

Arranging ABSTUDY Away from Base activities

Contact channels for organisations

We work with many organisations to support students to get ABSTUDY Away from Base Assistance. These include TAFEs, universities and other organisations that run Away from Base activities.

Contact us by phone

The National Business Gateway is the main phone line for organisations to call us about ABSTUDY.

HOURS (LOCAL TIME)	PHONE
National Business Gateway	
Monday to Friday, 8:30 am – 5:00 pm*	131 158

For ABSTUDY enquiries press **6**, then press **4** for Away from Base enquiries.

Centrelink ABSTUDY line	
Monday to Friday, 8:00 am – 5:00 pm	1800 132 317

Customers can call to claim a payment or make enquiries.

* Please note: this line closes at 4 pm for organisations in Western Australia.

Contact us by email or fax

Organisations can email or fax us forms, requests, and supporting information for ABSTUDY payments. Please clearly identify your organisation's Customer Reference Number (CRN) or the student's name and CRN.

EMAIL	FAX
Away from Base	
abstudy.afb@servicesaustralia.gov.au	132 115

Use this email for Away from Base submissions, reimbursements and general enquiries.

Travel requests	
abstudy.travel@servicesaustralia.gov.au	132 115

Use this email to request us to pre-book travel.



Online services

If you register for **Business Online Services** you can get communication from us through Organisational Online Mail.

Resources

COMMUNITY EKIT

If you'd like to share ABSTUDY information with students or families, we have an eKit with posters, links to videos and more.

Download the ABSTUDY eKit from our website at servicesaustralia.gov.au/abstudyresources

WEBPAGES WITH MORE INFORMATION

We have information on our website to help education providers claim ABSTUDY Away From Base Assistance.

Go to servicesaustralia.gov.au/eduproviders

FORMS FOR ORGANISATIONS

Find the following ABSTUDY forms on the website:

- **ABSTUDY Submission for away from base activity funding form (SY034)** – to send us when requesting Away from Base Assistance
- **Authorising a person or organisation to enquire or act on your behalf form (SS313)** – for families or students to allow schools or other providers to act on their behalf.

Find all forms at servicesaustralia.gov.au/forms

Feedback and complaints

Organisations can give us **feedback and complaints** through our website. We welcome suggestions, compliments and complaints that help us improve our service.