Information for customers outside Australia

# Australian Pension News

# Keep your bank details up to date

Let us know as soon as possible when your bank account details change, so we can pay you on time.

There’s been quite a few bank mergers in the past 12 months. Banks don’t tell us when your banking information changes. To make sure you get your payments on time, you must tell us if:

* you change your bank account number or International Bank Account Number
* you close an account and open a new one, either with your current bank or a new bank
* your bank merges with another financial institution and your banking details change
* your bank branch closes or merges with another one and your banking details change.

To tell us, follow these steps:

1. Download the International bank account form for your country or region of residence atservicesaustralia.gov.au/individuals/forms/aus178
2. Print it, then read the instructions before you complete the form.
3. Submit your form with a copy of a current bank statement.

# Handy hints

## How to upload and submit documents online

If you set up a Centrelink online account before you left Australia, you can upload documents online. Follow the steps at servicesaustralia.gov.au/centrelinkuploaddocs

If you can’t upload a document online, you can send it to us by post or fax. If you can’t download, post or fax the form, call us. See our contact details on page 4.

## Someone to deal with us on your behalf

If you need help, you can authorise a person to deal with us on your behalf. You can authorise someone to be a:

* person permitted to enquire on your behalf
* person permitted to update your details on your behalf
* correspondence nominee to get copies of your letters and deal with us on your behalf
* payment nominee to get payments on your behalf.

To nominate a person who is outside Australia to act on your behalf, download the Authorising a person or organisation to enquire or act on your behalf (outside Australia) form at: servicesaustralia.gov.au/individuals/forms/aus221

To nominate a person who is in Australia to act on your behalf, download the Authorising a person or organisation to enquire or act on your behalf form at: servicesaustralia.gov.au/individuals/forms/SS313

Both you and the person you nominate will need to complete the form.

For more information go to servicesaustralia.gov.au/nominees or call us on one of the phone numbers on page 4.

# Information about your payments

You will get 13 regular 4-weekly payments each year.

4-weekly pension payment calendar **–** November 2021 to February 2023

| Date we’ll issue your payment | Direct deposit customers should get payment by | Cheque customers should get payment by | Payment covers the period |
| --- | --- | --- | --- |
| 18 November 2021 | 24 November 2021 | 8 December 2021 | 21 October to 17 November 2021 |
| 16 December 2021 | 22 December 2021 | 5 January 2022 | 18 November to 15 December 2021 |
| 13 January 2022 | 19 January 2022 | 2 February 2022 | 16 December 2021 to 12 January 2022 |
| 10 February 2022 | 16 February 2022 | 2 March 2022 | 13 January to 9 February 2022 |
| 10 March 2022 | 16 March 2022 | 30 March 2022 | 10 February to 9 March 2022 |
| 7 April 2022 | 13 April 2022 | 27 April 2022 | 10 March to 6 April 2022 |
| 5 May 2022 | 11 May 2022 | 25 May 2022 | 7 April to 4 May 2022 |
| 2 June 2022 | 8 June 2022 | 22 June 2022 | 5 May to 1 June 2022 |
| 30 June 2022 | 6 July 2022 | 20 July 2022 | 2 June to 29 June 2022 |
| 27 July 2022\* | 2 August 2022 | 16 August 2022 | 30 June to 27 July 2022 |
| 25 August 2022 | 31 August 2022 | 14 September 2022 | 28 July to 24 August 2022 |
| 22 September 2022 | 28 September 2022 | 12 October 2022 | 25 August to 21 September 2022 |
| 20 October 2022 | 26 October 2022 | 9 November 2022 | 22 September to 19 October 2022 |
| 17 November 2022 | 23 November 2022 | 7 December 2022 | 20 October to 16 November 2022 |
| 15 December 2022 | 21 December 2022 | 4 January 2023 | 17 November to 14 December 2022 |
| 12 January 2023 | 18 January 2023 | 1 February 2023 | 15 December 2022 to 11 January 2023 |
| 9 February 2023 | 15 February 2023 | 1 March 2023 | 12 January to 8 February 2023 |

\* Payment date brought forward due to an Australian Public holiday.

Cheque delivery may be later than these dates due to delays in mail delivery.

## Direct deposit payments

In most countries we pay pensions directly into bank accounts. We encourage this method of payment as it is safe, quick and reliable.

If you get your payment by direct deposit into your bank account it will be available within 2 to 6 days after issue. If your payment hasn’t arrived within 10 days of issue, check with your local bank before contacting us.

| International Services closure dates | |
| --- | --- |
| International Services will be closed on:  Christmas Day public holiday – 27 December 2021  Boxing Day public holiday – 28 December 2021  Public Service holiday – 29 December 2021  New Year’s Day public holiday – 3 January 2022 | Australia Day Holiday – 26 January 2022  Good Friday – 15 April 2022  Easter Monday – 18 April 2022  ANZAC Day – 25 April 2022 |

# Rates

Outside Australia pension rates and thresholds are re-assessed in January, March, July and September each year.

## Rates and thresholds

These Australian dollar (A$) figures are a guide only and are effective from 20 September 2021 unless otherwise stated.

| Outside Australia pension rates and thresholds | SINGLE | COUPLE both eligible | COUPLE one eligible partner | COUPLE separated due to ill health |
| --- | --- | --- | --- | --- |
| How much pension 1, 2, 3 | Per year | Per year | Per year | Per year each |
| Maximum basic rate | A$ 22,937.20 | A$ 34,580.00 | A$ 17,290.00 | A$ 22,937.20 |
| Basic Pension Supplement | A$ 642.20 | A$ 1,060.80 | A$ 530.40 | A$ 642.20 |
| Total | A$ 23,579.40 | A$ 35,640.80 | A$ 17,820.40 | A$23,579.40 |
| Allowable Income 4 | Per year | Combined | Combined | Combined |
| Full pension | up to A$ 4,680.00 | up to A$ 8,320.00 | up to A$ 8,320.00 | up to A$ 8,320.00 |
| Part pension | Less than A$ 51,838.80 | Less than A$ 79,601.60 | Less than A$ 79,601.60 | Less than A$ 102,637.60 |
| Allowable Assets 5 | Single | Combined | Combined | Combined |
| Full pension — Homeowner | A$ 270,500 | A$ 405,000 | A$ 405,000 | A$ 405,000 |
| Full pension — Non-homeowner | A$ 487,000 | A$ 621,500 | A$ 621,500 | A$ 621,500 |
| Part pension — Homeowner | Less than A$ 573,000 | Less than A$ 862,000 | Less than A$ 862,000 | Less than A$ 1,010,000 |
| Part pension — Non-homeowner | Less than A$ 789,500 | Less than A$ 1,078,500 | Less than A$ 1,078,500 | Less than A$ 1,226,500 |
| Deeming rates and thresholds | Single | Combined | Combined | Combined |
| Threshold | A$ 53,600 | A$ 89,000 | A$ 89,000 | A$ 89,000 |
| Rate below threshold | 0.25% | 0.25% | 0.25% | 0.25% |
| Rate above threshold | 2.25% | 2.25% | 2.25% | 2.25% |

These rates apply to customers who are permanently outside Australia or absent from Australia for longer than 6 weeks.

1. We calculate the rate of payment under both the income and assets tests. We apply the test that results in the lower rate or nil rate. Some assets are deemed to earn income and there are special rules for other types of income. There is no income or assets test for customers who are permanently blind.
2. Some customers may get a transitional rate of pension based on the pre 20 September 2009 income test rules and payment rates.
3. Some customers may get a reduced rate of pension based on how long they were an Australian resident.
4. Every 2 weeks, the Work Bonus disregards up to A$300 of employment income, or income from self employment generated by your personal exertion, earned by eligible pensioners over Age Pension age unless you get Parenting Payment Single. If your employment income is less than A$300, we bank the unused Work Bonus up to a maximum amount of A$7,800. If you are eligible for a transitional rate, we’ll compare the transitional rate that has no Work Bonus to the new rate which has the Work Bonus. We’ll pay the transitional rate whenever it pays the higher rate.
5. We reduce single and combined couple rates by A$3.00 per 2 weeks for every A$1,000 of additional assets above the allowable assets limit. We don’t include certain assets in the assets test.

# How to contact us

Go to servicesaustralia.gov.au to find out information about your payment as well as our other payments and services.

Call us Monday to Friday, between 8 am to 5 pm Hobart time.

Phone calls from the following countries are Freecall™. Dial the number shown without any international or country codes before it.

Austria Freecall™ 0800 295 165

Canada Freecall™ 1888 2557 493

China (North)\* Freecall™ 10 800 6100 427

China (South)\* Freecall™ 10 800 2611 309

Denmark Freecall™ 8088 3556

Germany Freecall™ 0800 180 2482

Greece Freecall™ 0080 0611 26209

India Freecall™ 000 800 61 01098

Indonesia Freecall™ 001 803 61 035

Ireland Freecall™ 1800 200 333

Italy Freecall™ 800 781 977

Korea Republic Freecall™ 003 081 32326

Netherlands Freecall™ 0800 0224 364

New Zealand Freecall™ 0800 441 248

Philippines Freecall™ 1800 1611 0046

Poland Freecall™ 00 800 6111 220

Portugal Freecall™ 800 861 122

Singapore Freecall™ 800 6167 015

Spain Freecall™ 900 951 547

Thailand Freecall™ 001 800 611 4136

Turkey Freecall™ 00 800 6190 5703

United Arab Emirates Freecall™ 800 061 04319

United Kingdom Freecall™ 0800 169 5865

USA Freecall™ 1866 3433 086

\* China (North) includes the provinces of Beijing, Tianjin, Hebei, Shanxi, Inner Mongolia, Heilongjiang, Liaoning, Jilin, Shandong and Henan. We consider all other provinces as China (South) for this purpose.

Note: a Freecall™ may not be available from every location within the country. It may not be free from mobile or public phones. If using a pay telephone, you’ll need to insert coins or a card as for a local call. You may not get a refund at the end of the call.

If you’re in a country that’s not in the list, or if you’re not able to use the Freecall™ number listed, please contact us on +61 3 6222 3455.

You can also fax us on +61 3 6222 2799, or write to us at:

International Services

PO Box 7809

Canberra BC ACT 2610

Australia

Please include your name, Centrelink Customer Reference Number and your telephone number in your query.

# International exchange rates available online

We work out the amount of payment you get by using an income and assets test. If you have assets in, or get income from another country, we need to work out their value in Australian dollars. To do this we use exchange rates. We publish exchange rate information on our website. To check exchange rates go to servicesaustralia.gov.au/international

# Keep up to date with the latest pension payment rates and dates

For the latest information about pension rates and payment dates outside Australia go to servicesaustralia.gov.au and search for Outside Australia pension rates. We update pension rates, and income and asset thresholds on our website as soon as they change.

This newsletter is also available on our website at servicesaustralia.gov.au/customer/publications/int001

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