Centrelink Tips

Apply on-line and register as a client

Once you have been granted a payment, you can continue to use the online service to check information about your payments and register your work income each fortnight.

What you will need

Expect to supply a Tax File Number (TFN), bank account details, and proof of your enrolment, identity and any income you receive. You may also need to provide evidence of your partner’s or parents’/guardians’ income.

Regular reporting

Remember to notify Centrelink of any change of circumstances. eg living situation, work load or income within 14 days of the change occurring. If information is requested you are required to reply by the date specified. Any documentation usually will need to be submitted within 14 days of your initial claim if you are to be paid from the date you claimed.

Keep records

Every time you talk to Centrelink obtain a receipt number as a record of the information you have been given. Keep copies of documents you supply to Centrelink.

Think Centrelink has got it wrong?

If you believe a decision is incorrect, you may request a review by an Authorised Review Officer. If you are still unhappy with the decision, you can submit the matter to the Social Security Appeals Tribunal. You can also seek independent advice from Welfare Rights on 1800 358 511 or go to www.wrcqld.org.au
Ask

If you do not understand the information that has been provided to you, then request more information, ask questions or seek assistance from a QUT Welfare Officer.

You can contact us via Counselling Services on each campus http://www.counselling.qut.edu.au/contact/

Alternatively you can contact the Financial Helpline on 1800 209 587 between 10am and 2pm Monday to Friday, or drop us an email on welfare@qut.edu.au

Remember, there have been many changes to Youth Allowance, Austudy and Abstudy over the last few years and many more students are now eligible for a payment, so even if you have applied in the past and not been successful it may be worth trying again.

Disclaimer: While every effort has been made to ensure the information in this publication is correct, no responsibility can be taken for any errors or omissions. Please contact Centrelink for further details, updates and changes.