

**Title:** Hank Jongen explains how students claiming Youth Allowance or ABSTUDY can avoid delaying their payment start date.

**About the video**

Department of Human Services General Manager Hank Jongen shares advice on how students beginning tertiary study can make sure their Youth Allowance or ABSTUDY payments begin from the earliest possible date.

[Start of transcript]

Alex Douady:

Hi Hank, Thanks for sharing your advice for tertiary students with us, now the first thing we want to ask is how can students make sure when they claim for payments like Youth Allowance and ABSTUDY, that they get paid from the earliest possible date?

Hank Jongen:

Well in order to get paid from the earliest possible date, what students need to do is lodge their applications early; and look it's important to understand that you don't need to have settled on your final course. Once a student has made a decision to study over the next twelve months, they should lodge an application. They can then provide us with the final course details at a later stage.

Alex Douady:

Great. And is there anything that students need to be reminded about, things that they forget perhaps when they lodge a claim?

Hank Jongen:

Once you've lodged a claim, we'll tell you what the next steps are – and usually that involves providing us with support documentation. That can either be documents to support your identity, if you've received income we'll want confirmation of that, and in most instances we want details of parental income. In order to ensure that we can accurately assess your claim, it's important you follow through with that information.

Alex Douady:

And Hank I understand the department also has some online services and even a mobile app that students can use, can you tell us about those?

Hank Jongen:

Look, students really should go to the myGov website and open an account. Once you've done that, you can download the smartphone Express Plus app for Students. That means you can then engage with us in the palm of your hand. You can provide us with new information, update your information, and avoid the queues. In addition

to that, there's a wealth of information on the Human Services website – [humanservices.gov.au](http://humanservices.gov.au) – look for the Student heading. There's also a Student Update Facebook page and Twitter account, and of course there's a wealth of information under You Tube.

Alex Douady:

Fantastic, so just to wrap up: the two key things that students need to do is make sure they lodge as soon as they can, and provide us with all the documents upfront.

Hank Jongen:

That's right, students should lodge early, follow through with the documents that we ask you to provide, and of course my advice is: download the smartphone app.

Alex Douady:

Great, thanks for your time Hank!

Hank Jongen:

A real pleasure!

[End of transcript]