Australian Government

Services Australia

Get the right amount of Rent Assistance

Make sure your address, contact details and the amount of rent you pay is correct. This will ensure you get the right amount of Rent Assistance.

To update your details you can:

- Sign in to **my.gov.au** and go to Centrelink
- Use your Centrelink Express Plus mobile app
- Call your regular payment line
- Visit a service centre

Rent Assistance is a regular extra payment we automatically pay you if you meet all the following:

- get an eligible Centrelink payment from us
- pay the minimum amount of rent or accommodation costs
- live in an eligible accommodation type.

Proof of rent or accommodation

To get Rent Assistance you need to give us one of these:

- a current formal lease or tenancy agreement in your name that shows the amount of rent you pay
- a *Rent Certificate* form signed by you and your landlord, if we sent you one
- an invoice or receipt showing your eligible accommodation costs.

You may not need to provide proof of the amount of rent or accommodation costs you pay if you live in any of these:

- a refuge
- a retirement village
- boarding style accommodation
- some residential aged care facilities.

Sharing your accommodation

If you share accommodation with other people, you must tell us. Sharing means that you have the right to use a bedroom but share a kitchen, living spaces or bathroom with other people.

This includes:

- family members other than your partner and dependent children
- people who regularly stay at your home.

We work out your rate of Rent Assistance on your share of the total rent. The total combined rent each house member pays, can't be more than the total rent for the home.

If you don't tell us you're sharing with people, we may pay you the wrong amount. This could mean you get less than you should or you might end up with a debt you have to repay to us.

If your circumstances change

To make sure we pay you the right amount of Rent Assistance, we need to know about any change of circumstances within 14 days.

A change of circumstance can include any of the following:

- a change or correction to your name
- changes to a rent amount or accommodation cost, or type of accommodation
- a change of address
- marital or relationship status changes
- people moving in or out of the house you live in
- plans to travel outside Australia.

To find out more about change of circumstances for Rent Assistance, go to **servicesaustralia.gov.au/rent-assistance** and select **What you need to do**.

Ways to pay your rent or accommodation costs

You can pay your rent or accommodation costs many ways. You can pay it:

- yourself in person
- automatically using a regular direct payment from your bank account
- automatically using a Centrepay deduction straight from your Centrelink payment.

Centrepay is a free, direct bill paying service for customers getting Centrelink payments. It helps you pay some bills straight from your Centrelink payment and stay in control of your finances. Not all businesses are registered for Centrepay so you'll need to check with your housing provider if they accept it. Centrepay is voluntary. You can stop or vary your deductions at any time.

For more information

Go to **servicesaustralia.gov.au/rent-assistance**

Go to **servicesaustralia.gov.au/yourlanguage** to read, listen to or watch information in your language.

If you're deaf, hard of hearing or have a speech communication difficulty, call the National Relay Service helpdesk on **1800 555 660** or go to **communications.gov.au/accesshub**

Visit a service centre.

Disclaimer: The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.

Note: Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

16605.2609