



Rent Assistance

Rent Assistance provides financial help to people who pay rent and receive a Centrelink payment from us.

Eligibility for Rent Assistance

You may be able to get Rent Assistance if you:

- get a pension, allowance or benefit from us
- get more than the base rate of Family Tax Benefit
- pay:
 - rent
 - fees in a retirement village
 - lodging
 - board and lodging, or
 - site or mooring fees if your main home is a caravan, relocatable home or a boat.

Note: you must pay more than a certain amount each fortnight to get Rent Assistance.

If you're under 25, there are special rules to get Rent Assistance. You can [call us](#) in English on your main payment number for more information.

Rent Assistance is generally **not payable** if:

- you lease from a state or territory housing authority
- you own or are buying the home you live in, except relocatable homes
- you're travelling away from the home you own for less than 12 months
- your bed in an approved residential aged care facility is subsidised by the Australian Government
- your partner gets Rent Assistance with Family Tax Benefit, or
- you get an allowance and your partner gets Rent Assistance with their pension.

Payment rates for Rent Assistance

Payment rates are updated on 20 March and 20 September each year. For the latest rates in English visit humanservices.gov.au/rentassistance

Claiming Rent Assistance

You do not need to apply for Rent Assistance. We will assess your eligibility when you make a claim for another payment, or when you tell us that your accommodation details have changed.

Keep your rent details up to date

You need to tell us about changes that could reduce or stop your Rent Assistance.

This helps make sure you're being paid the right amount and prevents you from getting a debt that you need to pay back.

You must tell us if:



- your rent costs change
- you move house
- your income changes
- your relationship or marital status changes
- the number of dependent children in your care changes, or
- people move in or out of the house you live in.

How to update your details

The easiest way to tell us about changes is with your Centrelink online account through myGov. If you don't have a myGov or Centrelink online account, you can create one today.

You can also tell us in English by:

- calling our self service line on **136 240**
- calling us on your main payment number
- visiting a service centre.

Rent Assistance reviews

We may review your rent details to check they're up to date. We will send you a letter if you're selected for a review.

As part of the review, you need to confirm or update your rent details. Your Rent Assistance will stop if you don't confirm or update your details by the due date on the review letter.

Confirming your details with a Rent Certificate

We may ask you to verify your accommodation details by completing a Rent Certificate. You need to provide a copy of your lease or tenancy agreement, or get your landlord to sign the certificate to confirm your rent details are correct. If you don't complete the Rent Certificate by the due date, your Rent Assistance will stop.

We will send you a Rent Certificate in the mail if you need to complete one.

For more information

- go to humanservices.gov.au/rentassistance for more information in English
- go to humanservices.gov.au/yourlanguage where you can read, listen to or watch videos with information in your language
- call **131 202** to speak with us in your language about Centrelink payments and services
- call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services
- visit a service centre.

Note: calls from your home 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

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 an early release of some super and to make an application with regard to your particular circumstances.