

# Supporting ABSTUDY secondary students

## Contact channels for organisations

We work with a variety of organisations to support students to get ABSTUDY. These include schools, boarding providers and peak bodies.

### Contact us by phone

The National Business Gateway is the main phone line for organisations to call us about ABSTUDY.

| HOURS (LOCAL TIME)                     | PHONE          |
|--|----------------|
| <b>National Business Gateway</b>       |                |
| Monday to Friday,<br>8:30 am – 5:00 pm | <b>131 158</b> |

For ABSTUDY enquiries press **6**, then press:

- **1** for ABSTUDY general payment enquiries
- **2** for ABSTUDY travel enquiries for travel occurring today or within the next two days
- **3** for all other ABSTUDY travel enquiries.

|  |                     |
|--|---------------------|
| <b>Centrelink ABSTUDY line</b>         |                     |
| Monday to Friday,<br>8:00 am – 5:00 pm | <b>1800 132 317</b> |

Customers can call to claim a payment or make enquiries.

### Contact us by email or fax

You 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            |
|---|----------------|
| <b>General ABSTUDY payment enquiries</b>          |                |
| <b>nbg.notifications@servicesaustralia.gov.au</b> | <b>132 115</b> |

Use this email for most ABSTUDY enquiries.

|  |                |
|--|----------------|
| <b>Travel requests</b>                         |                |
| <b>abstudy.travel@servicesaustralia.gov.au</b> | <b>132 115</b> |

Use this email for travel requests. We work through requests in order of priority. If the matter is urgent please call us.

### Online services

If you register for **Centrelink Business Online Services** you can get communication from us through Organisational Online Mail.

Use the **Education Institutions eService** to submit attendance information and term start dates. To use the eService, you'll need a One Time Access Code (OTAC). We'll send this to you by email when we need information from you. Please let us know if your email address changes.



## Resources

### OUR WEBSITE

We have information on our website to help you support secondary students. This includes guidance on:

- supporting new students
- managing ABSTUDY payments
- arranging travel for ABSTUDY students with ABSTUDY Fares Allowance
- supporting students doing tertiary study
- claiming ABSTUDY Away from Base Assistance to help students travel to study related activities.

Go to [servicesaustralia.gov.au/abstudyproviders](https://servicesaustralia.gov.au/abstudyproviders)

### COMMUNITY EKITS

If you'd like to share ABSTUDY information with students or families, we have eKits with factsheets, posters, booklets and more.

Download the ABSTUDY eKits from our website at [servicesaustralia.gov.au/abstudyresources](https://servicesaustralia.gov.au/abstudyresources)

### VIDEOS

We have a range of videos to help providers with the role they play in ABSTUDY.

Find all videos at [servicesaustralia.gov.au/abstudyproviders](https://servicesaustralia.gov.au/abstudyproviders)

## FORMS FOR ORGANISATIONS

Find the following ABSTUDY forms on our website:

- **ABSTUDY Fares Allowance Claim** form (SY032) – to send us when requesting travel or to request a reimbursement
- **Authorising a person or organisation to enquire or act on your behalf** form (SS313) – for families to allow schools or other providers to act on their and their students' behalf
- **First or last day of attendance for ABSTUDY Away from Home Students** form (SY106) – to update the start dates you told us for students who started studies late
- **Change to attendance information for ABSTUDY students** form (SY107) – to update attendance data for a student you've already told us about.

Find all forms at [servicesaustralia.gov.au/forms](https://servicesaustralia.gov.au/forms)

## Feedback and complaints

Organisations can give us **feedback and complaints** through our website. We welcome suggestions, compliments and complaints that help us improve our service.

# ABSTUDY

Help for Aboriginal and Torres Strait Islander Australians with the costs of study.

## For more information

 [servicesaustralia.gov.au/abstudyproviders](https://servicesaustralia.gov.au/abstudyproviders)

