

Indigenous Services Newsletter

Welcome to May 2023

Updates on changes to our payments and services, as well as handy hints and tips to help you help your clients.
Please distribute to your staff and volunteer networks

NATIONAL RECONCILIATION WEEK 2023

27 MAY — 3 JUNE

BE A VOICE FOR GENERATIONS

#NRW2023

NRW.RECONCILIATION.ORG.AU



Scammers are attempting to take advantage of Budget night with a false offer of a bonus payment from the Australian Government.

Customers may receive a SMS message which pretends to be from myGov advising of a one-off payment to help with living expenses. The message includes a fake internet link to myGov.

Below is an example of this scam message currently circulating.



PLEASE REMEMBER

- there is no \$750 payment on offer
- if you receive a SMS like this, **do not click on the link**
- text messages from myGov will never include an internet link
- all legitimate myGov messages can be accessed from the customer's myGov inbox.

Customers can call the **Scams and Identity Theft Helpdesk on 1800 941 126** to report a scam related to myGov, Centrelink, Medicare and Child Support.

SPOTLIGHT ON FAMILY TAX BENEFIT (FTB)—Part A and Part B

You may be eligible for **FTB Part A** if you care for a dependent child who's either:

- 0 to 15 years of age
- 16 to 19 years of age and meets the [study requirements](#).

You must also meet all of the following:

- an [income test](#)
- [residence rules](#)
- care for the child at least 35% of the time.

Your child also needs to meet [immunisation requirements](#) and Healthy Start for School [requirements](#), if they apply. We may reduce your FTB Part A payment per fortnight for each child who doesn't meet these.

When we [balance your payments](#) after the financial year you may get a [FTB Part A supplement](#). If you didn't get enough FTB during the year, you may also get a top up.

To get the [FTB Part A supplement](#) your family's adjusted taxable income must be \$80,000 or less.

You may be eligible for **FTB Part B** if either:

- you're a member of a couple with one main income and care for a dependent child aged under 13
- you're a single parent or non-parent carer, or a grandparent carer and care for a dependent child aged under 18. The child must meet [study requirements](#) if they're aged 16 to 18.

You must also meet all of the following:

- an [income test](#)
- [residence rules](#)
- care for the child at least 35% of the time.

You or your partner can't get FTB Part B while getting [Parental Leave Pay](#).



Ever wondered what Centrelink payment or service you might be eligible for?

Google servicesaustralia.gov.au

Payment and Service Finder

An online tool to see what payments and services you may be eligible for.

You can use myGov to access your Centrelink, Medicare and Child Support online accounts.

Go to my.gov.au

Express Plus mobile apps and phone self service are also available

To find out more go to servicesaustralia.gov.au/selfservice

Child Support	131 272	Job seekers under 22 and students	132 490
Disability, Sickness and Carers	132 717	Medicare	132 011
Families and Parents	136 150	Older Australians	132 300
Income Management Line Freecall™ 1800 132 594		Call us on 131 202 to speak with us in your language about Centrelink payments and services.	
Indigenous Call Centre Freecall™ 1800 136 380		Call 132 011 for Medicare and 131 272 for Child Support.	
Job seekers 22 years and older	132 850	Let us know if you need an interpreter and we'll arrange one for free.	

The Indigenous Servicing Team would like to acknowledge the Traditional Custodians of the Lands that we live on and pay our respects to all Elders, past and present, to all Aboriginal and Torres Strait Islanders nations' people.