



Australian Government



Services
Australia

Services Australia talking points

Changes to Carer Payment work limit rules

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COMMUNICATIONS DIVISION

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What has changed

- The changes for Services Australia customers getting Carer Payment (CP) include:
 - being able to work up to 100 hours over a 4 week period
 - not needing to report training, studying, volunteering or travel time to and from work
 - being able to use respite days to offset only the hours that are above the limit if they sometimes work more than 100 hours in a 4-week period.
- You can spread 100 hours of work over a 4 week period, instead of 25 hours per week. This includes both paid work and self-employment.
- The 100 hours doesn't include training, studying, volunteering or travel time to and from work. You don't need to report these activities.
- You still need to report your employment income and the hours you spend working every fortnight to Services Australia.
- You can see your work hours summary and information about your 4 week block using your Centrelink online account.
- If you temporarily work more than 100 hours in a 4 week period, you'll be able to use single respite days so you can keep your payment.
- You can use one day of respite for up to 8 hours worked over the limit. For example, if you work 112 hours in a 4 week period, you can use 2 days of respite to stay eligible for your payment.
- You have access to 63 respite days each calendar year.
- Services Australia can now suspend your Carer Payment for up to 6 months, instead of cancelling it, if you:
 - work over 100 hours in a 4 week period and don't want to use respite days
 - run out of respite days, or
 - earn too much income from employment or self-employment.
- You will keep your [Pensioner Concession Card](#) during your suspension.
- Services Australia has sent a letter to customers getting Carer Payment telling them about the changes.
- More information is available at servicesaustralia.gov.au/carerpayerswork

What people need to do

- You still need to report your employment income and the hours you work every fortnight in one of the following ways, by:
 - using your [Centrelink online account](#) through myGov
 - using your Express Plus Centrelink mobile app
 - calling the [Centrelink reporting line](#) on 133 276
 - calling the [disability, sickness and carers line](#) on 132 717. You can let Services Australia know if you need an interpreter and they will arrange one for free.

- You can use respite days if you temporarily work more than 100 hours in a 4 week period, so you can keep your payment.
- You can view your work hours summary, and your available work hours balance through your Centrelink online account.
- If you've had your payment suspended you will need to contact Services Australia during the 6 month suspension if:
 - your work hours reduce
 - your employment income reduces
 - you return to caring
 - there are any other changes to your circumstances.

Services Australia will assess if your payment can be restored.

If you don't contact Services Australia, your payment will cancel once the 6 month suspension period ends.

Where can people get more information

- You can get more information by going to servicesaustralia.gov.au/carerpayerswork
- You can call the [disability, sickness and carers line](https://servicesaustralia.gov.au/disability-sickness-and-carers-line) on **132 717** or visit a [service centre](https://servicesaustralia.gov.au/service-centre) for more information. You can let Services Australia know if you need an interpreter and they will arrange one for free.
- You can [book an appointment](https://servicesaustralia.gov.au/book-an-appointment) and speak to someone over the phone or face to face.
- You can use the Payment Service finder to find out more about payments and services. Go to servicesaustralia.gov.au/paymentfinder
- You can go to servicesaustralia.gov.au/yourlanguage where you can read, listen to or watch videos in your language.
- You can talk to us in your language by calling our Centrelink multilingual phone service on **131 202** or our Indigenous Call Centre on **1800 136 380**.
- You can stay up to date with Services Australia's latest news by:
 - subscribing to their news channel at servicesaustralia.gov.au/news
 - following them on social media at servicesaustralia.gov.au/socialmedia

servicesaustralia.gov.au