

Red Tape... ALERT!

THINGS YOU MIGHT WANT TO KNOW...

Parenting Payment to cease in some cases

A recent legislative change means that Parenting Payment will cease on 31 December 2012 for all remaining recipients whose youngest child has turned six in the case of parents with a partner, and eight in the case of sole parents. Affected parents must lodge a claim for an alternative payment before this date.

Prior to the change, people who received Parenting Payment continuously from before 1 July 2006 could retain the payment until their youngest child turned 16.

A comparison of Parenting Payment versus Newstart Allowance entitlements is available on the Department of Human Services website at <http://www.humanservices.gov.au/customer/enablers/centrelink/parenting-payment/changes-to-parenting-payment#a4>

Parents should seek independent advice about any potential alternative payments to Newstart Allowance.

Centrelink telephone callback

By using Centrelink's Place In Queue technology, people enter their Customer Reference Number and PIN, hang up, and receive a call back from a staff member when they reach the head of the queue.

This service is available to most callers and lines when expected answer times exceed ten minutes.

Callers and lines included are:

- Youth and Students using mobiles
- Participation Solutions Team using mobiles for people facing activity test penalties
- Employment Services, Age Pensioners, ABSTUDY, Disability Sickness and Carers, Indigenous Services, Families and Parenting, and Online Service Support - using mobiles and land lines

People need to register for phone self-service to use callback.

The service is available from 8am - 4pm local time.

Freecall number for Indigenous and Income Management callers

ABSTUDY students, indigenous people and people on Income Management can now contact Centrelink from any landline or Telstra mobile Australia-wide free of charge.

The numbers are:

- ABSTUDY 1800 132 317
- Indigenous Line 1800 136 380
- Income Management Line 1800 132 594

The lines operate from 8am to 5pm, Monday to Friday.

