# 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](https://www.servicesaustralia.gov.au/business/services/centrelink/centrelink-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)](http://https://www.servicesaustralia.gov.au/individuals/forms/sy034) – to send us when requesting Away from Base Assistance
* [Authorising a person or organisation to enquire or act on your behalf form (SS313)](http://https://www.servicesaustralia.gov.au/individuals/forms/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](https://www.servicesaustralia.gov.au/business/business-feedback-and-complaints) through our website. We welcome suggestions, compliments and complaints that help us improve our service.

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