(e.g. Gold Coast Institute of TAFE, Melbourne University)

Name of course  
(e.g. Certificate II in Tourism, Bachelor of Arts)

**2** Name of Institution/Campus  
(e.g. Gold Coast Institute of TAFE, Melbourne University)

Name of course  
(e.g. Certificate II in Tourism, Bachelor of Arts)

**3** Name of Institution/Campus  
(e.g. Gold Coast Institute of TAFE, Melbourne University)

Name of course  
(e.g. Certificate II in Tourism, Bachelor of Arts)

**4** Name of Institution/Campus  
(e.g. Gold Coast Institute of TAFE, Melbourne University)

Name of course  
(e.g. Certificate II in Tourism, Bachelor of Arts)

If you have done more than 4 courses, attach a separate sheet with details.

**39** Have you attempted or completed any other non-school study including any previous study so far in the course you are doing now?

See pages 8 of the **Notes Booklet** for time allowed to complete course.

No  **Go to next question**

Yes  Give details below. **You must list every year of study in the past 10 years.**

**Current course(s)**

**1** Years (e.g. 2006) Year/stage (e.g. 1st year)

Name of institution  
(e.g. Gold Coast Institute of TAFE, Melbourne University)

Name of course  
(e.g. Certificate III in Business, Legal Studies, Bachelor of Arts)

Semester 1 was: Semester 2 was:

Full-time  Part-time  Full-time  Part-time

**2** Years (e.g. 2006) Year/stage (e.g. 1st year)

Name of institution  
(e.g. Gold Coast Institute of TAFE, Melbourne University)

Name of course  
(e.g. Certificate III in Business, Legal Studies, Bachelor of Arts)

Semester 1 was: Semester 2 was:

Full-time  Part-time  Full-time  Part-time

**3** Years (e.g. 2006) Year/stage (e.g. 1st year)

Name of institution  
(e.g. Gold Coast Institute of TAFE, Melbourne University)

Name of course  
(e.g. Certificate III in Business, Legal Studies, Bachelor of Arts)

Semester 1 was: Semester 2 was:

Full-time  Part-time  Full-time  Part-time

If you have attempted or completed more than 3 years/stages, attach a separate sheet with details.

Continued

**Other course(s)**

**1** Years (e.g. 2003) Year/stage (e.g. 1st year)  
   
Name of Institution/Campus (e.g. Canberra CIT)  
  
Name of course (e.g. Associate Diploma in Hospitality)  
  
Semester 1 was: Semester 2 was:  
Full-time  Part-time  Full-time  Part-time

**2** Years (e.g. 2003) Year/stage (e.g. 1st year)  
   
Name of Institution/Campus (e.g. Canberra CIT)  
  
Name of course (e.g. Associate Diploma in Hospitality)  
  
Semester 1 was: Semester 2 was:  
Full-time  Part-time  Full-time  Part-time

**3** Years (e.g. 2003) Year/stage (e.g. 1st year)  
   
Name of Institution/Campus (e.g. Canberra CIT)  
  
Name of course (e.g. Associate Diploma in Hospitality)  
  
Semester 1 was: Semester 2 was:  
Full-time  Part-time  Full-time  Part-time

**4** Years (e.g. 2003) Year/stage (e.g. 1st year)  
   
Name of Institution/Campus (e.g. Canberra CIT)  
  
Name of course (e.g. Associate Diploma in Hospitality)  
  
Semester 1 was: Semester 2 was:  
Full-time  Part-time  Full-time  Part-time

If you have completed more than 4 years/stages, attach a separate sheet with details.

**PART D – Student circumstances**

**40** Will you be living away from home to study?

See pages 9 of the **Notes Booklet** about living away from home and approval of Fares Allowance.

No  **Go to 44**

Yes  **Go to next question**

**41** What is your address while studying?

.....  
.....  
Postcode

**42** Will you have dependent children travelling with you?

No  **Go to next question**

Yes



You should attach details of dependent children travelling with you.

**43** Do you want your residential costs paid instead of getting the Pensioner Education Supplement while you are living in a residential college or hostel?

**Note:** This is for tertiary students and students undertaking approved studies of at least one year's duration at a university. See page 9 of the **Notes Booklet**.

No  **Go to next question**

Yes  Give the first date you will be living in residence

/  /



You must give us the date(s) you will be living in residence before you start your course.

Date not yet known

**PART E – Information on this claim**

**44** Did any other person help you complete this claim?

No  Go to next question

Yes  Give their details below

Person's name

---

Their phone number

**45** Do you wish to arrange for another person or organisation to make limited enquiries only, as authorised by you, about your Centrelink payment/service?

No  Go to next question

Yes  Give details below

Details of your partner/parent/guardian or another person. This will assist Centrelink to identify the person to whom you allow information to be given.

**Note:** You can change this authorisation at any time.

Person's name / Name of Organisation

---

Their relationship to you (e.g. mother, father, friend or assistance by an organisation)

Their phone number

Their date of birth (if applicable)

Their address

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**46** Would you like another person or organisation to receive Centrelink payments and/or correspondence on your behalf?

No  Go to next question

Yes

 You will need to complete and attach an **Authorising a person or organisation to enquire or act on your behalf** form (SS313). If you do not have this form, call us on **13 2490** or go to our website at **www.centrelink.gov.au**

**PART F – Checklist**

**47** Which of the following forms, documents and other attachments are you providing with this form?

*If you are not sure, check the question to see if you should attach the documents.*

Where you are asked to supply documents, please attach **original** documents.

Documents with details of a cadetship/scholarship   
*(If required at question 7)*

Statement with reasons for break in study   
*(If required at question 31)*

Proof of enrolment in current study   
*(If required at question 32)*

Proof of full-time study   
*(If you answered Yes at question 34)*

Statement with a list of your subjects   
*(If answered Not sure at question 36)*

Statement from your school about being a part-time student   
*(If you answered question 37)*

Statement with a list of your subjects   
*(If answered Not sure at question 37)*

Details of dependent children travelling with you   
*(If you answered Yes at question 42)*

Statement with dates you will be living in residence   
*(If you answered Yes, and if known, at question 43)*

**Authorising a person or organisation to enquire or act on your behalf** form (SS313)   
*(If you answered Yes at question 46)*

48 Statement

**AN IMPORTANT NOTE**

If you are paid any ABSTUDY that you are not entitled to, you will have to pay it back. An overpayment is usually paid back by reducing your remaining ABSTUDY entitlement. If you are not entitled to any more ABSTUDY, you will have to repay the debt direct to Centrelink. There are penalties for providing false or misleading information.

**I declare that:**

- I am of Aboriginal or Torres Strait Islander descent, and
- I identify as an Aboriginal or Torres Strait Islander, and
- I am accepted as such by the community in which I live or have lived.
- the information provided in this form is complete and correct.

**I understand that:**

- giving false or misleading information is a serious offence.
- Centrelink can make relevant enquiries to ensure I receive the correct entitlement.
- I must notify Centrelink of any changes to this information **within 14 days** of the change(s) occurring.

Signature



Date

/ /

**See page 2 for instructions on returning this form.**

OFFICE USE ONLY

Assessor's signature

Logon ID

Date

/ /