

July 2020

# Studying or training?



**centrelink**



**Australian Government**  
**Services Australia**

[servicesaustralia.gov.au](https://servicesaustralia.gov.au)

# Help in your language

We have free interpreter and translation services. You can ask for an interpreter or translation of documents when you call or visit us. To speak to us in your language call **131 202** for help with Centrelink payments and services. For help with Medicare and Child Support services, call Translating and Interpreting Service (TIS National) on **131 450**.

For information in your language about our payments and services go to **servicesaustralia.gov.au/yourlanguage**

## ARABIC

لدينا خدمات ترجمة شفوية وخطية مجانية. يمكنك طلب مترجم للتخاطب أو ترجمة مستندات عند اتصالك بنا أو زيارتنا. اتصل على الرقم **131 202** للتكلم معنا بلغتك بشأن مدفوعات Centrelink وخدماته. اتصل بخدمة Translating and Interpreting Service (TIS National) على الرقم **131 450** للحصول على المساعدة بشأن خدمات Medicare و Child Support. للحصول على المعلومات بلغتك، يرجى مراجعة الموقع **servicesaustralia.gov.au/yourlanguage**

## CHINESE

我们提供免费的口笔译服务。当您致电或拜访我们时，您可能要求安排口译员或文件翻译。要用您的语言与我们交谈，请拨打 **131 202**，以寻求与 Centrelink 福利金及服务相关的帮助。如需有关 Medicare 及 Child Support 服务的帮助，请拨打 **131 450** 致电 Translating and Interpreting Service (TIS National)。如需就福利金及服务的相关信息获取您所说语言的版本，请访问 **servicesaustralia.gov.au/yourlanguage**

## PERSIAN (FARSI)

ما خدمات ترجمه شفاهی و کتبی رایگان داریم. شما با تماس یا مراجعه به ما، می‌توانید درخواست ترجمه شفاهی یا ترجمه اسناد کنید. با شماره **131 202** تماس بگیرید تا با ما به زبان خود در خصوص خدمات و پرداخت‌های Centrelink صحبت کنید. برای دریافت کمک در خصوص خدمات Medicare یا Child Support با Translating and Interpreting Service (TIS National) به شماره **131 450** تماس بگیرید. برای کسب اطلاعات به زبان خود درباره خدمات و پرداخت‌ها به تارنمای **servicesaustralia.gov.au/yourlanguage** بروید

## VIETNAMESE

Chúng tôi cung cấp các dịch vụ phiên dịch và biên dịch miễn phí. Quý vị có thể đề nghị có người phiên dịch hoặc dịch thuật tài liệu khi quý vị gọi điện hoặc ghé thăm chúng tôi. Để nói chuyện với chúng tôi bằng ngôn ngữ của quý vị, hãy gọi số **131 202** để được trợ giúp về các khoản thanh toán và dịch vụ của Centrelink. Để được trợ giúp về các dịch vụ Medicare và Child Support, hãy gọi Translating and Interpreting Service (TIS National) theo số **131 450**. Để biết thêm thông tin bằng ngôn ngữ của quý vị về các khoản thanh toán và dịch vụ của chúng tôi, hãy truy cập trang **servicesaustralia.gov.au/yourlanguage**

This brochure has information about payments and services for people studying, planning to study or doing an Australian Apprenticeship. It also has information for families or guardians of students and Australian Apprentices.

## Payments you may be eligible for

### Youth Allowance for students and Australian Apprentices

Youth Allowance is a payment for people 24 or younger and studying or doing an Australian Apprenticeship.

### Austudy

Austudy is a payment for people 25 or older and studying or doing an Australian Apprenticeship full time.

### ABSTUDY

ABSTUDY is a group of payments for Aboriginal and Torres Strait Islander students or Australian Apprentices.

### Assistance for Isolated Children Scheme

The Assistance for Isolated Children Scheme is a group of payments. It's for parents and carers of children who can't go to a local government school because of any of the following:

- geographical isolation
- disability
- special needs.

### Payment rates

For the latest payment rates information, go to [servicesaustralia.gov.au](http://servicesaustralia.gov.au) or visit a service centre.

## Other information

### Keep your details up to date

You need to tell us when your circumstances change. This can include your income, assets, relationships, work status, care arrangements and where you live. Use our online self service options to keep your details up to date. We do regular reviews to ensure people get the right payment and the right amount.

For information on what to update and how, go to [servicesaustralia.gov.au/notifychanges](https://servicesaustralia.gov.au/notifychanges)

### Owing money

Sometimes people owe us money. If you owe us money you'll need to pay us back. For more information go to [servicesaustralia.gov.au/owingmoney](https://servicesaustralia.gov.au/owingmoney)

### Fares Allowance

Fares Allowance helps students who need to live away from home to study. It helps with travel costs between your permanent home and your place of study in Australia.

You may get Fares Allowance if you're a tertiary student getting any of the following:

- Youth Allowance
- Austudy
- Pensioner Education Supplement.

If you're a secondary or tertiary student getting ABSTUDY, you may get ABSTUDY Fares Allowance.

## Student Start-up Loan

The Student Start-up Loan is a voluntary loan. You can get it up to twice a year if you're an eligible higher education student. If you're a student getting Youth Allowance, Austudy or ABSTUDY Living Allowance you might be able to get the loan.

It's not paid automatically—you need to apply for it. You have to pay the loan back once you start earning a certain amount of income.

## Concession cards

Concession cards provide access to a range of Australian Government concessions. These can reduce the cost of some health care services or prescription medicines through the Pharmaceutical Benefits Scheme (PBS).

Concession cards can also give you other concessions from state and local government authorities and private businesses.

Use the Digital Wallet in your Express Plus Centrelink mobile app to store your concession or health care card on your smart device.

For more information about concession cards go to [servicesaustralia.gov.au/concessioncards](https://servicesaustralia.gov.au/concessioncards) or call us.

## Getting someone to deal with us on your behalf

If you'd prefer to have someone else handle your Centrelink, Medicare or Child Support business, you can authorise a person or organisation to deal with us on your behalf.

For more information about these arrangements:

- go to [servicesaustralia.gov.au/authorisedrepresentative](https://servicesaustralia.gov.au/authorisedrepresentative)
- call us
- visit a service centre.

## Managing your money

The way you use your money will change over your lifetime. For information to help you at different times in your life go to [servicesaustralia.gov.au/managingmoney](https://servicesaustralia.gov.au/managingmoney)

## Centrepay

Centrepay is a voluntary bill-paying service which is free for customers. Use Centrepay to arrange regular deductions from your Centrelink payment. You can pay your regular bills and other expenses such as rent, electricity and phone. You can start or stop using Centrepay whenever you like. To set up or manage your deductions you can use your Centrelink online account via myGov or the Express Plus mobile app.

For more information or to find an approved business go to [servicesaustralia.gov.au/centrepay](https://servicesaustralia.gov.au/centrepay)

## Family and domestic violence

We support people affected by family and domestic violence by providing information, resources and referrals.

If you or someone you know is affected by family and domestic violence, go to [servicesaustralia.gov.au/domesticviolence](https://servicesaustralia.gov.au/domesticviolence)

Support is also available from:

1800RESPECT—1800 737 732 or  
[1800RESPECT.org.au](https://1800RESPECT.org.au)

MensLine Australia—1300 789 978 or  
[mensline.org.au](https://mensline.org.au)

# Health Services

## Medicare card

If you're 15 or older, you can get your own Medicare card. To transfer to your own Medicare card, you need to visit a service centre with identification and fill out an Application to copy or transfer from one Medicare card to another form.

For more information go to [servicesaustralia.gov.au/medicarecard](https://servicesaustralia.gov.au/medicarecard)

## Child Dental Benefits Schedule

The Child Dental Benefits Schedule provides dental services to children between 2 and 17 years of age. It gives eligible children access to dental services up to \$1,000 over two consecutive calendar years. To be eligible, a child must:

- be aged 2 to 17
- be eligible for Medicare, and
- get or be part of a family getting certain Australian Government payments for at least one day of the calendar year.

The Child Dental Benefits Schedule covers basic dental services including dental examinations, X-rays, cleaning, fillings and extractions. It doesn't cover orthodontic or cosmetic dental work or services provided in a hospital.

If the \$1,000 benefit cap isn't used in the first year, it can be used in the second year if the child remains eligible. You can't use any remaining funds after the second year.

We'll write to you if you or your child is eligible.

For information go to [servicesaustralia.gov.au/childdental](https://servicesaustralia.gov.au/childdental) or call 132 011.

You can check your eligibility and balance details using your Medicare online account through myGov.

For information on how to do this go to [servicesaustralia.gov.au/medicareonline](https://servicesaustralia.gov.au/medicareonline)

## Immunisation

When you or someone you care for get immunisations, make sure you ask the vaccination provider to update the Australian Immunisation Register. This means the immunisation history statement will have information about the vaccines you have received.

If your immunisation history statement isn't up to date, contact your vaccination provider.

You can view immunisation history statements for yourself or your child under 14 years using your Medicare online account through myGov or the Express Plus Medicare mobile app. If you're 14 years or older, you can view your own immunisation history statement. If you don't have a myGov account, create one at [my.gov.au](https://my.gov.au) and link to Medicare.

For more information go to [servicesaustralia.gov.au/air](https://servicesaustralia.gov.au/air)

## Extra assistance

We recognise you may have some costs or issues that you need extra help with. If you are on an eligible payment or service, you may also be able to access some of the following:

- Rent Assistance
- Mobility Allowance
- Rent Deduction Scheme
- Pensioner Education Supplement
- Education Entry Payment
- Income Management
- Advance Payment
- weekly payments
- Financial Information Service
- PBS Safety Net
- Double Orphan Pension

- Low Income Health Care Card
- Pharmaceutical Allowance
- Relocation Scholarship
- Telephone Allowance
- Youth Disability Supplement
- Essential Medical Equipment Payment.

For more information about these payments and services go to [servicesaustralia.gov.au](https://servicesaustralia.gov.au) or call us.

## Do your business online

It's easy to do business with us online, anytime and anywhere. Use a Centrelink or Medicare online account to access your information and do your business without needing to call or visit us.

### myGov and online accounts

myGov gives you access to government services online all in one place.

Go to [my.gov.au](https://my.gov.au) and follow the prompts to create your myGov account. To link your online account, select Services and then Medicare or Centrelink. You'll need to answer some questions, specific to you. This helps us link the correct record to your myGov account.

For more information about myGov go to [servicesaustralia.gov.au/mygov](https://servicesaustralia.gov.au/mygov)

To create a myGov account, or register for a Medicare or Centrelink online account, go to [servicesaustralia.gov.au/register](https://servicesaustralia.gov.au/register)

For help with your myGov account, Centrelink online account and Medicare online accounts, go to [servicesaustralia.gov.au/onlineguides](https://servicesaustralia.gov.au/onlineguides)

## myGov Code Generator app

If you're planning to travel overseas or you have limited mobile reception, you may need the myGov Code Generator app.

myGov Code Generator creates codes. You enter a code from the app when you sign in to your myGov account at [my.gov.au](http://my.gov.au). You can't sign in to your myGov account through the app.

If you're travelling overseas and you have a mobile device, make sure you download and set up the app before you go.

For important information about myGov Code Generator go to [servicesaustralia.gov.au/mygov](http://servicesaustralia.gov.au/mygov)

## Express Plus mobile apps

Use our Express Plus mobile apps to do business with us 24 hours a day, 7 days a week. You'll need a myGov account linked to Centrelink or Medicare, before you can set up the app.

For more information about the tasks you can do with our apps go to [servicesaustralia.gov.au/expressplus](http://servicesaustralia.gov.au/expressplus)

## Scams and your online security

Keep your information safe online. Go to [servicesaustralia.gov.au/scams](http://servicesaustralia.gov.au/scams) to find out how.

If you think you've been scammed call our Scams and Identity Theft Helpdesk on 1800 941 126.



## Keeping up to date

To find out about changes to payments and services:



visit News for students and trainees for up-to-date information at [servicesaustralia.gov.au/studentnews](https://servicesaustralia.gov.au/studentnews)



like us on Facebook and ask questions at [Facebook.com/StudentUpdate](https://Facebook.com/StudentUpdate)



follow us on Twitter at [twitter.com/StudentUpdateAU](https://twitter.com/StudentUpdateAU)

## Information in other formats

Some information is available in audio CD/DVD, large print, Braille and e-text. Call us on 132 717 with your request.

If you're deaf or have a hearing or speech impairment call the National Relay Service Helpdesk on 1800 555 660 or go to [communications.gov.au/accesshub](https://communications.gov.au/accesshub)

Aboriginal and Torres Strait Islander Australians can call the Centrelink Indigenous Call Centre on Freecall™ 1800 136 380.

Note: calls from your 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.

Disclaimer: this information is accurate as at July 2020. The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application, with regard to your particular circumstances.

# All in one place

A simple and secure way to access government services online.



One login.  
One password.  
One destination.  
[my.gov.au](http://my.gov.au)

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## Need help?



Go to [servicesaustralia.gov.au/mygovguides](http://servicesaustralia.gov.au/mygovguides) to get help creating an account or linking a member service.



[youtube.com/mygovau](http://youtube.com/mygovau)



The myGov help desk operates:  
Monday to Friday 7am – 10pm  
Saturday to Sunday 10am – 5pm.  
Call 132 307 and select Option 1

## Keep up to date



[@myGovAU](https://twitter.com/myGovAU)