

Title: September 2017 Update DHSTV transcript

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This month: changes to payment rates, scams and the annual reassessment of Youth Allowance or ABSTUDY Living Allowance.

G'day, I'm Hank Jongen, here to tell you what's happening with the department in September.

From the 20th of September you may notice a change in your payments. On this date the rates for a number of payments will be indexed. This happens twice a year in March and September and usually results in an increase to payment rates. At the same time shares and managed investments are also updated. Depending on your circumstances, the overall effect may be an increase, a decrease or no change to your rate. If you do notice a change, check your payment history using your Centrelink online account or Express Plus Centrelink mobile app.

There's a growing number of scam emails, phone calls, SMS and Facebook messages pretending to be from the department so I'd like to remind you to be aware and protect yourself. There are many different types of scams, and they can look or sound very convincing. Most of them try to get personal information, or ask people to pay fees or transfer money to receive a government payment. If you're unsure who's contacting you, or suspect an email, phone call, SMS or Facebook message might be a scam, don't give out any personal information or follow any instructions.

Each year, Youth Allowance payments and ABSTUDY Living Allowance for dependant students are reassessed. This is where we ask for your parents' or guardians' income details so we can pay you correctly. If your parents or guardians need to complete the reassessment, you'll receive a letter in September or early October. It's important that you don't ignore it, and get your parents or guardians to complete the reassessment as soon as possible. If you don't get a letter, you won't have to do anything as we already have the income details we need or the information isn't required for your payment.

Thanks for watching, and as always, don't forget to like or follow us on social media and subscribe to our channel to keep up to date. I'll see you next month, goodbye for now.

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