



centrelink

Australian Pension News

Proof of Life Certificates

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.

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

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	SINGLE	COUPLE both eligible	COUPLE one eligible partner	COUPLE separated due to ill health
How much pension^{1,2,3}	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	A\$ 618.80	A\$ 1,019.20	A\$ 509.60	A\$ 618.80
Total	A\$ 22,552.40	A\$ 34,086.00	A\$ 17,043.00	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\$ 387,500	A\$ 387,500	A\$ 387,500
Full pension—Non-homeowner	A\$ 465,500	A\$ 594,500	A\$ 594,500	A\$ 594,500
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%	1.75%	1.75%	1.75%
Rate above threshold	3.25%	3.25%	3.25%	3.25%

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

- 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.
- Some customers may receive a transitional rate of pension based on the pre 20 September 2009 income test rules and payment rates.
- Some customers may receive a reduced rate of pension based on how long they were an Australian resident.
- 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.
- 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 2019	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
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.

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.

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

International Services closure dates

International Services will be closed on:

- Queen's Birthday—10 June 2019

