

CLK00359 Austudy - Introduction



Purpose

This course provides an introduction to Austudy for all Agency staff.

Learning outcomes

At the end of this course you should be able to:

- correctly answer customer enquiries in regard to Austudy
- help customers to apply for Austudy
- assess ongoing entitlement to Austudy.

Course Code: CLK00359

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Duration: 90 minutes

Warning: Aboriginal and Torres Strait Islander staff are advised this product may contain images of people who have passed away.

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Topic 1: About Austudy

This topic provides an overview of Austudy including eligibility and payability requirements.

1.1 Austudy eligibility

Austudy provides financial help to customers who are aged 25 years or older and studying or undertaking an Australian Apprenticeship.

There are only three qualification criteria for Austudy:

- be of Austudy payment age, and
- satisfy the residence requirements, and
- for students, satisfy the Austudy Activity Test or for Australian Apprentices, be undertaking a full-time Australian Apprenticeship and have a current Commonwealth registration number.

Activity 1

Refer to **Eligibility for Austudy 010-04030000** to determine if these customers meet the age requirements for Austudy.

1. Luke is 24 and is studying for the first time since finishing Year 12. Has commenced Diploma of Applied Design at Billy Blue College of Design.
2. Claudia is 28 and currently enrolled in second year of an Advanced Diploma at Metropolitan South Institute of TAFE.
3. Andrew is a second year hairdressing apprentice who is currently receiving Youth Allowance and turned 25 yesterday.
4. Beth is also a second year hairdressing apprentice who is currently receiving Youth Allowance. Beth has decided hairdressing is not suitable and is transferring to an electrician apprenticeship. Beth has

Activity 2

Refer to **Residence assessment for customers claiming Austudy 106-06020040** to determine if these customers meet the residence requirements.

You may also find clause **9.2 Visa Subclasses & Payment Eligibility for Visas Issued After 1/9/94** useful in determining if residency requirements are met.

1. Jake's parent is an Australian citizen and Jake is registered as an Australian citizen by descent. Jake was born in the United Kingdom (UK) but recently moved to Australia to start a four year course and is pretty sure will remain in the country to work following this.
2. Ambani arrived in Australia six months ago under a visa subclass '200 Refugee'.
3. Sisom is from Laos and is studying a Bachelor of International Law at Griffith University. Sisom holds a visa subclass '500 Student'. Is intending to remain in Australia after completing the degree.

Check your answers to Activity 2

Newly Arrived Resident's Waiting Period

The Newly Arrived Resident's Waiting Period (NARWP) is a waiting period that most new permanent residents will need to serve before Austudy is

already found an employer and a new Commonwealth registration number has been issued. Beth turned 25 yesterday.

[Check your answers for Activity 1](#)

payable. There are exemptions from the NARWP, which may be applied (e.g. Australian citizens, refugees or family members of refugees).

You can learn more by completing: CLK00913 Newly Arrived Resident's Waiting Period.

Student or Australian Apprentice Activity test

For an Austudy student to satisfy the activity test, they must be enrolled in and undertaking an approved course of study at an approved institution with a full-time workload.

While Australian Apprentices are not considered to be complying with an Activity Test, they must have a current Commonwealth registration number for their full-time apprenticeship to be qualified for Austudy.

We will refer to the Activity Test in more detail in topic 1.3.

Activity 3

Refer to **Activity Test for Austudy 010-04050000**. Assess if these customers satisfy the general requirements of their Activity Test?

1. Claudia is a full-time second year student of an Advanced Diploma at Metropolitan South Institute of TAFE.
2. Beth is an electrical apprentice with a currently Commonwealth registration number.
3. Jake has completed a Doctorate of Psychology at London Metropolitan University, which is the equivalent of an Australian Doctorate. Jacob is currently enrolled in a Bachelor of Medicine at University of Adelaide.
4. Ambani is working with Global Trade Initiative as a full-time 'pay office trainee'. Ambani is learning the role mainly on the job and undertaking an in-house course online.

[Check your answers to Activity 3](#)

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1.2 Paying Austudy

In addition to the qualification criteria, Austudy is also subject to a personal income and assets test. The value of the customer's (and partner's) assets must be below the allowance assets test limit for them to receive Austudy.

Activity 4

Determine if these customers meet the Assets Test for Austudy.

Refer to the following references:

- **Payment rates and thresholds 108-01010000**
- **Personal Assets Test for allowances, Austudy and independent Youth Allowance or ABSTUDY customers 108-01020030.**

1. Claudia has a car valued at \$25 000, household goods worth \$15 000 and financial investments of \$154 698. Claudia is renting a unit and is single.

Check your answers to Activity 4

Personal Income Test

Austudy customers are subject to a Personal Income Test on any ordinary income they receive. They will be able to access the Student Income Bank or Australian Apprentice Income Bank, which enables them to build up credits in those fortnights where their income does not exceed the income free area. This credit can be offset against any income they earn above the threshold.

Activity 5

Refer to **Personal Income Test and Income Bank for ABSTUDY, Austudy and Youth Allowance (YA) students and Australian Apprentices 010-08010010**.

Claudia is about to commence a course and has a part-time job. Claudia is earning \$350 gross per fortnight and is asking you how this will affect Claudia Austudy. Claudia has no other ordinary income.

- What do you advise Claudia?

[Check your answer to Activity 5](#)

Activity 6

Claudia asks 'my boss wants me to take on a couple of extra shifts, if I do my pay will go up to about \$500 gross per fortnight. I don't want to lose my Austudy payment. How will this affect me and should I take the extra shifts?'

[Check your answer to Activity 6](#)

Activity 7

Claudia continues, 'I've also been reading about this Income Bank and think I can earn about \$10 000 before I have to notify you of my earnings. Is this right?'

[Check your answer to Activity 7](#)

Activity 8

Claudia continues, 'So, how is the Income Bank accumulated if I am earning \$350 per fortnight and also if I start earning \$500?'

[Check your answer to Activity 8](#)

Activity 9

Claudia continues, 'My last question, how much can I earn before I don't get any Austudy?' Claudia is 28, lives alone and is single.

Check the current cut-off amount through the Income test for Austudy information from the Services Australia website.

Check your answer to Activity 9

Activity 10

Claudia continues, 'Sorry, I just thought of one more question. I am thinking about moving in with my boyfriend. My boyfriend works full-time, so how will this affect my Austudy?'

Check your answer to Activity 10



Waiting periods

There are various waiting periods in addition to the Newly Arrived Resident's Waiting Period which may affect when a person is payable for Austudy. These include:

- Compensation Preclusion Period
- Income Maintenance Period (IMP)
- Liquid Assets Waiting Period (LAWP)
- Seasonal Work Preclusion Period (SWPP).

Each of these waiting periods have an associated learning module, which you can undertake in the future for a more comprehensive understanding. You can also refer to **Waiting periods for income support payments 106-05020000**.

LAWP allowable deductions

Full-time tertiary students claiming Austudy may have certain allowable deductions that can reduce their liquid assets if a LAWP is applied. These allowable deductions are directly related to their course such as textbooks or tools and equipment.

For more information and a full list of these allowable deductions refer to **Assessment of hardship for Liquid Assets Waiting Period (LAWP) for Austudy and Youth Allowance (YA) students 106-05020070** under the Process tab Unavoidable or reasonable circumstances **upfront study expenses** annotation

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1.3 Satisfying the Activity Test for Austudy

To satisfy the Activity Test for Austudy, students must be enrolled in and undertaking an approved course of study at an approved educational institution, generally on a full-time basis. In addition to these requirements, the student must be making satisfactory progress in their course.

Satisfactory progress

Satisfactory progress is a determination of whether or not the student should have already finished the current course, as Austudy is not paid indefinitely to customers. The student will be making satisfactory progress if the amount of time spent in the course (together with the time spent in other courses at the same level) does not exceed the **allowable time** for that course. Refer to **Assessing satisfactory progress for tertiary students for Austudy 010-04050070**

Determining level of tertiary study

The first step in determining whether the student should have finished their current course is to establish whether the customer has undertaken previous study in their current course or in another course at the same level. Your role

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The customer should be encouraged to test their eligibility and enquiries regarding assessment of satisfactory progress and allowable time should be included in a callback for the Student Network team.

Activity 11

Refer to **Defining levels of tertiary study 010-07010050**. Determine the assigned level of study for the following courses.

1. Certificate III in Health Services Assistance.
2. Diploma of Rural Business Management.
3. Graduate Diploma in Business and Information Technology.
4. Bachelor of Science (Mineral Geoscience).

Check your answers for Activity 11

Allowable time

The next step in determining whether the student should have finished their current course, is to establish the allowable time for the course. For AUSTUDY this means the time allowed that the student has to complete their study may be impacted on previous study undertaken in the last 10 years.

Refer to [Determining allowable time/reasonable time for a course of study 010-07010030](#) for more information.

Activity 12

Refer to **Determining allowable time/reasonable time for a course of study 010-07010030** to determine the allowable time for the following full-time tertiary students receiving Austudy.

1. Chris is studying full-time for two years to obtain a Diploma of Rural Business Management.
2. Barbara is studying full-time for approximately eight months to obtain a certificate III in Health Services Assistance.
3. Jacob is studying full-time for four years to obtain Bachelor of Medicine. To complete the degree Jacob must complete a full year research subject in the fourth year.

[Check your answers to Activity 12](#)

Austudy secondary students

The Austudy satisfactory progress rules for secondary students only relate to Year 12 studies, students undertaking other years of secondary study are deemed to be making satisfactory progress. A student will not usually be considered a full time secondary student for Austudy purposes while attempting Year 12 for a third time.

Activity 13

Refer to **Assessing secondary Student's satisfactory progress for Austudy 010-04050060** to determine if the following customer's previous attempts at Year 12 can be disregarded.

Nate left school to work in family panel beating business when they turned 17 so Nate did not complete Year 12 exams. Last year Nate turned 29 and decided to return to complete Year 12 to improve opportunities in future study and career prospects. Unfortunately, Nate did not do very well with the results and had re-enrolled in Year 12 for a third time.

[Check your answer to Activity 13](#)



1.4 Concessional study loads for Austudy

A customer can be considered to be full-time if they are enrolled in at least 75 per cent of the normal amount of full-time study in the course.

Concessional loads

In certain circumstances, Austudy students may be undertaking less than a full-time study workload and still be qualified. This is known as undertaking a concessional study load, of which there are two levels:

- 66 per cent concessional study load
- 25 per cent concessional study load.

66 per cent concessional study load

The 66 per cent study load is considered when the study load is between two-thirds (66 per cent) and a normal full-time load (75 per cent) and is usually only a temporary situation e.g. one semester. A student can have a 66% study load because of one of the following reasons:

- it is the normal requirements of the institution for the course,
- because of a specific direction in writing from the academic registrar, or
- a recommendation in writing from the academic registrar for vocational or academic reasons.

Example

Rasa is two weeks into full-time Interior Design and Decoration Diploma at Design Centre Enmore. There have been some withdrawals from the subject 'Decorate residential interiors' so it has been cancelled until the following semester. This has reduced Rasa's workload to 73 per cent but Rasa will qualify for a 66 per cent study load concession.

Refer to **Assessing eligibility for the 66% concessional study load for Austudy 010-04050040** for acceptable reasons to grant this concession as well as four scenarios in the Resources tab.

25 per cent concessional study load

A 25 per cent study load concession may be granted if the customer has a disability that would prevent them from undertaking a full workload. They must:

- be enrolled in and undertaking (or planning to enrol in and undertake) at least 25 per cent of the normal study load of the course, and
- have a substantial physical, psychiatric or intellectual disability.

Activity 14

Refer to **Changing study load from full-time to part-time or concessional study load for Youth Allowance (YA), Austudy or PES 102-07020020** as your starting point. Determine if these customers are eligible for a 66 per cent or 25 per cent concessional study load, or if they are no longer qualified for Austudy. Explain your answer.

1. Grace has schizophrenia and controls the condition with medication. Grace has been studying full-time and is in second year of a Bachelor of Visual Arts at Southern Cross University. In consultation with Grace treating doctor, Grace has decided to decrease the workload to avoid worsening her condition. Grace has changed the study load from four subjects per semester to two.
2. Malik is in first term of an Advanced Diploma of Information Technology at Polytechnic West (WA). Malik also works casually, so has decided to withdraw from some of the units and start them in the following semester. Malik prefers doing 68 per cent of the full-time workload to ease back into study.
3. Rose has enrolled in an Advanced Diploma of Policing in Adelaide TAFE. Rose has been a serving member of the South Australian Police for 11 years and has reduced hours to undertake this study. Rose has been given recognition of prior learning for some of the modules. This has reduced study load to 70 per cent.



Check your answers to Activity 14

Assessing concessional study

If the request for concessional study is part of a new claim, the concessional study load will be assessed by processing staff.

If the request for concessional study is for a current Austudy customer this can be assessed at first point of contact if the customer has all the required information.

Activity 15

You assessed that Rose from Activity 14 may be eligible for a 66 per cent study load concession. Refer to **Assessing eligibility for the 66% concessional study load for Austudy 010-04050040**.

- What evidence can you ask Rose to provide for further assessment?

[Check your answer to Activity 15](#)

Activity 16

You assessed that Grace from Activity 14 may be eligible for a 25 per cent study load concession. Refer to Operational Blueprint **Assessing eligibility for 25% concessional study load for Austudy 010-04050050**.

- What evidence is required to grant Grace a 25 per cent study load?

[Check your answer to Activity 16](#)

Allowable time for a 25 per cent study load concession

The allowable time assessment for a course of study for an Austudy 25 per cent concessional student differs to the assessment for full-time students. A student who has a 25 per cent load concession can be allowed twice the minimum time and in some cases, four times the minimum time, to complete the course.

Further information

More information about working out the allowable time for Austudy 25 per cent concessional students is located in **Determining allowable time/reasonable time for a course of study 010-07010030**.

General information about the process of granting a 25 per cent study load concession is located in Operational Blueprint **Assessing eligibility for 25% concessional study load for Austudy 010-04050050**.

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Topic 2: Austudy customer contacts

This topic covers the different reasons Austudy customers may contact the agency.

2.1 Austudy initial customer contact

When a customer contacts to claim a student payment, staff should advise the customer that student claims are made online unless the self-service channels are unavailable or after speaking with the customer it is determined that online is not the most appropriate channel. For vulnerable customers record the customer contact as an intention to claim as this may affect the start date of their payment.

Activity 17

Azita contacts via the Multilingual Smart Centre to enquire how to claim Austudy. Azita does not have a computer at home but can access one at TAFE where Azita is studying a Certificate II in English Language Skills for Work and Training.

Refer to **Initial contact with students or Australian Apprentices claiming Austudy 010-04010000** to help Azita.

1. What do you advise Azita about how to claim Austudy? Include information on the benefits of claiming this way and how Azita can do this, not having a computer at home?
2. What is the workflow you use to record the contact?
3. If Azita prefers to complete a paper claim, what is the exemption reason you could use?
4. What form do you issue if Azita insists on lodging a paper claim?

[Check your answers to Activity 17](#)

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2.2 Applying for Austudy

A customer may contact for assistance when completing the claim for Austudy online. You are able to check their claim progress and what information they have input to date by accessing the **Customer Online View for Service Officers 111-06042000**.

Activity 18

Azita is in the process of submitting an online claim. Azita contacts to ask 'why do you need to know what I was doing prior to claiming?'

Refer to **Youth Allowance and Austudy students and Australian Apprentices online claims and Assisted Customer Claims 010-04010060**.

[Check your answer to Activity 18](#)

Providing information

To complete a claim for Austudy, irrespective of how the claim is lodged, most customers will be required to provide documentation to support their claim.

For online claims, the customer will receive a notification of 'what you must do' once the claim is submitted.

For paper claims, there are triggers throughout the claim and a checklist that indicates what documentation is required.

Refer to **Initial contact with students or Australian Apprentices claiming Austudy 010-04010000** for further information

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2.3 Austudy rates and supplementary payments

Austudy payment rates is based on the students' circumstances

You can access the current payment rates for Austudy in the [Rates and Thresholds index](#) page

- When the Austudy claim is assessed, Student processing staff will check eligibility for an additional benefit, Education Entry Payment (EdEP) or Long Term Income Support rate (LTS).



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2.4 Ongoing customer contacts

Austudy customers may contact for a variety of reasons. Like all customers, they have an obligation to notify of any changes in circumstances within 14 days, which may affect their qualification or payability for Austudy.

In addition to the usual notifiable events such as going overseas or changes to income or accommodation circumstances, students must also notify about changes in study.

A reassessment of their Austudy needs to occur to determine ongoing entitlement.

Activity 19

Felix has decided that a Bachelor of Arts course is not suitable. Felix has withdrawn from the course on 23 January and does not intend to study next semester in another course.

Refer to **Payment of Youth Allowance (YA) and Austudy when a student is deferring or discontinuing study before the end date of the course 102-07020050** to determine if Felix is qualified for study.

[Check your answer to Activity 19](#)

Portability

Students can be paid for temporary absences from Australia in limited circumstances. If the departure is permanent, they are no longer qualified for Austudy as they do not satisfy the residence requirements. Payment will cancel from the earlier of:

- the date of departure, or
- the date last studied + 1

Students can be paid while overseas if undertaking study that will contribute to and be credited towards their full-time course that they are receiving Austudy for or to attend Defence Force Reserve Service training.

In all situations, the student must continue to meet the Activity test requirements to remain qualified for Austudy.

Australian Apprentices must continue to meet qualification rules and their Commonwealth registration number must remain current to be qualified for Austudy.

Refer to **Student studying outside Australia 102-07020170** for further information

Incapacity

If an Austudy customer becomes incapacitated and can no longer meet the Activity Test or Australian Apprentice requirements, they may have to transfer to an alternative payment.

Activity 20

Refer to **Austudy student or Australian Apprentice becomes incapacitated 102-07020110** to determine if these customers remain qualified for Austudy. If not, what action do you need to take and what is the alternative payment you suggest?

1. Beth is undertaking electrical apprenticeship, has become ill with glandular fever. Beth is trying to undertake as much of the study as possible but has been missing a lot of days with employer, Herbert. Herbert is trying to help Beth, however Beth has exhausted personal leave so Herbert can no longer pay Beth wage. Beth is still currently registered as an Australian Apprentice.
2. Claudia is halfway into the first semester of the year. Claudia has a car accident and has missed a lot of study due to being hospitalised. Claudia has had to defer study but Claudia fully intends to return to study at the beginning of next semester, expecting to be recovered by then.

[Check your answers to Activity 20](#)



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Course summary

Learning outcomes

You should now be able to:

- correctly answer customer enquiries in regard to Austudy
- help customers to apply for Austudy
- assess ongoing entitlement to Austudy.

ESSentials action

Your opinion counts

We would like your feedback about this learning. Before you finish this course, please complete the course evaluation at the following link:

[CLK00359 Austudy Introduction](#)

Journal your learning

You can record your non-formal learning activities in relation to this course through the **s 47E(d)** . To access the **s 47E(d)**:

1. Access the **s 47E(d)** in ESSentials
2. Select **s 47E(d)** ' from the **s 47E(d)**
3. Select **s 47E(d)**
4. Choose from the available **s 47E(d)** types.

Version control

Version	Release Date	Changes Made By	Authorisation	Change details
1.8	Sept 2023	Service Delivery Learning Branch	Students, Payments and Education Programs	Minor updates to content.
1.9	Oct 2023	Service Delivery Learning Branch	Students, Payments and Education Programs	Updated evaluation link.
2.0	June 2024	Service Delivery Learning Branch	Students, Payments and Education Programs	Updated duration.

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Attachment A: Answers to activities

Activity 1 Answers

Refer to **Eligibility for Austudy 010-04030000** to determine if these customers meet the age requirements for Austudy.

1. Luke is 24 and is studying for the first time since finishing Year 12. Has commenced Diploma of Applied Design at Billy Blue College of Design.
2. Claudia is 28 and currently enrolled in second year of an Advanced Diploma at Metropolitan South Institute of TAFE.
3. Andrew is a second year hairdressing apprentice who is currently receiving Youth Allowance and turned 25 yesterday.
4. Beth is also a second year hairdressing apprentice who is currently receiving Youth Allowance. Beth has decided hairdressing is not suitable and is transferring to an electrician apprenticeship. Beth has already found an employer and a new Commonwealth registration number has been issued. Beth turned 25 yesterday.

Answers:

1. No, Luke is not 25 years of age.
2. Yes.
3. No. Andrew is continuing in the same course of training.
4. Yes. Beth is Austudy age and is commencing a new apprenticeship.

[Return to end of Activity 1](#)

Activity 2 Answers

Refer to **Residence assessment for customers claiming Austudy 106-06020040** to determine if these customers meet the residence requirements.

You may also find clause **9.2 Visa Subclasses & Payment Eligibility for Visas Issued After 1/9/94** useful in determining if residency requirements are met.

1. Jake's parent is an Australian citizen and Jake is registered as an Australian citizen by descent. Jake was born in the United Kingdom (UK) but recently moved to Australia to start a four year course and is pretty sure will remain in the country to work following this.
2. Ambani arrived in Australia six months ago under a visa subclass '200 Refugee'.
3. Sisom is from Laos and is studying a Bachelor of International Law at Griffith University. Sisom holds a visa subclass '500 Student'. Is intending to remain in Australia after completing the degree.

Answers:

1. Yes. Jake is an Australian citizen, therefore is exempt from serving the NARWP.
2. Yes. Ambani is a permanent visa holder. A 200 Refugee visa also exempts a person from serving NARWP.
3. No. Sisom only holds a temporary visa.

[Return to end of Activity 2](#)

Activity 3 Answers

Refer to **Activity Test for Austudy 010-04050000**. Research if these customers satisfy the general requirements of their Activity Test?

1. Claudia is a full-time second year student of an Advanced Diploma at Metropolitan South Institute of TAFE.
2. Beth is an electrical apprentice with a currently Commonwealth registration number.
3. Jake has completed a Doctorate of Psychology at London Metropolitan University, which is the equivalent of an Australian Doctorate. Jacob is currently enrolled in a Bachelor of Medicine at University of Adelaide.
4. Ambani is working with Global Trade Initiative as a full-time 'pay office trainee'. Ambani is learning the role mainly on the job and undertaking an in-house course online.

Answers:

1. Yes.
2. Yes.
3. No. Jake has completed a Doctorate level course.
4. No. Ambani does not have a current Commonwealth registration number.

[Return to end of Activity 3](#)

Activity 4 Answers

Determine if these customers meet the Assets Test for Austudy.

Refer to the following references:

- **Payment rates and thresholds 108-01010000**
- **Personal Assets Test for allowances, Austudy and independent Youth Allowance or ABSTUDY customers 108-01020030.**

Answers:

1. Yes. Claudia's total assets are valued at \$194 698 and are under the threshold limit.

[Return to end of Activity 4](#)

Activity 5 Answer

Refer to **Personal Income Test and Income Bank for ABSTUDY, Austudy and Youth Allowance (YA) students and Australian Apprentices 010-08010010**.

Claudia is about to commence a course and has a part-time job. Claudia is earning \$350 gross per fortnight and is asking you how this will affect Claudia Austudy. Claudia has no other ordinary income.

- What do you advise Claudia?

Answer:

Claudia's income will not affect the rate of Austudy, as earnings are less than the income free area per fortnight.

[Return to end of Activity 5](#)

Activity 6 Answers

Claudia asks 'my boss wants me to take on a couple of extra shifts, if I do my pay will go up to about \$500 gross per fortnight. I don't want to lose my Austudy payment. How will this affect me and should I take the extra shifts?'

Answer:

Income between \$415.01 and \$498 reduces your payment by 50 cents in the dollar. Income above \$498 reduces your payment by 60 cents in the dollar. You are below the cut off limit, still be payable for Austudy.

Reference: **Personal Income Test and Income Bank for ABSTUDY, Austudy and Youth Allowance (YA) students and Australian Apprentices 010-08010010**.

[Return to end of Activity 6](#)

Activity 7 Answer

Claudia continues, 'I've also been reading about this Income Bank and think I can earn about \$10 000 before I have to notify you of my earnings. Is this right?'

Answer:

No. You must notify your earnings within the notification period regardless of your Income Bank balance. You accumulate credits in your Income Bank up to a maximum of \$10 300, you do not start with \$10 300.

Reference: **Personal Income Test and Income Bank for ABSTUDY, Austudy and Youth Allowance (YA) students and Australian Apprentices 010-08010010.**

[Return to end of Activity 7](#)

Activity 8 Answer

Claudia continues 'so how is the Income Bank accumulated if I am earning \$350 per fortnight and also if I start earning \$500?'

Answer:

You accumulate any unused portion of your fortnightly income free area. So, for you this means \$415 minus \$350. You will accumulate \$65 every fortnight. If you are earning \$500, you will not accrue any credits as this is over the fortnightly income free area.

Reference: **Personal Income Test and Income Bank for ABSTUDY, Austudy and Youth Allowance (YA) students and Australian Apprentices 010-08010010.**

[Return to end of Activity 8](#)

Activity 9 Answer

Claudia continues 'my last question, how much can I earn before I don't get any Austudy?' Claudia is 28, lives alone and is single.

Check the current cut-off amount through the **Income test for Austudy** information from the Services Australia website.

Answer:

The current cut-off point for Claudia's circumstances can be found on the **Income test for Austudy** [Return to end of Activity 9](#)

Activity 10 Answers

Claudia continues, 'Sorry, I just thought of one more question. I am thinking about moving in with my boyfriend. My boyfriend works full-time, so how will this affect my Austudy?'

Answer:

Partner income that exceeds the cut-off point reduces fortnightly allowance by 60 cents in the dollar.

Reference:

- [Rates and Thresholds index](#) - Partner Income free Areas for Allowances
- **Personal Income Test and Income Bank for ABSTUDY, Austudy and Youth Allowance (YA) students and Australian Apprentices 010-08010010**
- **Partner Income Test for ABSTUDY customers under 22 years old, Austudy and Youth Allowance students and Australian Apprentices 010-08010020.**

[Return to end of Activity 10](#)

Activity 11 Answers

Refer to **Defining levels of tertiary study 010-07010050**. Determine the assigned level of study for the following courses.

1. Certificate III in Health Services Assistance.
2. Diploma of Rural Business Management.
3. Graduate Diploma in Business and Information Technology.
4. Bachelor of Science (Mineral Geoscience).

Answers:

1. Level D.
2. Level C.
3. Level A.
4. Level B.

[Return to end of Activity 11](#)

Activity 12 Answers

1. Chris is studying full-time for two years to obtain a Diploma of Rural Business Management.
2. Barbara is studying full-time for approximately eight months to obtain a certificate III in Health Services Assistance.
3. Jacob is studying full-time for four years to obtain Bachelor of Medicine. To complete the degree Jacob must complete a full year research subject in the fourth year.

Refer to **Determining allowable time/reasonable time for a course of study 010-07010030** to determine the allowable time for the following full-time tertiary students receiving Austudy.

Answers:

1. 2.5 years.
2. 8 months.
3. 5 years.

[Return to end of Activity 12](#)

Activity 13 Answers

Refer to **Assessing secondary Student's satisfactory progress for Austudy 010-04050060** to determine if the following customer's previous attempts at Year 12 can be disregarded.

Nate left school to work in family panel beating business when they turned 17 so Nate did not complete Year 12 exams. Last year Nate turned 29 and decided to return to complete Year 12 to improve opportunities in future study and career prospects. Unfortunately, Nate did not do very well with the results and had re-enrolled in Year 12 for a third time.

Answer:

Nate's first attempt at Year 12 can be disregarded as Nate undertook the course more than 10 years ago.

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Activity 14 Answers

1. Grace has schizophrenia and controls the condition with medication. Grace has been studying full-time and is in second year of a Bachelor of Visual Arts at Southern Cross University. In consultation with Grace treating doctor, Grace has decided to decrease the workload to avoid worsening Grace condition. Grace has changed the study load from four subjects per semester to two.
2. Malik is in first term of an Advanced Diploma of Information Technology at Polytechnic West (WA). Malik also works casually, so has decided to withdraw from some of the units and start them in the following semester. Malik prefers doing 68 per cent of the full-time workload to ease back into study.
3. Rose has enrolled in an Advanced Diploma of Policing in Adelaide TAFE. Rose has been a serving member of the South Australian Police for 11 years and has reduced hours to undertake this study. Rose has been given recognition of prior learning for some of the modules. This has reduced study load to 70 per cent.

Refer to **Changing study load from full-time to part-time or concessional study load for Youth Allowance (YA), Austudy or PES 102-07020020** as your starting point. Determine if these customers are eligible for a 66 per cent or 25 per cent concessional study load, or if they are no longer qualified for Austudy. Explain your answer.

Answers:

1. The 25 per cent concessional study load may be applied for Grace.
2. Malik is no longer qualified for Austudy, will not satisfy the Activity Test. Malik is enrolled in less than 75 per cent of full-time study load as a personal preference.
3. The 66 per cent study load may be applied. Rose is studying between 66 and 74 per cent and has recognition of prior learning for some of the course.

[Return to end of Activity 14](#)

Activity 15 Answers

You assessed that Rose from Activity 14 may be eligible for a 66 per cent study load concession. Refer to **Assessing eligibility for the 66% concessional study load for Austudy 010-04050040**.

- What evidence can you ask Rose to provide for further assessment?

Answer:

This recommendation must be in writing from the academic registrar or equivalent officer.

Note: the concession may only be granted for a period of up to half an academic year.

[Return to end of Activity 15](#)

Activity 16 Answers

You assessed that Grace from Activity 14 may be eligible for a 25 per cent study load concession. Refer to Operational Blueprint **Assessing eligibility for 25% concessional study load for Austudy 010-04050050**.

- What evidence is required to grant Grace a 25 per cent study load?

Answer:

A written statement from Grace medical practitioner specialising in psychiatry advising that Grace has a substantial psychiatric disability and cannot successfully undertake the normal amount of full-time study in the course (i.e. 75 per cent or more) because of Grace disability.

[Return to end of Activity 16](#)

Activity 17 Answers

Azita contacts via the Multilingual Smart Centre to enquire how to claim Austudy. Azita does not have a computer at home but can access one at TAFE where Azita is studying a Certificate II in English Language Skills for Work and Training.

Refer to Initial contact with students or Australian Apprentices claiming Austudy 010-04010000 to assist Azita.

1. What do you advise Azita about how to claim Austudy? Include information on the benefits of claiming this way and how Azita can do this, not having a computer at home?
2. What is the workflow you use to record the contact?
3. If Azita prefers to complete a paper claim, what is the exemption reason you could use?
4. What form do you issue if Azita insists on lodging a paper claim?

Answers:

1. Austudy claims are made using an online account. Refer to the **Centrelink online accounts** page on the Services Australia website to explain the benefits of online claiming and offer possible solutions to help Azita to lodge an online claim.
2. Run the **s 47E(d)** or **s 47E(d)**.
3. Language and Literacy Barriers.
4. *Claim for Austudy (SY002) and Information you need to know about your claim for Youth Allowance/Austudy (CI004).*

[Return to end of Activity 17](#)

Activity 18 Answer

Azita is in the process of submitting an online claim. Azita contacts to ask 'why do you need to know what I was doing prior to claiming?'

Refer to **Youth Allowance and Austudy students and Australian Apprentices online claims and Assisted Customer Claims 010-04010060**.

Answer:

We need to know your previous circumstances as this may affect the start date of your payment if you are granted Austudy.

[Return to end of Activity 18](#)

Activity 19 Answers

Felix has decided that a Bachelor of Arts course is not suitable. Felix has withdrawn from the course on 23 January and does not intend to study next semester in another course.

Refer to **Payment of Youth Allowance (YA) and Austudy when a student is deferring or discontinuing study before the end date of the course 102-07020050** to determine if Felix is qualified for study.

Answer:

No. Felix no longer meets the Activity Test requirements.

[Return to end of Activity 19](#)

Activity 20 Answers

1. Beth is undertaking electrical apprenticeship, has become ill with glandular fever. Beth is trying to undertake as much of the study as possible but has been missing a lot of days with employer, Herbert. Herbert is trying to help Beth, however Beth has exhausted personal leave so Herbert can no longer pay Beth wage. Beth is still currently registered as an Australian Apprentice.
2. Claudia is halfway into the first semester of the year. Claudia has a car accident and has missed a lot of study due to being hospitalised. Claudia has had to defer study but Claudia fully intends to return to study at the beginning of next semester, expecting to be recovered by then.

Refer to **Austudy student or Australian Apprentice becomes incapacitated 102-07020110** to determine if these customers remain qualified for Austudy. If not, what action do you need to take and what is the alternative payment you suggest?

Answers:

1. As Beth's registration number is current, Beth is still qualified for Austudy.
2. Claudia is not meeting the Activity Test requirements, due to not enrolled in a full-time course of study. You should cancel Claudia's Austudy, as they are no longer eligible and advise Beth should test for eligibility for Sickness Allowance for the period of being incapacitated.

[Return to end of Activity 20](#)

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Austudy new claims

This is the text alternative. You can access the full version of this course in the [s 47E\(d\)](#)

Course code: CLK01266

Date: July 2025

Version: 2.3

Duration: 30 minutes

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Course requirements

During this course you will be provided information and may be asked questions to confirm your understanding. Work your way through each of these activities as they present using the appropriate Operational Blueprint (OB).

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Learning objectives

Services Australia provides a range of services and support to vulnerable people. During the course of your duties you may encounter discussions or topics of a sensitive nature.

If you experience distress, please seek support from your manager.

This course is designed to help staff process new claims for customers claiming Austudy.

On completion of this course, you should be able to:

- identify the different eligibility requirements for Austudy
- assess and calculate allowable time
- describe the concessional study load rules for Austudy
- access and use appropriate references and online tools to support your service delivery and decision making
- identify what automation capability is and how the agency uses it to support improved customer outcomes.

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Introduction

Austudy is an income support payment for people 25 years of age and over who are studying full-time or undertaking an Australian Apprenticeship.

Services Australia (the agency) administers and delivers Austudy on behalf of the Department of Social Services (DSS).

Austudy cannot be paid concurrently with another income support payment.

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Eligibility

To qualify for Austudy, a customer must meet certain eligibility criteria.

Austudy payment age

A person is not considered to be Austudy payment age if, at turning 25:

- they are still undertaking a course which they commenced before they turned 25 and
- they were receiving Youth Allowance (YA) immediately before their birthday, or
- they were undertaking a full-time Australian Apprenticeship (and receiving YA) immediately before their 25th birthday and
- they are still undertaking a full-time Australian Apprenticeship.

These students/full-time Australian Apprentices remain on YA until the completion of their course/Australian Apprenticeship.

There is no maximum age for Austudy.

Austudy residence requirements

To satisfy the residence criteria for Austudy, the customer must meet all of the following:

- be an Australian resident
- generally must be in Australia at the time the claim is lodged
- remain an Australian resident throughout the period of payment and
- satisfy a 2 year (104 week) or 4 year (208 week) Newly Arrived Resident's Waiting Period (NARWP)

Activity test for Austudy

Austudy customers must be enrolled in and undertaking an approved course of study at an approved educational institution on a full-time or approved concessional study load or have an intention to study under the same conditions.

Services Australia may grant a concession allowing the student to study less than a full-time study load and still receive payment. 'Full-time' is defined as at least 75% of the normal study load in the course.

Australian Apprentices

To qualify for Austudy as an Australian Apprentice, a customer must:

- be employed under a training contract as a full time Australian Apprentice
- have had their training contract submitted to the relevant state or territory training authority.

Customers who have met the above criteria will have a current Commonwealth Registration Number which is managed by the Department of Employment and Workplace Relations (DEWR).

The applicant doesn't need to provide proof of their status as an Australian Apprentice, as Services Australia can obtain the Australian Apprenticeship details from the Department of Employment and Workplace Relations (DEWR).

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Knowledge check - Let's check your knowledge!

Both students are in receipt of scholarships. Research OB to help you determine if their scholarships are paid either directly or indirectly.

Use OB 'Assessing scholarship income' to answer the following questions.

Question1.

What is the general eligibility criteria for Austudy?

Answer: To be eligible for Austudy a customer must:

- be Austudy payment age, this is 25 years or over
- meet the residence requirements
- satisfy the Activity test
- for apprentices, undertake the apprenticeship fulltime and have a current Commonwealth Registration Number.

Use OB '**Eligibility for Austudy**' to find out about this topic.

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Liquid Asset Waiting Period (LAWP)

The Liquid Asset Waiting Period (LAWP) is the period a person must wait before being paid Youth Allowance (YA), Austudy or JobSeeker payment (JSP) if they have cash (or other readily realisable assets) above a maximum reserve.

If the customer is a member of a couple, liquid assets also include those of their partner. The liquid assets maximum reserve amount:

- for single people with no dependent children is \$5,999
- for couples, or customers with a dependent child or children, is \$10,999.

The LAWP only applies to customers applying for Austudy, JSP and YA. The LAWP is between 1 and 13 weeks and is applied as 'whole weeks'.

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LAWP start date

The LAWP start date for Austudy customers is the date they qualify or requalify for payment. This includes the date they start full time studies, meet the qualifying age and residency requirements.

The LAWP start date for Australian Apprentices is the start of the Australian Apprenticeship.

It is important to check payment start dates in every claim before finalising.

In Process Direct the **s 47E(d)** screen displays the start day and LAWP details.

LAWP does not need to be coded on the **s 47E(d)**

The dates displayed are only an indicator as Process Direct **s 47E(d)** screen.

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Exemptions to LAWP

The LAWP may be waived if the student is in severe financial hardship. Students may be considered to be in financial hardship if they have spent their available funds on unavoidable or reasonable expenses.

If this is the case, customers should always provide proof to have a LAWP waiver assessed.

For full-time students claiming Austudy, the student's liquid assets can also be reduced by upfront study expenses.

You must consider the customer's personal circumstances and evidence to determine if they meet the exemption criteria.

Severe financial hardship is defined as:

- a single student having liquid assets of less than the maximum fortnightly rate of the payment they are claiming and
- a member of a couple having less than twice the fortnightly rate of payment being claimed.

Customer's may have already self-served the LAWP or served a LAWP within the last 12 months.

This can be checked by going to the **s 47E(d)** in the **s 47E(d)** screen in Process Direct.

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Allowable time

For Austudy purposes, undertaking qualifying study means that a student must be making satisfactory progress in their course. Progress of tertiary students is measured against the minimum amount of time it would normally take a student to complete a course either full-time or part-time (as appropriate).

Study in courses at the same level are all measured against the same allowable time.

A tertiary student is making satisfactory progress if the amount of time spent in the course (together with the time spent in other courses at the same level) does not exceed the allowable time for that course.

In certain circumstances previous study can be disregarded.

Refer to OB **‘Determining allowable time/reasonable time for a course of study’** for more information.

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Determining allowable time

Allowable time is measured against the minimum amount of time it would normally take a student to complete a course.

Where do you find a course minimum time?

- Usually, the institution specifies the minimum time for a course in years or months (for example 'a 3 year Bachelor of Science).
- Sometimes the minimum time for a course is known as the nominal hours.

It is important to note that the minimum time is not the shortest period in which a student can finish a course; it is the standard period to complete it.

This information can usually be found on the National Course Approvals page or the institution website.

Once the minimum time has been determined, the maximum time that the student can be paid for can be calculated.

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Exceeding allowable time

For Austudy, the customer is no longer payable when they have exceeded their allowable time for the course.

This means the customer could be paid for an additional study period after they have met their allowable time and up to the day before the next study period, if they will continue study in the next available study period.

Austudy cannot be paid for any further study in a course at the same level for which the allowable time has been exceeded.

Austudy may continue to be payable for a course at a different level subject to the same allowable time assessments.

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Concessional study load

One of the eligibility criteria for Austudy is that the customer needs to be enrolled in and undertaking a full-time study load in an approved course of study.

A customer is considered to be full-time if they are enrolled in at least 75% of the normal amount of full-time study in the course.

However, a concession to the requirement to the full time study load can be approved in some circumstances under an approved study load concession. Study load concessions can extend the length of time a student can be paid Austudy.

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Eligibility for study load concession

Let's explore an Austudy customer's eligibility for an approved concessional study load.

There are different levels of study load concession for Austudy each with different sets of eligibility criteria.

Study load concession 25%

The 25% concessional study load may be granted to Austudy customers who:

- have a substantial physical, psychiatric or intellectual disability and
- are unable to study full-time as a result of this disability
- can undertake at least 25% of the normal full-time study load.

Supporting evidence must be provided before a 25% concessional study load can be approved. Refer to Operational Blueprint (OB) 'Assessing eligibility for 25% concessional study load for Austudy'.

Study load concession 66%

The 66% concessional study load may be granted to Austudy customer who are

- where a student is studying at least two thirds (66%) of the normal amount of full-time study (75%) and
- the reduced study load is as the result of institutional requirements.

In some cases this concession may only be granted for half an academic year.

Normal study load 75%

A customer is considered to be full-time if they are enrolled in at least 75% of the normal amount of full-time study in the course.

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The automated assessment and grant of some Austudy new claims

Some Austudy student claims may be assessed and completed using 2 automation capabilities called:

- straight through processing and
- process step automation or PSA.

Straight through processing is where a claim for a social security payment or service is assessed using criteria to identify if it is suitable for an automated grant outcome.

If a claim meets the criteria for automated assessment, [s 47E\(d\)](#)

Process step automation (PSA) is an automation capability that works with straight through processing. [s 47E\(d\)](#)

For more information go to OB 'Straight through processing' and 'Process step automation (PSA)'.

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Resources

The following resources give more information about these capabilities and how automation is used in the agency.

You can find them by going to the [s 47E\(d\)](#) on the [s 47E\(d\)](#) page.

Each of the [s 47E\(d\)](#) within the [s 47E\(d\)](#) explains an automation or data capability in plain English and includes a short video and flyer.

These resources include examples of how each capability is used.

Go to the [s 47E\(d\)](#) to play the videos.

[Automation and Artificial Intelligence Hub](#)

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Scenario 1 - Darcey

Student eligible for 66% concessional study load

Darcey is two weeks into their full-time Interior Design and Decoration Diploma at Design Centre Enmore.

There have been some withdrawals from the subject 'Decorate residential interiors' so it has been cancelled until the following semester.

This has reduced Darcey's workload to 73 per cent but they can qualify for a 66 per cent study load concession.

For more information go to OB '**Assessing eligibility for the 66% concessional study load for Austudy**'.

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Scenario 2 - Sam

Student eligible for 66% concessional study load

Sam is two weeks into their full-time Interior Design and Decoration Diploma at Design Centre Enmore.

There have been some withdrawals from the subject 'Decorate residential interiors' so it has been cancelled until the following semester.

This has reduced Sam's workload to 73 per cent but they can qualify for a 66 per cent study load concession.

For more information go to OB '**Assessing eligibility for the 66% concessional study load for Austudy**'.

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Temporarily incapacitated

If an Austudy customer has an injury or illness that temporarily incapacitates them from completing their studies or attending their Australian Apprenticeship they may be entitled to continue to receive Austudy.

A student may continue to get Austudy in certain circumstances as if they were full-time where:

- the student reduces their study load to less than full time temporarily because of health reasons
- they remain enrolled in an approved course and
- they intend to return to full-time study following the period of temporary incapacity.

They also remain eligible for payment if:

- they are undertaking at least 25% of the normal amount of full-time study and
- the customer has a substantial physical, psychiatric or intellectual disability.

A temporarily incapacitated Australian Apprentice may remain eligible to get Austudy if:

- they are unable to continue their Australian Apprenticeship and
- their Commonwealth registration number remains current.

They are not eligible for Austudy if this Commonwealth registration number is:

- suspended, or
- cancelled.

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Scenario 3 - Jamie

Student does not qualify for 25% concessional study load.

Jamie is involved in an accident that results in injuries needing surgery and rehabilitation. Jamie cannot continue full-time study for that semester. They drop down to 2 subjects. They cannot qualify for the 25% concessional study load as they do not have a substantial disability. Since they can still do some study, they do not qualify for JobSeeker Payment (JSP).

Jamie may still be able to get Austudy as if they were a full-time student because:

- they have a reasonable excuse for not undertaking full-time study and
- they intend to return to full-time study in the following semester.

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Scenario 4 – Beth

Beth is undertaking an apprenticeship, has become ill with glandular fever. Beth is trying to do as much of the study as they can but has been missing a lot of days with their employer, Herbert. Herbert is doing all they can to help Beth.

Beth has exhausted all of their leave so the employer can no longer pay them. Beth is still currently registered as an Australian Apprentice.

Refer to OB 'Austudy student or Australian Apprentice becomes incapacitated' to determine if Beth remains qualified for Austudy.

Is Beth still qualified for Austudy?

Yes, as Beth's registration number is current, they are still qualified for Austudy.

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Masters level courses

Not all masters courses are approved for Austudy, YA, or PES.

A customer undertaking a masters course qualifies for a student payment only if the Minister of Education has "approved" the course.

A master's degree is the first level of postgraduate study. Usually, an education provider offers this type of degree to students who have already completed an undergraduate degree, otherwise known as a bachelor's degree.

How do you find out which Masters courses are approved?

The current list of approved masters courses is listed on OB 'Approved courses of study for Youth Allowance (YA), Austudy and Pensioner Education Supplement (PES)'.

The list contains the Institution Name, Course Title and Course Code that a student should be enrolled in to be eligible for payment.

Go to the Resources tab: select “Approved Masters courses” icon to review the full list of Approved Masters by Coursework Programs. You should avoid downloading or making copies of the Approved Masters Courses file as it is updated regularly.

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Scenario 5 – Jacob

Allowable time - Masters course

Jacob commenced a 4 year Bachelor of Medicine course in 2019. Due to failing a few subjects, Jacob continued studies until July 2023. Jacob has reached the allowable time limit at the end of the first semester which ended in June.

Jacob remained payable until the day before the 2nd semester commenced in July 2023. Jacob advised that they had enrolled in a Master of Medicine degree commencing in July 2023.

As the Masters course is at different level to the undergraduate bachelor degree, Austudy remains payable.

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Knowledge check 2

Let's now test your knowledge of some of the concepts covered in this course by completing a 5 question true or false quiz. This activity should take 5 minutes to complete.

Question 1: The LAWP only applies to customers applying for Austudy?

Answer: True or False? **False is the correct answer.**

The LAWP is applied at the new claim stage and can only be applied once within a 12 month period. A LAWP is not applied if a person or their partner have been subjected to a LAWP that started within the last 12 months (which includes where only part of a LAWP has been served). The LAWP only affects customers applying for Austudy, JobSeeker Payment (JSP) and Youth Allowance (YA).

Question 2: University courses completed more than 10 years ago are counted in the Allowable Time calculation

Answer: True or False? **False is the correct answer.**

All study regardless of level can be disregarded for Austudy if completed or not more than 10 years ago. The 10 years is counted from the first day of the customer's current course, not their current year of study.

Question 3: Ben has applied for Austudy to study a 4 year Bachelor of Education. Ben started studies for 2 years but did not complete a Bachelor of Engineering 5 years ago, however did not receive any payments from Centrelink. When calculating the allowable time for the new course, we have determined that Ben is only payable for 2.5 years. Is this correct?

Answer: True or False? **True is the correct answer.**

All previous study attempted in the 10 years prior to the first day of their current course is counted. This is regardless of whether the customer was receiving a payment when they first commenced their course, or if they are returning to complete a course after a break in study. Once an allowable time assessment has been completed, it cannot be 'reassessed' at a later date to allow previous study to 'drop off' and produce a different outcome regarding payability.

Question 4: Austudy customer is temporarily incapacitated and is not expected to return to studies for the remainder of the semester. The Uni has advised the customer that they cannot make up lost time and they have to re-enrol when they have recovered. While the customer provides a valid medical certificate, we continue to pay Austudy?

Answer: True or False? **False is the correct answer.**

The customer must be undertaking qualifying study in an approved course of education at an approved institution. This means it can only be paid to people who are currently undertaking study or to those who meet the continuing/intending student rules. In certain cases, Austudy may also continue to be paid where a student is temporarily not studying due to illness or injury. In this case the customer has ceased studies due to their illness.

Question 5: Austudy can be paid to part-time apprentices?

Answer: True or False? **False is the correct answer.**

Australian Apprentices, undertake a full-time Australian Apprenticeship and have a current Commonwealth registration number. Part-time apprentices are not eligible for Austudy.

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Completion and feedback

Thank you for participating in this learning. Continue to refer to **OB** for the latest information.

Please take a few minutes to provide feedback about your learning experience using this [evaluation form](#). Your feedback is valuable in helping us provide quality learning products.

If you have any questions or additional feedback regarding this product, email the **Service Delivery Learning Branch**.

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Program description

Austudy is a payment for full-time students and Australian Apprentices, 25 years of age or over.

Eligibility

To qualify the applicant must be:

- undertaking full-time study in an approved course or be undertaking a full-time Australian Apprenticeship, and
- an Australian resident and in Australia on the day they lodge their claim

Approved courses for Austudy include:

- secondary education courses
- certificate, diploma and associate diploma courses
- undergraduate and graduate courses
- Startup Year courses if the student is getting a STARTUP-HELP loan, and
- certain masters courses

Customer channels/access

Claims can be lodged:

- online
 - over the phone or face to face via a staff assisted claim
 - via paper claim form by post or uploaded via the document lodgement service

Program specific information

Long term income support (LTIS) rate

The LTIS rate is a higher rate for people who have been on a qualifying income support payment for at least 26 weeks before they claim Austudy. It is available to these customers who are starting a course with a duration of at least 12 months or an Australian Apprenticeship

The LTIS rate is intended to ease the transition when customers decide to return to study or work. The higher rate gives them a similar rate of payment as JobSeeker Payment.

Allowable Time

There is a limit on how long customers can receive Austudy to undertake study, known as allowable time.

All previous study undertaken at the same level, in the 10 years prior to commencement of the current course, is included in the allowable time assessment. This is irrespective of whether a person has received student income support for the previous study.

If the previous study adds up to be greater than the minimum time normally required to complete the current course full-time, plus an additional study period, Austudy is not payable.

Concessional Study Loads

There are two types of study load concession for Austudy:

25% Concessional study load

Students who have a substantial physical, psychiatric or intellectual disability and are unable to study full-time, can undertake between 25% and 74% of the normal full-time study load for the course and still qualify for Austudy.

Customers must supply sufficient evidence of their medical condition to be granted a concessional study load.

66% Concessional study load

To be eligible for Austudy under the 66% concessional study load policy, the customer must be temporarily studying a reduced study load because of one of the following:

- It is the education provider's normal requirements for the course,
- There is a specific direction in writing from the academic registrar or equivalent officer, or
- The customer supplies a recommendation in writing from the academic registrar for vocational or academic reasons.

Audits, reviews and inquiries

Australian National Audit Office (ANAO) has completed an Accuracy and Timeliness of Welfare Payments audit. This included Austudy payment.

Policy and Legislation

The Department of Social Services has policy responsibility for Austudy. The Agency administers Austudy in accordance with the:

- Social Security Act 1991
- Social Security (Administration) Act 1999
- Social Security Guide

Recent service improvements

- On 14 April 2024, improvements were made to the Agency’s *Manage Study Details* online service.
- The changes have improved the experience for customers, implementing better capability for students to self-manage changes in their study, reducing the effort needed from the agency’s service delivery staff.

s 22 - out of scope

Recent policy measures/changes

Introduction of the Commonwealth Practicum Payment (CPP):

From 1 July 2025 the Commonwealth Practicum Payment (CPP) will assist students manage the costs associated with undertaking a mandatory placement (also known as a practicum) as part of a higher education course in teaching, nursing and midwifery, social work and nursing in vocational education and training (VET) courses. The CPP will be administered by universities. Customers must declare the CPP as income for Austudy rate assessments.

s 22 - out of scope