

Australian Pension News

Issue 47

Accessing your Centrelink online account using myGov

myGov is a simple and secure way to access a range of government services online in one place. Using myGov will save you time and you may not have to call us.

Did you know you can create a myGov account even if you are outside Australia? To link your Centrelink online account to myGov you generally need an Australian proof of identity such as an Australian passport. If you don't have the required documents and you live outside Australia, you can call us (see page 4) and we will help you link your Centrelink online account to myGov.

You can find out more about myGov by going to servicesaustralia.gov.au/mygov

Proof of Life form

If you are older than 80 and live outside Australia you may need to complete a Proof of Life form. We may send you a Proof of Life form if you get one of the following payments:

- Age Pension
- Disability Support Pension
- Carer Payment.

If we send you a Proof of Life form, you will need to do all of the following:

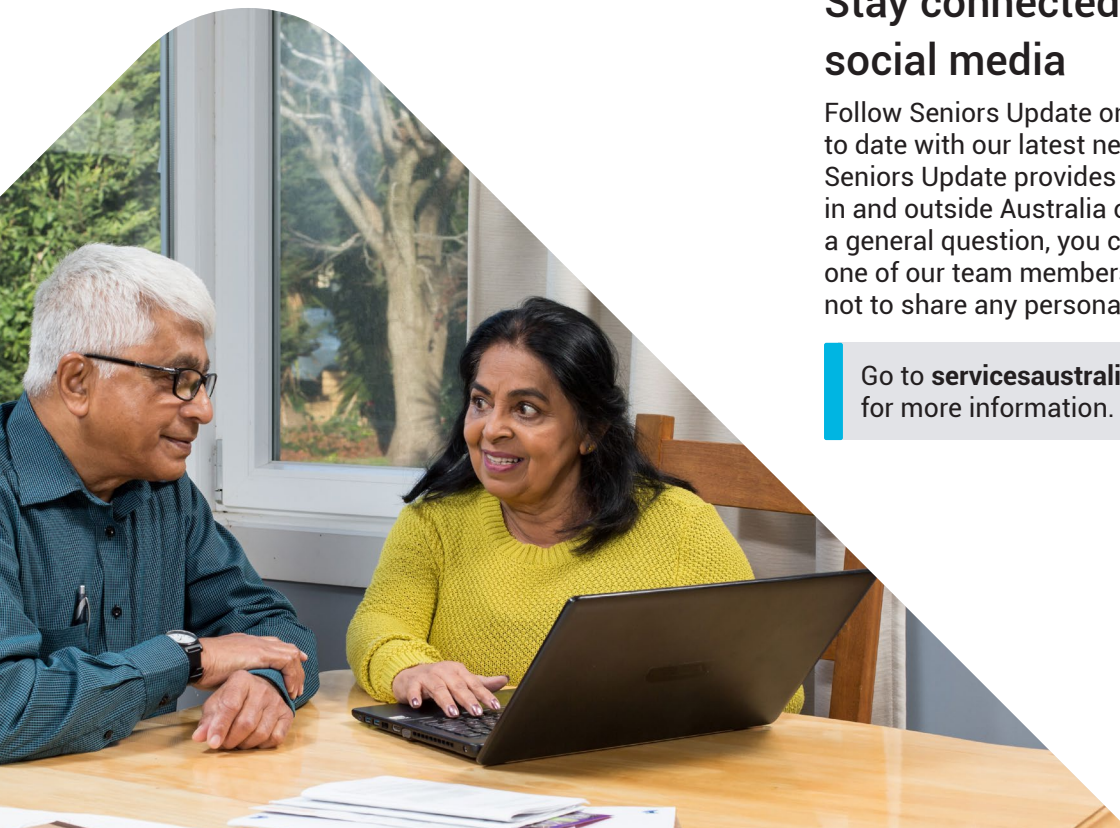
- complete the form
- visit, in person, an authorised certifier as listed on the form and get it signed
- return the form to us by the due date, otherwise your payment may stop.

If you can not return your form by the due date, let us know otherwise your payment may stop. We will then send you a letter with a new due date to give you more time to complete the form.

Stay connected with us on social media

Follow Seniors Update on Facebook to keep up to date with our latest news and information. Seniors Update provides information for seniors living in and outside Australia or living overseas. If you have a general question, you can ask us on social media and one of our team members will respond. Just remember not to share any personal information on social media.

Go to servicesaustralia.gov.au/socialmedia for more information.



Information about your payments

You will get 13 regular 4-weekly payments each year.

4-weekly pension payment calendar – November 2022 to February 2023

Date we'll issue your payment	Direct deposit customers should get payment by	Cheque customers should get payment by	Payment covers the period
17 November 2022	23 November 2022	7 December 2022	20 October to 16 November 2022
15 December 2022	21 December 2022	4 January 2023	17 November to 14 December 2022
12 January 2023	18 January 2023	1 February 2023	15 December 2022 to 11 January 2023
9 February 2023	15 February 2023	1 March 2023	12 January to 8 February 2023
9 March 2023	15 March 2023	29 March 2023	9 February to 8 March 2023
*Tuesday 4 April 2023	10 April 2023	24 April 2023	9 March to 4 April 2023
4 May 2023	10 May 2023	25 May 2023	5 April to 3 May 2023
1 June 2023	7 June 2023	21 June 2023	4 May to 31 May 2023
29 June 2023	4 July 2023	18 July 2023	1 June to 28 June 2023
27 July 2023	2 August 2023	16 August 2023	29 June to 26 July 2023
24 August 2023	30 August 2023	13 September 2023	27 July to 23 August 2023
21 September 2023	27 September 2023	11 October 2023	24 August to 20 September 2023
19 October 2023	25 October 2023	8 November 2023	21 September to 18 October 2023
16 November 2023	22 November 2023	6 December 2023	19 October to 15 November 2023
14 December 2023	20 December 2023	3 January 2024	16 November to 13 December 2023

* Payment date brought forward due to an Australian Public holiday.
Cheque delivery may be 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 get your payment by direct deposit into your bank account it will be available within 2 to 6 days after issue. If your payment hasn't arrived within 10 days of issue, check with your local bank before contacting us.

International Services closure dates

International Services will be closed on:	
Christmas Day public holiday	26 December 2022
Boxing Day public holiday	27 December 2022
Public Service holiday	28 December 2022
New Year's Day public holiday	2 January 2023
Australia Day Holiday	26 January 2023
Good Friday	7 April 2023
Easter Monday	10 April 2023
ANZAC Day	25 April 2023

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 September 2022 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\$24,356.80	A\$36,722.40	A\$18,361.20	A\$24,356.80
Basic Pension Supplement	A\$681.20	A\$1123.20	A\$561.60	A\$681.20
Total	A\$25,038.00	A\$37,845.60	A\$18,922.80	A\$25,038.00
Allowable Income 4	Per year	Combined	Combined	Combined
Full pension	up to A\$4940.00	up to A\$8736.00	up to A\$8736.00	up to A\$8736.00
Part pension	Less than A\$55,016.00	Less than A\$84,427.20	Less than A\$84,427.20	Less than A\$108,888.00
Allowable Assets 5	Single	Combined	Combined	Combined
Full pension – Homeowner	A\$280,000	A\$419,000	A\$419,000	A\$419,000
Full pension – Non-homeowner	A\$504,500	A\$643,500	A\$643,500	A\$643,500
Part pension – Homeowner	Less than A\$601,000	Less than A\$904,500	Less than A\$904,500	Less than A\$1,061,000
Part pension – Non-homeowner	Less than A\$825,500	Less than A\$1,129,000	Less than A\$1,129,000	Less than A\$1,285,500
Deeming rates and thresholds	Single	Combined	Combined	Combined
Threshold	A\$56,400	A\$93,600	A\$93,600	A\$93,600
Rate below threshold	0.25%	0.25%	0.25%	0.25%
Rate above threshold	2.25%	2.25%	2.25%	2.25%

These rates apply to customers who are permanently outside Australia or absent from Australia for longer than 6 weeks.

1. We calculate the rate of payment under both the income and assets tests. We apply the test that results in the lower rate or nil rate. 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 get a transitional rate of pension based on the pre 20 September 2009 income test rules and payment rates.
3. Some customers may get a reduced rate of pension based on how long they were an Australian resident.
4. Every 2 weeks, the Work Bonus disregards up to A\$300 of employment income, or income from self employment generated by your personal exertion, earned by eligible pensioners over Age Pension age unless you get Parenting Payment Single. If your employment income is less than A\$300, we bank the unused Work Bonus up to a maximum amount of A\$7,800. If you are eligible for a transitional rate, we'll compare the transitional rate that has no Work Bonus to the new rate which has the Work Bonus. We'll pay the transitional rate whenever it pays the higher rate.
5. We reduce single and combined couple rates by A\$3.00 per 2 weeks for every A\$1,000 of additional assets above the allowable assets limit. We don't include certain assets in the assets test.

International exchange rates available online

We work out the amount of payment you get by using an income and assets test. If you have assets in, or get income from another country, we need to work out their value in Australian dollars. To do this we use exchange rates. We publish exchange rate information on our website.

To check exchange rates go to servicessaustralia.gov.au/international

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 servicessaustralia.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 servicessaustralia.gov.au/customer/publications/int001

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 Services Australia 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.

How to contact us



Go to servicessaustralia.gov.au to find out information about your payment as well as our other payments and services.



Call us Monday to Friday, between 8 am to 5 pm Hobart time.

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
Ireland	Freecall™ 1800 200 333
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. We consider all other provinces as China (South) for this purpose.

Note: a Freecall™ may not be available from every location within the country. It 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. You may not get a refund at the end of the call.



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



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

**International Services
PO Box 7809
Canberra BC ACT 2610
Australia**

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