

# How and when education providers claim ABSTUDY Away from Base Assistance

The best way to contact us is by email. Please choose the correct address and always include your organisation's CRN in the email subject field.

BEFORE THE ACTIVITY				
Request type	Forms or documents you need to send us	Timeframes	Email	Additional information
Request for approval in principle – for payment after the activity as a reimbursement	ABSTUDY Submission for away from base activity funding form (SY034) – pages 9 to 12	At least 6 weeks before the activity.	<b>ABSTUDY.AFB@servicesaustralia.gov.au</b>	We can only reimburse costs for students eligible for ABSTUDY. You can provide the list of students participating in the activity later, when you request reimbursement.
Request for approval and payment before the activity	ABSTUDY Submission for away from base activity funding form (SY034) – pages 9 to 12  ABSTUDY Travel TPO AFB Authorisation Booking Form: <ul style="list-style-type: none"> <li>• enter expense information for each student</li> <li>• on the Booking Information sheet, select <b>Reimbursement</b> in the <b>Action</b> field.</li> </ul>	At least 6 weeks before the activity.	<b>ABSTUDY.AFB@servicesaustralia.gov.au</b>	You need to claim advance payment for each activity separately.



BEFORE THE ACTIVITY				
Request type	Forms or documents you need to send us	Timeframes	Email	Additional information
Request to pre-book travel	ABSTUDY Travel TPO AFB Authorisation Booking Form: <ul style="list-style-type: none"> <li>on the Booking Information worksheet, select <b>Booking</b> in the <b>Action</b> field.</li> </ul>	At least 4 weeks before the travel date, for requests of more than 10 students.  At least 3 weeks before the travel date for other requests.	<b>ABSTUDY.TRAVEL@servicesaustralia.gov.au</b>	We'll book travel through QBT who will send you itineraries at least 2 days before the travel date.
Request to cancel or change pre-booked travel	ABSTUDY Travel TPO AFB Authorisation Booking Form: <ul style="list-style-type: none"> <li>on the Booking Information worksheet, select <b>Amendment</b> or <b>Cancellation</b> in the <b>Action</b> field.</li> </ul>	If your request is made within 24 hours, a penalty may apply unless unforeseen and exceptional circumstances apply.	<b>ABSTUDY.TRAVEL@servicesaustralia.gov.au</b>	Changes to pre-booked travel may delay itineraries. We'll only assess changes when unforeseen and exceptional circumstances apply.  We won't re-book cancelled travel unless unforeseen and exceptional circumstances apply.

AFTER THE ACTIVITY				
Request type	Forms or documents you need to send us	Timeframes	Email	Additional information
To acquit the activity – when funding has been paid in advance	ABSTUDY Submission for away from base activity funding form (SY034) – pages 14 to 15  Evidence of your expenses including proof of payment*  Confirmation of students attendance	Within one month of the activity finish date.	<b>ABSTUDY.AFB@servicesaustralia.gov.au</b>	No further Away from Base funding is available until the activity is acquitted  You need to acquit each activity separately.
Request for reimbursement – when activity has been approved in principle	ABSTUDY Travel RMB AFB Authorisation Booking Form: <ul style="list-style-type: none"> <li>enter expense information for each student</li> <li>on the Booking Information worksheet, select <b>Reimbursement</b> in the <b>Action</b> field.</li> </ul> Evidence of your expenses including proof of payment*	Must be lodged by 31 March of the year immediately following the activity.	<b>ABSTUDY.AFB@servicesaustralia.gov.au</b>  Add all forms and supporting documentation to one email for one activity.	We can only reimburse costs for students eligible for ABSTUDY. Please check all the students you're seeking reimbursement for have already claimed ABSTUDY.  You need to request reimbursement for each activity in separate emails.
Request for reimbursement – when activity has not been approved in principle	ABSTUDY Submission for away from base activity funding form (SY034) – pages 9 to 12  ABSTUDY Travel RMB AFB Authorisation Booking Form: <ul style="list-style-type: none"> <li>enter expense information for each student</li> <li>on the Booking Information worksheet, select <b>Reimbursement</b> in the <b>Action</b> field.</li> </ul> Evidence of your expenses including proof of payment*	Must be lodged by 31 March of the year immediately following the activity.	<b>ABSTUDY.AFB@servicesaustralia.gov.au</b>  Add all forms and supporting documentation to one email for one activity.	If you request approval for an activity after it takes place, please be advised there's a risk that some costs may not be approved for funding.  You need to request reimbursement for each activity in separate emails.

**\*You are NOT required to invoice Services Australia directly** unless your organisation is directly providing meals and accommodation.

Evidence of your expenses for each student must be itemised. It must include the relevant dates and the meal and accommodation amounts claimed.

Please advise if payment is to be made directly to the service provider. Alternatively, proof of payment will be required so we can reimburse you.

Proof of payment from the service provider may include:

- receipts
- a zero balance tax invoice
- a statement of your account verifying payments.

We won't accept: remittance advice, invoices which have 'paid' stamped on them and tax invoices with a balance owing.