Working after Age Pension age talking points

**What is changing**

* Services Australia can now suspend a customer’s Age Pension for up to 2 years, instead of cancelling it, if their employment income goes over the cut off point.
* We can do this if their Australian employment income goes over the cut off point for more than 12 fortnights in a row.
* These customers won’t need to report their employment income during this suspension. They can ask us to restore their payment at any time if they earn less or stop working.
* Disability Support Pension (DSP) customers can already access a 2 year return to work suspension period due to working 30 or more hours per week or employment income. DSP customers can now keep their Pensioner Concession Card for up to 2 years, instead of 52 weeks.
* If a customer’s Age Pension is suspended due to an extended employment reason or Disability Support Pension (DSP) is suspended for a return to work reason, their partner may also have their payment suspended if they get one of the following:
  + Age Pension
  + Disability Support Pension
  + Carer Payment.
* If a customer’s Age Pension is suspended due to an extended employment reason or DSP is suspended for a return to work reason, their partner may also have their payment suspended if they get one of the following payments from the Department of Veterans’ Affairs (DVA):
  + DVA Age Pension
  + Income Support Supplement
  + Invalidity Service Pension
  + Veteran Payment.
* DVA administers the suspension of DVA payments, not Services Australia.
* If a customer or their partner have had their payment suspended for one of the above reasons, they’ll also be able to keep their Pensioner Concession Card for up to 2 years.
* Customers don’t need to ask us to suspend their payment, we’ll do this automatically.
* The Work Bonus lets people earn more income without reducing their Age Pension. Customers can read about [who can get it](https://www.servicesaustralia.gov.au/who-can-get-work-bonus?context=22561) and see if they meet the eligibility rules.

**What customers need to do**

* Customers need to tell Services Australia within 14 days if they or their partner get [income from employment](https://www.servicesaustralia.gov.au/employment-income-reporting?context=22526).
* Customers don’t need to ask us to suspend their payment, we’ll do this automatically.
* We’ll write to let them know that we’ve suspended their payment and that they need to contact us if they stop work or start working fewer hours. We’ll tell them the date they must contact us by for their payment to be restored.
* Customers can ask us to restore their payment at any time, if they either:
  + earn less
  + stop working.
* Customers will need to contact us before their 2 year suspension ends to have their payment restored. Customers can call the [Centrelink older Australians line](https://www.servicesaustralia.gov.au/phone-us?context=26266#olderaustralians) on 132 300.

**Where customers can get more information**

* They can read more about:
  + [working and getting Age Pension](https://www.servicesaustralia.gov.au/working-while-youre-getting-age-pension?context=22526)
  + [working and getting Disability Support Pension](https://www.servicesaustralia.gov.au/working-while-youre-getting-disability-support-pension?context=22276#:~:text=the%20income%20test.-,Pausing%20DSP%20for%202%20years,nil%20for%206%20consecutive%20fortnights).
* People can also call our Multilingual Phone Service on **131 202** or our Indigenous Call Centre on **1800 136** **380** to talk to us in their language.
* For information about how to create a myGov account, including in other languages, go to [my.gov.au/en/about/mygov-community-resources](https://my.gov.au/en/about/mygov-community-resources) to download the eKit.
* Customers can stay up to date with our latest news by:
  + subscribing to our [news channels](https://www.servicesaustralia.gov.au/individuals/news/all)
  + following us on [social media](https://www.servicesaustralia.gov.au/individuals/contact-us/connect-us-social-media).