

Carer Allowance

Carer Allowance is an income supplement for people who provide additional daily care and attention for an adult or child with a disability or a medical condition, or an adult who is frail aged. Carer Allowance is not taxable or income and assets tested. It can be paid in addition to wages, or another income support payment.

Online Services

You can access your Centrelink online account through myGov. myGov is a simple and secure way to access a range of government services online with one username and password. You can create a myGov account at **my.gov.au** and link it to your Centrelink online account.

For more information

Go to **humanservices.gov.au/carers** or call us on **132 717** or visit one of our service centres.

If you need a **translation** of any documents for our business, we can arrange this for you free of charge.

To speak to us in languages other than English, call **131 202**.

Note: Call charges apply – calls from mobile phones may be charged at a higher rate.

If you have a hearing or speech impairment, you can contact the **TTY service** on Freecall™ **1800 810 586**. A TTY phone is required to use this service.

Information in other languages

English

To speak to us in a language other than English, call **131 202**. Call charges apply. Calls from mobile phones may be charged at a higher rate. Go to humanservices.gov.au and select the language button to find information in your language.

Arabic

للتحدث إلينا باللغة العربية، اتصل بالرقم **131 202**. تنطبق رسوم على المكالمات. وقد يتم خصيل رسوم بمعدل أعلى على المكالمات الجارة من الهواتف النقالة. اذهب إلى الموقع humanservices.gov.au واختار زر اللغة للعثور على معلومات بلغتك.

Assyrian

فە ھەمەشەمەن بۆچۆک ئۆزگەرتىڭىز، مۇن تەھە لىكەلچۆھە. جەننەن **131 202**. نىھە كەمەنەن فە مۇشەن. مۇنەن بۆ ھەلچۆھە. جەننەن (ھەنەنەن) مەھەب جۆمەب تەھە مەنەن. فە مۇشەن humanservices.gov.au ھەلچۆھە لىكەلچۆھە. جەننەن فە جۆمەب تەھە مۇشەن ئۆزگەرتىڭىز.

Bosnian

Da razgovarate sa nama na bosanskom jeziku pozovite **131 202**. Pozivi se naplaćuju. Pozivi sa mobilnih telefona mogu se naplaćivati po skupljoj tarifi. Pogledajte humanservices.gov.au i odaberite tipku za jezik da biste pronašli informacije na svom jeziku.

Chinese

您可以撥打電話**131 202**，使用中文與我們交談。致電該號碼需付費。如使用移動電話致電，則收費可能會較高。訪問humanservices.gov.au網站，點擊語言鏈接後可獲取用您的語言編寫的資訊。

Croatian

Da biste s nama razgovarali na hrvatskom, nazovite **131 202**. Poziv se naplaćuje. Pozivi s mobitela se mogu naplaćivati po višoj tarifi. Za informacije na svom jeziku, posjetite humanservices.gov.au i izaberite tipku za strane jezike.

Farsi

برای اینکه با ما به زبان فارسی صحبت کنید، به شماره **131 202** تلفن کنید. تلفن زدن برایتان هزینه خواهد داشت و از گوشی‌های همراه ممکن است هزینه بیشتری داشته باشد. برای دریافت اطلاعات به زبان خودتان از وب سایت humanservices.gov.au دیدن کرده و روی دکمه زبان کلیک کنید.

Greek

Για να μιλήσετε μαζί μας στα Ελληνικά, καλέστε **131 202**. Ισχύουν τηλεφωνικές χρεώσεις. Για τις κλήσεις από κινητά τηλέφωνα ενδεχομένως να ισχύουν υψηλότερες χρεώσεις. Επισκεφθείτε την ιστοσελίδα humanservices.gov.au και επιλέξτε το κουμπί γλώσσας για να βρείτε πληροφορίες στη γλώσσα σας.

Italian

Per parlare con noi in italiano, chiamate il numero **131 202**. Vigono tariffe di chiamata. Le chiamate da telefoni cellulari possono essere soggette a tariffe superiori. Visitate il sito humanservices.gov.au e selezionate il comando delle lingue per trovare informazioni nella vostra lingua.

Khmer

ដើម្បីនិយាយជាមួយយើងខ្ញុំជាភាសាខ្មែរ សូមទូរស័ព្ទទៅលេខ **131 202**។ គិតថ្លៃទូរស័ព្ទ។ ការប្រើទូរស័ព្ទដៃ អាចអស់ថ្លៃច្រើនជាងធម្មតា។ សូមបើកមើលរ៉ឺម៉កសាយម៉ humanservices.gov.au ហើយចុចយកប្រអប់ភាសា ដើម្បីទទួលបានព័ត៌មានជាភាសាលោកអ្នក។

Macedonian

За да зборувате со нас на македонски јавете се на **131 202**. Повикот се наплатува. Повиците од мобилни телефони може да се наплаќаат по повисока стапка. Одете на humanservices.gov.au и одберете го името на јазикот за да најдете информации на вашиот јазик.

Serbian

Da biste razgovarali sa nama na srpskom, nazovite **131 202**. Pozivi se naplaćuju. Pozivi sa mobilnih telefona mogu da se naplaćivati po višoj tarifi. Pogledajte humanservices.gov.au i pritisnite dugme za vaš jezik da biste našli informacije na vašem jeziku.

Spanish

Para hablar con nosotros en español, llame al **131 202**. Llamada tarifada. Llamadas desde teléfonos móviles pueden estar sujetas a cargos adicionales. Visite humanservices.gov.au y seleccione el botón de idioma para encontrar información en su lengua.

Turkish

Bizimle Türkçe konuşmak için **131 202** numaralı telefonu arayınız. Aramalar ücretlidir. Cep telefonlarından yapılan aramalar daha yüksek bir ücrete tabi olabilirler. Kendi lisanınızda bilgi bulabilmek için humanservices.gov.au internet sitesine girip ilgili lisanin düğmesine basınız.

Vietnamese

Muốn nói chuyện với chúng tôi bằng tiếng Việt, xin gọi số **131 202**. Các cuộc gọi sẽ bị tính cước phí. Gọi bằng điện thoại di động có thể bị tính theo giá cao hơn. Hãy vào trang mạng humanservices.gov.au và chọn nút ngôn ngữ để tìm thông tin bằng ngôn ngữ của quý vị.

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Carer Allowance (for a child under 16 years)

To be eligible for Carer Allowance you must be:

- providing additional care and attention on a daily basis, in your and your child's home or in hospital, **and**
- an Australian resident.

The child you provide care for must:

- be your dependent child, **and**
- receive care in their home or in hospital, **and**
- have a permanent disability or a medical condition, **or**
- a temporary condition for an extended period of at least 12 months, **and**
- be an Australian resident – see page 6.

There are 2 levels of Carer Allowance for children under 16 years:

- fortnightly payment and Health Care Card, **or**
- Health Care Card only.

Fortnightly payment (including Health Care Card for your child)

Information will be provided by you and your child's treating health professional to assess if you are eligible for the fortnightly Carer Allowance payment, including Health Care Card for your child. This information will help us determine the way your child functions compared with the average ability of a child of the same age who does not have a disability or a medical condition.

Some disabilities and medical conditions are considered to be significant enough to automatically qualify for the fortnightly payment and Health Care Card. These conditions are listed in the **Carer Payment and Carer Allowance – Medical Report (for a child under 16 years)** form (SA431), available from humanservices.gov.au

Health Care Card only

If your child needs 'substantially more care and attention' compared to a child of the same age who does not have a disability or a medical condition, you may qualify for a Health Care Card, even if you are not eligible for a fortnightly payment of Carer Allowance.

The Health Care Card assists with reducing the cost of some pharmaceuticals, doctors' fees (where bulk billing is offered) and other benefits that vary in each state and territory.

For more information about concession entitlements, go to humanservices.gov.au/healthcarecard

Shared care

In certain circumstances Carer Allowance payment can be shared between 2 people who provide care for the same child, provided that the 2 people are not a couple.

Caring for more than one child

You can claim Carer Allowance for each dependent child with a disability or a medical condition you provide care for, and may receive a payment for each.

Carers may qualify for a single rate of Carer Allowance for 2 children whose combined assessment meets the eligibility requirements for payment.

Carer Allowance (for a person 16 years or over)

To be eligible for Carer Allowance you must be:

- caring for a person with a disability or a medical condition who needs additional care and attention
- providing care for a person in either your home, their private home, or in hospital, **and**
- an Australian resident – see page 6.

The person you provide care for must:

- be an Australian resident – see page 6, **and**
- have a permanent disability or a medical condition, **or**
- have a temporary condition for an extended period of at least 12 months, **or**
- be diagnosed in the final phase of a terminal condition.

Shared care

In certain circumstances, Carer Allowance may be shared between 2 people who provide care for the same person, provided that the 2 people are not a couple.

If you live apart from the person you provide care for

To be eligible for Carer Allowance when you do not live with the person you provide care for, you must be providing at least 20 hours of personal care per week on a daily basis and the care must be provided in your home or theirs.

Caring for more than one person 16 years or over

You can claim Carer Allowance for up to 2 people 16 years or over and may receive a payment for each.

General information

Can I take a break from caring?

You can take breaks from caring for the person you usually provide care for. You can take up to 63 days per calendar year (1 January – 31 December) and still be eligible for Carer Payment and/or Carer Allowance. It is important that you tell us each time the care receiver is out of your care for more than 24 hours (midnight to midnight).

For example: you provide care on Tuesday morning and the person you provide care for enters respite that same day. You provide care again on the Friday afternoon that they return home. This would result in a total of 2 respite days being used. The respite is from Wednesday to Thursday. You can use these breaks in a variety of ways including having a holiday, visiting friends and family or for formal respite. You may also use these days if you are sick and cannot provide care for the person you usually care for.

What happens to my payments if the child I provide care for goes into hospital?

You can continue to receive Carer Allowance for a child under 16 years as long as you continue to provide care for your child while in hospital and you intend to resume caring for your child when they return home. It is important that you tell us if this occurs. If your child remains hospitalised for a period longer than 12 weeks, a review will be conducted every 12 weeks with a comprehensive review after 24 months of continuous hospitalisation.

What happens to my payments if the person I provide care for goes into hospital?

You can continue to receive Carer Allowance for a person 16 years or over for up to 63 days per calendar year (1 January–31 December) as long as you continue to provide care for the person while in hospital and you intend to resume caring for the person when they return home. It is important you tell us if this occurs. The hospitalisation period is in addition to the standard 63-day allowable break from caring period.

Australian residence requirements

To be eligible for Carer Allowance, you and the person you provide care for must satisfy residence requirements.

You and the person you provide care for must be an Australian resident (as defined by the *Social Security Act 1991*) if you are living in Australia and you are:

- an Australian citizen, **or**
- a permanent visa holder, **or**
- a Protected Special Category Visa holder, that is you arrived in Australia on a New Zealand passport and you were in Australia on 26 February 2001, or for 12 months in the 2 years immediately before this date, or you were assessed as 'protected' before 26 February 2004.

You are 'living in Australia' if Australia is your usual place of residence. That is, Australia is where you make your home.

When we are deciding whether you are living in Australia we will look at:

- the nature of your accommodation, **and**
- the nature and extent of your family relationships in Australia, **and**
- the nature and extent of your employment, business or financial ties with Australia, **and**
- the frequency and duration of your travel outside Australia, **and**
- any other matter we think is relevant.

You do not need to satisfy any waiting period for Carer Allowance but you and the person you provide care for must still be Australian residents and you must be in Australia when you lodge your claim.

For more information about the conditions for payment outside Australia, go to humanservices.gov.au/paymentoverseas

Check with us if you are not sure about your circumstances.

Note: Proof of residence status is required. This is separate to the requirement to confirm your identity.

Medical information

Details of the medical reports you need to provide are listed on your Intention to Claim letter. If we already have a carer medical report for the person you provide care for, you may not need to provide a new medical report.

Information about medical reports, including who can complete them, can be found in the medical reports.

If you are claiming for more than 1 person you will need a separate medical report for each person.

Who is a parent or legal guardian?

The term 'parent' refers to a natural parent, adoptive parent or a person who is legally responsible for a child born through an artificial conception procedure or where a surrogacy court order is in place.

The term 'guardian' in relation to Carer Allowance, refers to a person who has been granted guardianship of the child under a law of the Commonwealth, a state or a territory.

Nominees and other arrangements

Some customers may have difficulty managing their Centrelink affairs, often because of a disability or illness, or problems with reading, writing, understanding information or handling money.

If you receive a payment or service from Centrelink, a Person Permitted to Enquire (PPE) or nominee arrangement is available. The PPE arrangements provide for a customer to authorise a person or organisation to make limited enquiries only and confirm information held. A PPE is not a nominee arrangement.

A nominee arrangement authorises a person or organisation to enquire, act and make changes on your behalf and/or receive your payment on your behalf. A form is available for customers interested in such arrangements, **Authorising a person or organisation to enquire or act on your behalf** form (SS313).

To obtain a copy, go to humanservices.gov.au/nominees

Confirming your identity

As a customer you may be required to confirm your identity and/or the identity of the person(s) for whom you provide care when claiming a payment or service from the Australian Government Department of Human Services.

In most cases, you will only need to confirm the identities once in order to access payments and services across the department. You must confirm the identities by providing **original** documents (not copies) from the approved list below.

We need you to provide **one document from each of the following three categories, one of which should be a photographic identity document:**

- 1 Commencement of Identity document, **and**
- 1 Primary Use in Community document, **and**
- 1 Secondary Use in Community document.

Where possible, the department will request your consent to verify the documents you provide.

Note: An identity document cannot be used multiple times (e.g. a document used as Commencement of Identity, cannot be used again as a Primary or Secondary Use in Community document).

If you are known by a name different to that on your Commencement of Identity document, you will need to provide a valid name change document (i.e. marriage certificate or legal change of name certificate).

If you have difficulty in obtaining or providing these documents, please contact us as soon as possible.

Commencement of Identity in Australia	
Document	Explanation/description
Australian Birth Certificate	A full Australian birth certificate issued in your name/former name. Cannot accept: birth extracts or birth cards.
Australian Visa	Australian visa, current at time of entry to Australia as resident or tourist, issued in your name/former name.
Australian Citizenship Certificate	Australian citizenship or citizenship by descent certificate issued in your name/former name.
ImmiCard	A photo identity card issued in your name/former name by the Department of Immigration and Border Protection (DIBP) that assists the cardholder to prove their visa/migration status and enrol in services.
Australian Passport (current)	A current Australian passport in your name/former name. Cannot accept: expired passports.
Certificate of Identity	Certificate of Identity issued in your name/former name by the Department of Foreign Affairs and Trade (DFAT) to refugees and non Australian citizens for entry to Australia.
Certificate of Evidence of Resident Status	Certificate of Evidence of Resident Status issued in your name/former name.
Document of Identity	Document of Identity issued in your name/former name by the Department of Foreign Affairs and Trade (DFAT), to Australian citizens or persons who possess the nationality of a Commonwealth country, for travel purposes.

Note: The above documents can also be used to satisfy Primary or Secondary Use in Community (if not already used as Commencement of Identity).

Primary Use in Community	
Document	Explanation/description
Australian Driver Licence – Motor Vehicle	Current state or territory issued driver licence, learner permit or provisional licence showing signature and/or photo and same name as claim.
Australian Marriage Certificate	Marriage certificate issued by a state or territory government agency. Cannot accept: church or celebrant issued certificates.
Passport issued outside Australia	Current passport issued by a country other than Australia, with a valid entry stamp or visa.
Proof of Age Card	Current proof of age or photo identity card issued by a government agency in your name with photo and/or signature.
Shooter or Firearm Licence	Current shooter or firearm licence showing signature and/or photo and same name as claim. Cannot accept: minor or junior permit and/or licence.
Student ID Card	Current secondary student ID card issued in your name with photo and/or signature. Note: For persons aged under 18 years with no other Primary Use in Community only.

Note: The above documents can also be used to satisfy Secondary Use in Community (if not already used as Primary Use in Community)

Secondary Use in Community	
Document	Explanation/description
Security Licence	Current security protection industry or crowd control licence, showing signature and/or photo and same name as claim.
Bank/Financial Institution Card, statement or passbook	Current ATM, credit or debit card showing your name and signature. Statement or passbook from current savings or cheque account showing your name and same address (if applicable) as your claim. Cannot accept: cards issued by organisations other than banks, credit unions or building societies, ATM or internet receipts/statements or account documentation issued by banks/financial institutions outside Australia.
Child's Birth Certificate	Australian birth certificate for a child showing your name as parent/guardian. Cannot accept: sibling's certificate.
Defence Force Identity Card	Identity card issued by the Australian Defence Force, showing same name as claim, and photo or signature.
Australian Divorce Papers	Australian divorce papers in your name/former name (e.g. Decree Nisi, Decree Absolute).
Educational Certificate	Educational qualification certificate in your name/former name (school/TAFE/university/Registered Training Organisation [RTO]).
Certified Academic Transcript	Certified academic transcript from an Australian university in your name/former name.

Secondary Use in Community	
Document	Explanation/description
Mortgage Papers	Legally drawn mortgage papers for an Australian residence in your name/former name.
Name Change	Legal change of name certificate or deed poll certificate.
Veterans' Affairs Card	Current Department of Veterans' Affairs card issued in your name.
Tenancy Agreement or Lease	Current formal residential tenancy agreement or lease in your name and showing same address as claim.
Motor Vehicle Registration	Current motor vehicle registration showing your name, same address as claim and proof of payment.
Foreign Government issued Documents	Documents issued by a country other than Australia (comparable to Australian issued documents), including foreign birth, marriage and education certificates, lapsed foreign passports, foreign driver licences and overseas national identity cards.
Australian Government issued photo ID Card	Current Commonwealth, state or territory issued photo identification card issued in your name.
Rates Notice	Paid rates notice in your name and showing same address as claim, less than 12 months old.
Utility Account	A paid utility account (e.g. gas, water, electricity or phone) in your name and showing receipt number and same address as claim, less than 12 months old.
Student ID Card	Current student ID card issued in your name with photo and/or signature (secondary/TAFE/university/Registered Training Organisation [RTO]).
Electoral Enrolment	Proof of electoral enrolment card issued in your name and same address as claim.
Aviation Security Identity Card (ASIC)	Current aviation security identity card showing same name as claim, photo and/or signature.
Maritime Security Identification Card	Current maritime security identification card showing same name as claim, photo and/or signature.
Police Identity Card	Current police identity card showing same name as claim, photo and/or signature.
Prison release certificate	A prison release certificate in your name with a photo and/or signature. Note: Certificates that do not meet this criteria cannot be used.
Tangentyere Community Card	Current proof of identity card issued by Tangentyere Council showing same name as claim and photo.

Changes you must tell us about

If you do not tell us about changes, you could have a debt. If you have a debt, you may have to pay all or some of the money back. After you claim **Carer Allowance**, you must tell us **within 14 days** if any of the following happens.

If you are claiming **Carer Allowance**, make sure you understand all of the changes you must tell us about. To advise us of changes, call **132 717**.

Changes to your bank account

You must tell us if you change or close the account into which payments are made.

Changes to your care arrangements

You must tell us if:

- you no longer provide care to this person
 - the person you provide care for no longer requires the same amount of care
 - the person you provide care for no longer requires daily care and attention on a temporary or permanent basis
 - the person you provide care for has an improvement in health so that they would no longer be considered to have a disability
 - the person you provide care for leaves your care or is in hospital for a period of 24 hours or more
 - you start or stop sharing care with someone else (including an institution such as a nursing home or care facility) or make changes to your current shared care arrangement
 - you regularly share care at some time in the fortnight with another person you do not live with
 - you or the person you provide care for change residential address
 - the child you receive Carer Allowance for is absent for 24 hours or more for education, training or treatment (other than hospital)
 - you or the person you provide care for are sent to prison or charged with an offence and are in custody on remand
 - you or the person you provide care for are admitted to an institution such as a nursing home or psychiatric facility
 - a paid carer helps you provide care for the person
 - you start to be paid at award wages for the care you provide
 - the person you provide care for dies, within 28 days.
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Travelling outside Australia

You should tell us if you (or the person you provide care for) are leaving Australia, and:

- you are going to live in another country, **OR**
- you will be away for more than 6 weeks, **OR**
- the person you provide care for is not travelling with you or is travelling outside Australia without you.

For more information about how your payment or concession card may be affected and whether and when you should tell us about your travel plans, go to humanservices.gov.au/paymentoverseas or call us on **132 717**.

Other payments, concessions and help

If you receive Carer Allowance, there are other payments, concessions and help you may receive.

Centrepay

Centrepay is a voluntary bill-paying service which is free for Centrelink customers. Use Centrepay to arrange regular deductions from your Centrelink payment to pay bills and expenses like rent, gas, electricity, water and phone, as well as other household costs. You can start or change a deduction at any time. The quickest way to do this is through your Centrelink account online.

Community Engagement Officers

Community Engagement Officers may be able to visit you if you are homeless, living in a hostel or refuge, suffering from a mental illness, or fleeing from domestic violence. Community Engagement Officers can tell you about payments and services and help you access these services. They provide Centrelink services in locations like rehabilitation centres, psychiatric hospitals, prisons, hostels and drop-in centres.

Essential Medical Equipment Payment

You may be eligible for the Essential Medical Equipment Payment if:

- you use essential medical equipment or medically required heating/cooling in your current residence, **or**
- the person you provide care for is using essential medical equipment or medically required heating/cooling in your current residence.

For more information about how to claim, go to humanservices.gov.au/emep or call us on **132 468**.

Health Care Card

A Health Care Card provides you access to pharmaceutical medications listed under the Pharmaceutical Benefits Scheme at a reduced cost. You may also receive other concessions provided by state and territory governments.

Indigenous Services Staff

Indigenous Services Staff are located in most of our service centres. Some of our service centres also have interpreters who speak Aboriginal or Torres Strait Islander languages and teams who visit and help remote communities.

Mobility Allowance

Mobility Allowance provides assistance with the costs of travel for people with a disability who cannot use public transport without extra help. To be eligible for Mobility Allowance you must also be doing an approved activity such as job search activities with an Employment Services Provider, a vocational rehabilitation program, or any combination of voluntary work, paid work and vocational training for at least 32 hours every 4 weeks. There does not need to be public transport in your area to qualify for Mobility Allowance.

You may be eligible for a higher rate of Mobility Allowance if you are on Newstart Allowance, Youth Allowance, Parenting Payment or Disability Support Pension, and you are working 15 hours or more per week at or above the minimum wage or under the Supported Wage System, or you are looking for such work under an agreement with an Employment Services Provider.

In some instances the higher rate may remain payable if you stop receiving Newstart Allowance, Youth Allowance, Parenting Payment or Disability Support Pension.

Remote Area Allowance

Remote Area Allowance was introduced as an additional assistance for customers on an income support payment in remote areas. It recognises that many customers who do not pay tax, or very little tax, do not get the full benefit of tax zone rebates. Remote Area Allowance makes a contribution towards some of the costs associated with living in particularly remote areas.

Senior Customer Service Officers

Human Services has Senior Customer Service Officers in our service centres and Smart Centres throughout Australia. Senior Customer Service Officers help people with disabilities to access specialist and mainstream employment and training services, and arrange referral to other agencies for information and support services.

Social Workers

We have professional social workers in our service centres and Smart Centres throughout Australia. Social workers can offer you personal counselling and support in difficult times, such as domestic and family violence, severe financial hardship, homelessness, loss and bereavement. They can refer you to other services and programs like housing, health, emergency relief, legal and/or counselling services and support groups.

Assistance for carers

Carers Australia

Carers Australia is the national peak body for carers and represents the needs and interests of carers at the national level. The members of Carers Australia comprise of the 8 state and territory Carers Associations.

Visit carersaustralia.com.au or call **Freecall™ 1800 242 636**.

Commonwealth Carer Resource Centres

Commonwealth Carer Resource Centres in each state and territory provide carers with tailored information on a range of topics, referrals, support, counselling and resources.

Most of the services are free. Carers and service providers can visit carersaustralia.com.au or call **Freecall™ 1800 242 636** to speak to an experienced and friendly staff member.

Commonwealth Respite and Carelink Centres

Commonwealth Respite and Carelink Centres assist carers to access respite or to take a break and provides information about community and other aged care services. They can provide information and advice about respite options and help with organising planned or emergency respite. Visit commcarelink.health.gov.au or call **Freecall™ 1800 052 222** or **Freecall™ 1800 059 059**.

Needing help after someone has died?

For information on payments and services available after someone has died, go to humanservices.gov.au/bereavement

News for carers

News for Carers is an electronic newsletter for carers receiving Carer Allowance. *News for Carers* keeps carers up to date with changes to payments and provides useful information from us and the wider community.

For more information, go to humanservices.gov.au/carers