# Proof of Life Certificates



Issue 43

ENGLISH

Australian Pension News

The Australian Government seeks to ensure that pensions are paid correctly.

In addition to being advised of changes in circumstances, such as a new address or marital status, it is important that we are advised of the death of pensioners.

If you receive a proof of life certificate, you or your representative need to complete and return it to us after the details have been verified

by an authorised certifier. The certificate has a list of people who can verify your details.

Tell us if your circumstances change

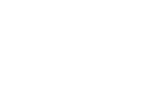
Your circumstances can affect your rate of pension.

You must tell us if there are changes to your or your partner’s:

* income—including non-Australian pensions, business income or earnings
* assets—including any property you own (excluding your own home), business assets or motor vehicles
* financial investments and bank accounts
* personal circumstances—including changes to your address or relationship status
* international travel plans—such as returning to Australia, and
* compensation claims.

You must also tell us if you or your partner:

* are imprisoned
* make any gifts to family, friends or charities, or
* receive an inheritance.



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Tell us of changes within 28 days of it happening. If you don’t tell us, you may be paid the wrong amount and you will have to pay money back.

If you’re not sure whether to tell us about a change in your life, contact us. You can find our contact details on Page 4.

# Rates

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Australian Pension News

Outside Australia pension rates and thresholds are re-assessed in January, March, July and September each year.

## Rates and thresholds

These Australian dollar (A$) figures are a guide only and are effective from 20 March 2019 unless otherwise stated.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Outside Australia pension rates and thresholds** | **COUPLE both COUPLE COUPLE**  **SINGLE eligible one eligible separated due**  **partner to ill health** | | | |
| **How much pension1,2,3** | **Per year Per year Per year Per year each** | | | |
| Maximum basic rate | A$ 21,933.60 | A$ 33,066.80 | A$ 16,533.40 | A$ 21,933.60 |
| Basic Pension Supplement  **Total** | A$ 618.80  **A$ 22,552.40** | A$ 1,019.20  **A$ 34,086.00** | A$ 509.60  **A$ 17,043.00** | A$ 618.80  **A$ 22,552.40** |
| **Allowable Income4** | **Per year Combined Combined Combined** | | | |
| Full pension | Up to A$ 4,472 | Up to A$ 7,904 | Up to A$ 7,904 | Up to A$ 7,904 |
| Part pension | Less than A$ 49,576.80 | Less than A$ 76,076 | Less than A$ 76,076 | Less than A$ 98,113.60 |
| **Allowable Assets5** | **Single Combined Combined Combined** | | | |
| Full pension— Homeowner | A$ 258,500  A$ 465,500 | A$ 387,500  A$ 594,500 | A$ 387,500  A$ 594,500 | A$ 387,500  A$ 594,500 |
| Full pension— Non-homeowner |
| Part pension— Homeowner | Less than A$ 547,750 | Less than A$ 824,500 | Less than A$ 824,500 | Less than A$ 966,000 |
| Part pension— Non-homeowner | Less than A$ 754,750 | Less than A$ 1,031,500 | Less than A$ 1,031,500 | Less than A$ 1,173,000 |
| **Deeming rates and thresholds** | **Single Combined Combined Combined** | | | |
| Threshold | A$ 51,200 | A$ 85,000 | A$ 85,000 | A$ 85,000 |
| Rate below threshold | 1.75%  3.25% | 1.75%  3.25% | 1.75%  3.25% | 1.75%  3.25% |
| Rate above threshold |

These rates apply to customers who are permanently outside Australia or absent from Australia for longer than six weeks.

* 1. The rate of payment is calculated under both the income and assets tests. The test that results in the lower rate or nil rate is applied. Some assets are deemed to earn income and there are special rules for other types of income. There is no income or assets test for customers who are permanently blind.
  2. Some customers may receive a transitional rate of pension based on the pre 20 September 2009 income test rules and payment rates.
  3. Some customers may receive a reduced rate of pension based on how long they were an Australian resident.
  4. Every two weeks, the Work Bonus disregards up to A$250 of employment income earned by eligible pensioners over age pension age unless you receive Parenting Payment Single. If your employment income is less than A$250, the unused Work Bonus is banked up to a maximum amount of A$6,500. If you are eligible for a transitional rate, we will compare the transitional rate that has no Work Bonus to the new rate which has the Work Bonus. The transitional rate is paid whenever it pays the higher rate.
  5. From 1 January 2017, single and combined couple rates are reduced by A$3.00 per two weeks for every A$1,000 of additional assets above the allowable assets limit. The allowable asset limit has also been increased. Certain assets are not included in the assets test.

# Information about your payments

You will receive 13 regular four-weekly payments each year.

**Four-weekly pension payment calendar—May 2019 to February 2020**

|  |  |  |  |
| --- | --- | --- | --- |
| Your payment will be issued on: | Direct deposit customers should receive payment by: | Cheque customers should receive payment by: | Payment covers the period: |
| 9 May 2019 | 15 May 2019 | 29 May 2019 | 11 April to 8 May 2019 |
| 5 June 2019\* | 11 June 2019 | 25 June 2019 | 9 May to 5 June 2019 |
| 4 July 2018 | 10 July 2019 | 24 July 2019 | 6 June to 3 July 2019 |
| 1 August 2019 | 7 August 2019 | 21 August 2019 | 4 July to 31 July 2019 |
| 29 August 2019 | 4 September 2019 | 18 September 2019 | 1 August to 28 August 2019 |
| 26 September 2019 | 2 October 2019 | 16 October 2019 | 29 August to 25 September 2019 |
| 24 October 2019 | 30 October 2019 | 13 November 2019 | 26 September to 23 October 2019 |
| 21 November 2019 | 27 November 2019 | 11 December 2019 | 24 October to 20 November 2019 |
| 12 December 2019\* | 18 December 2019 | 1 January 2020 | 21 November to 18 December 2019 |
| 16 January 2020 | 22 January 2020 | 5 February 2020 | 19 December 2019 to 15 January 2020 |
| 13 February 2020 | 19 February 2020 | 4 March 2020 | 16 January to 12 February 2020 |

\*Payment has been brought forward due to an Australian Public holiday. Cheques may be delivered later than these dates due to delays in mail delivery.



Direct deposit

payments

In most countries we pay pensions

directly into bank accounts. We encourage this method of payment as it is safe, quick and reliable.

If you receive your payment by direct deposit into your bank account it will be available within two to six days after issue. If your payment hasn’t arrived within 10 days of being issued, check with your local bank before contacting us.

# How to contact us

Visit **humanservices.gov.au** to find out information about your payment as well as our other payments and services.

Call us Monday to Friday, between

8.00 am and 5.00 pm Australian Eastern Standard Time (AEST).

Phone calls from the following countries are Freecall™. Dial the number shown without any international or country codes before it.

Austria **Freecall™ 0800 295 165**

Canada **Freecall™ 1888 2557 493**

China (North)\* **Freecall™ 10 800 6100 427**

China (South)\* **Freecall™ 10 800 2611 309**

Denmark **Freecall™ 8088 3556**

Germany **Freecall™ 0800 180 2482**

Greece **Freecall™ 0080 0611 26209**

### India Freecall™ 000 800 61 01098

Indonesia **Freecall™ 001 803 61 035**

Italy **Freecall™ 800 781 977**

Korea Republic **Freecall™ 003 081 32326**

Netherlands **Freecall™ 0800 0224 364**

New Zealand **Freecall™ 0800 441 248**

Philippines **Freecall™ 1800 1611 0046**

Poland **Freecall™ 00 800 6111 220**

Keep up to date with the latest pension payment rates and dates

For the latest information about pension rates and payment dates outside Australia go to **humanservices.gov.au** and search for ‘Outside Australia Pension Rates’. We update

pension rates, and income and asset thresholds on our website as soon as they change.

This newsletter is also available on our website at **humanservices.gov.au/customer/ publications/int001**

Portugal **Freecall™ 800 861 122**

Singapore **Freecall™ 800 6167 015**

Spain **Freecall™ 900 951 547**

Thailand **Freecall™ 001 800 611 4136**

Turkey **Freecall™ 00 800 6190 5703**

United Arab Emirates **Freecall™ 800 061 04319**

United Kingdom **Freecall™ 0800 169 5865**

### USA Freecall™ 1866 3433 086

\*China (North) includes the provinces of Beijing, Tianjin, Hebei, Shanxi, Inner Mongolia, Heilongjiang, Liaoning, Jilin, Shandong and Henan. All other provinces are considered as China (South) for this purpose.

Please include your name, Centrelink Customer Reference Number and your telephone number in your query.

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**Note**: a Freecall™ may not be available from every location within the country and may not be free from mobile or public phones. If using a pay telephone, you’ll need to insert coins or a card as for a local call and this may not be refunded at the end of the call.

If you’re in a country that’s not listed, or if you’re not able to use the Freecall™ number listed above, please contact us on **+61 3 6222 3455.**

You can fax us on **+61 3 6222 2799**, or write to us at:

### International Services PO Box 7809

**Canberra BC**

**ACT 2610, Australia**

**Disclaimer**: The Commonwealth of Australia has attempted to ensure the information in this publication is accurate. However, the Commonwealth does not warrant that the information is accurate or complete nor will it be liable for any loss suffered by any person because they rely on it in any way. You should contact the Australian Government Department of Human Services for full details of any entitlements and services

to which you may be eligible or how any pending changes in legislation, programs or services may affect you.

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International Services closure dates

International Services will be closed on:

* Queen’s Birthday—10 June 2019