



# Final 2013-14 Budget measure

## FAMILIES

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### IMPROVING INCENTIVES TO WORK – EXTENDED PENSIONER CONCESSION CARD ENTITLEMENTS FOR SINGLE PARENTS

From 1 January 2014, this measure will extend eligibility of the Pensioner Concession Card to people who are no longer eligible for Parenting Payment Single due to:

- their youngest child turning eight years of age, and
- earnings from employment excluding them from an income support payment.

People will be able to retain eligibility for the Pensioner Concession Card for a period of 12 weeks from the date their parenting payment was cancelled.

## INTERNET

### Questions and answers

#### Who will be affected by this measure?

People receiving Parenting Payment Single.

#### Am I eligible for this measure?

People who are no longer eligible for Parenting Payment Single due to:

- their youngest child turning eight years of age, and
- earnings from employment excluding them from an income support payment.

#### When will this measure start and finish?

This measure will start on 1 January 2014 and will be ongoing.

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## INTRANET

### Questions and answers

#### What training and support can I expect to receive?

Staff training will be provided closer to 1 January 2014.

eReference and the Department of Human Services website will be updated to reflect these changes.

#### Where do I go for more information?

For more information staff can email [Concession.Allowances.Business@humanservices.gov.au](mailto:Concession.Allowances.Business@humanservices.gov.au)



# Final 2013-14 Budget measure

## HEALTH MATTERS

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### MENTAL HEALTH SERVICES— EXPANSION—ACCESS TO VETERANS AND VETERANS' FAMILIES COUNSELLING SERVICES

From 1 July 2014, access to mental health counselling and treatment, through the Veterans and Veterans' Families Counselling Service will be extended.

This service is administered by the Department of Veterans' Affairs.

Eligibility to services provided by the Veterans and Veterans Families Counselling Service will be expanded to include the following current and former Australian Defence Force (ADF) personnel:

- border protection personnel
- Australian and overseas disaster zone personnel
- personnel involved in training accidents
- members medically discharged
- submariners
- partners and dependant children up to 26 years for the groups above
- parents, partners and dependant children up to 26 years for ADF members killed in service-related incidents.

## INTERNET

### Questions and answers

#### Who will be affected by this measure?

People affected are the following current and former Australian Defence Force (ADF) personnel:

- border protection personnel
- Australian and overseas disaster zone personnel
- personnel involved in training accidents
- members medically discharged
- submariners
- partners and dependant children up to 26 years for the groups above
- parents, partners and dependant children up to 26 years for ADF members killed in service-related incidents.

#### Am I eligible for this measure?

Eligibility is determined through the Department of Veterans' Affairs which administers the Veterans and Veterans' Families Counselling Service.

The Veterans and Veterans' Families Counselling Service will be accessible without the need for claiming via the Medicare Benefits Schedule.

#### When will this measure start and finish?

This measure will start on 1 July 2014 and will be ongoing.

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## INTRANET

### **Questions and answers**

#### **What training and support can I expect to receive?**

Information will be available on eReference with a link to Department of Veterans' Affairs website.

#### **Where do I go for more information?**

Staff should refer to information on eReference in the first instance. Standard processes apply for escalation of enquiries.



# Final 2013-14 Budget measure

## HEALTH MATTERS

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### MENTAL HEALTH SERVICES—EXPANSION—STRENGTHENING VETERAN MENTAL HEALTH—ELEMENT GENERAL PRACTITIONER HEALTH ASSESSMENTS

From 1 July 2014, a new Medicare Benefits Schedule item will be introduced for General Practitioners who use a screening tool in a health assessment for former Australian Defence Force members.

The Medicare Benefit Schedule item will be available for former Australian Defence Force members (including regular and reserve forces) for up to five years after being discharged.

## INTERNET

### Questions and answers

#### **Who will be affected by this measure?**

Former members of the Australian Defence Force, including regular and reserve forces, who will be able to have their health assessed under a new screening tool for five years after being discharged.

General Practitioners who use a new screening tool in providing a health assessment for former Australian Defence Force members.

#### **Am I eligible for this measure?**

Former members of the Australian Defence Force will be able to access a health assessment provided by General Practitioners using a screening tool.

#### **When will this measure start and finish?**

This measure will start on 1 July 2014 and will be ongoing.

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## INTRANET

### Questions and answers

#### **What training and support can I expect to receive?**

Information will be available on eReference with a link to Department of Veterans' Affairs website.

#### **Where do I go for more information?**

Staff should refer to information on eReference in the first instance. Standard processes apply for escalation of enquiries.



# Final 2013-14 Budget measure

## HEALTH MATTERS

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### MENTAL HEALTH SERVICES—EXPANSION—STRENGTHENING VETERAN MENTAL HEALTH—ELEMENT NON-LIABILITY HEALTH COVER

From 1 July 2014, the non-liability health cover administered by the Department of Veterans' Affairs will be extended to former Australian Defence Force members with peacetime service only (including reservists) for certain mental health conditions.

These conditions include:

- post-traumatic stress disorder
- other anxiety disorders
- depression
- alcohol and substance misuse disorders.

## INTERNET

### Questions and answers

#### **Who will be affected by this measure?**

Former members of the Australian Defence Force with peacetime service only (including reservists) will have increased access to services funded through the Department of Veterans' Affairs.

#### **Am I eligible for this measure?**

Former members of the Australian Defence Force with peacetime service only (including reservists) will be eligible to access non-liability health care provided by the Department of Veterans' Affairs for certain mental health conditions.

These conditions include:

- post-traumatic stress disorder
- other anxiety disorders
- depression
- alcohol and substance misuse disorders.

A Department of Veterans' Affairs white card will be issued to eligible people.

#### **When will this measure start and finish?**

This measure will start on 1 July 2014 and will be ongoing.

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## INTRANET

### **Questions and answers**

#### **What training and support can I expect to receive?**

Information will be available on eReference with a link to Department of Veterans' Affairs website.

#### **Where do I go for more information?**

Staff should refer to information on eReference in the first instance.

Standard processes apply for escalation of enquiries.



# Final 2013-14 Budget measure

## OLDER AUSTRALIANS

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### SUPPORTING SENIOR AUSTRALIANS—HOUSING HELP FOR SENIORS—PILOT

This measure provides an income and assets test exemption for pensioners over Age Pension age who 'downsize' their home.

Eligible pensioners must:

- 'downsize' their home between 1 July 2014 and 30 June 2017
- invest a minimum of 80 per cent of the difference between the purchase price of their new home and the proceeds of the sale of their former home in a special account
- have a minimum residence period in their former home of 25 years before sale.

'Downsizing' refers to situations where the price of the new home in Australia is lower than the sale price of their former home in Australia.

The funds invested in the special account and any returns (up to a capped amount of \$200 000) would not be counted under the pension means test for a maximum of 10 years.

More detailed information will be available on [humanservices.gov.au](http://humanservices.gov.au) prior to the commencement of this measure.

## INTERNET

### Questions and answers

#### Who will be affected by this measure?

Pensioners over Age Pension age who downsize their home between 1 July 2014 and 30 June 2017, and have a minimum residence period in their former home of 25 years before sale.

'Downsizing' refers to situations where the price of the new home in Australia is lower than the sale price of their former home in Australia.

#### Am I eligible for this measure?

Pensioners must:

- 'downsize' their home between 1 July 2014 and 30 June 2017
- invest a minimum of 80 per cent of the difference between the purchase price of their new home and the proceeds of the sale of their former home in a special account
- have a minimum residence period in their former home of 25 years before sale.

The special account will be available to people assessed as home owners under the pension assets test who move to a retirement village, granny flat or sell their house under a leaseback agreement (where a person sells their home but can remain in the home rent-free for life).

The special account and pension means test exemption will not be available for people moving to residential aged care.

**When will this measure start and finish?**

Pensioners will need to 'downsize' their home and invest a minimum of 80 per cent of the excess proceeds from the sale in a special account between 1 July 2014 and 30 June 2017.

The pension means test exemption can be maintained up to 10 years.

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**INTRANET****Questions and answers****What training and support can I expect to receive?**

Training will be available for Financial Information Service Officers to conduct interviews with pensioners considering selling their home to invest in a special account.

All access and processing staff will receive training on answering enquiries and applying exemptions. Frequently asked questions and answers will be available on the intranet.

Eligibility assessment will be undertaken by a central processing team who will undergo intensive training prior to the commencement of this measure.

**Where do I go for more information?**

For more information staff can email [MEANS.TEST@humanservices.gov.au](mailto:MEANS.TEST@humanservices.gov.au) or visit the FaHCSIA Budget website.





# Final 2013-14 Budget measure

## FAMILIES

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### FAMILY PAYMENTS REFORM – REPLACING THE BABY BONUS

The Baby Bonus will be replaced from 1 March 2014 with a rate increase of Family Tax Benefit Part A for children aged under one who are born, placed for adoption, or taken into care for at least 13 weeks after 1 March 2014. The payment is \$2000 for the first child and \$1000 for the second and subsequent child or children.

The first instalment will be \$500, with the remainder of the amount distributed over a 13 week period with a person's regular Family Tax Benefit Part A payment.

This measure will also amend the Paid Parental Leave work test. Families with children born or adopted within 13 months of each other will have their previous Paid Parental Leave period count towards the work test for their next child. This will allow families to more easily qualify for Parental Leave Pay for their second child.

## INTERNET

### Questions and answers

#### **Who will be affected by this measure?**

People who are caring for a child born or adopted after 1 March 2014.

#### **Am I eligible for this measure?**

People who are caring for a child born or adopted after 1 March 2014 will have access to the rate increase of Family Tax Benefit Part A for children aged under one who are born, placed for adoption, or taken into care for at least 13 weeks after 1 March 2014.

People will not be eligible to receive both Parental Leave Pay and the rate increase of Family Tax Benefit Part A.

#### **When will this measure start and finish?**

This measure will start on 1 March 2014 and will be ongoing.

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## INTRANET

### Questions and answers

#### **What training and support can I expect to receive?**

eReference will be updated to reflect these changes and other training materials will be provided.

**Where do I go for more information?**

More information will be made available closer to 1 March 2014.

Staff can direct urgent queries to [fam.benefit.query.referrals@humanservices.gov.au](mailto:fam.benefit.query.referrals@humanservices.gov.au)



## Final 2013-14 Budget measure

### FAMILIES

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#### FAMILY PAYMENTS REFORM—CONTINUING INDEXATION PAUSES FAMILY TAX BENEFIT SUPPLEMENT

Instead of rising as previously planned, Family Tax Benefit Part A and B supplement payments will continue to remain at their current rate of:

- Family Tax Benefit Part A—\$726.35
- Family Tax Benefit Part B—\$354.05

Indexation will recommence from 1 July 2017.

This change applies automatically for families who claim Family Tax Benefit Part A and/or Part B. There are no changes to when or how the supplements are paid.

This measure continues a decision in the 2011-12 Budget.

### INTERNET

#### Questions and answers

##### **Who will be affected by this measure?**

Families who claim Family Tax Benefit Part A and/or Part B.

##### **Am I eligible for this measure?**

This change will affect families who claim Family Tax Benefit Part A and/or Part B.

There are no changes to when or how the supplements are paid.

##### **When will this measure start and finish?**

Indexation will recommence on 1 July 2017.

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### INTRANET

#### Questions and answers

##### **What training and support can I expect to receive?**

eReference will be updated to reflect these changes and other training materials will be provided.

##### **Where do I go for more information?**

More information will be made available closer to 1 July 2014.

Staff can direct urgent queries to [families.ongoing.entitlement@humanservices.gov.au](mailto:families.ongoing.entitlement@humanservices.gov.au)



# Final 2013-14 Budget measure

## FAMILIIES

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### FAMILY PAYMENTS REFORM—CONTINUING INDEXATION PAUSES ON UPPER INCOME LIMITS AND SUPPLEMENTS

Instead of rising as previously planned, the income limits for the following family payments will remain the same for a further three years:

- Family Tax Benefit Part A—Higher Income Free Area of \$94 316
- Family Tax Benefit Part B—upper income threshold of \$150 000
- Baby Bonus—combined family Adjusted Taxable Income threshold of \$75 000 (for the six months after the birth or adoption of your child). Please note: Baby Bonus will cease on 1 March 2014 and be replaced with a higher rate of Family Tax Benefit Part A.
- Paid Parental Leave scheme, including Parental Leave Pay and Dad and Partner Pay— income limit of \$150 000.

Indexation will recommence on 1 July 2017.

This change applies automatically for people claiming these payments. There are no changes to when or how payments are paid.

## INTERNET

### Questions and answers

#### Who will be affected by this measure?

People who claim Family Tax Benefit Part A and/or Part B, Baby Bonus and Paid Parental Leave Scheme including Parental Leave Pay and Dad and Partner Pay—where the combined family adjusted taxable income is equal to or above the threshold.

#### Am I eligible for this measure?

This change applies automatically to people claiming Family Tax Benefit Part A and/or Part B, Baby Bonus, Paid Parental Leave Scheme including Parental Leave Pay and Dad and Partner Pay.

There are no changes to when or how payments are made.

#### When will this measure start and finish?

Indexation will recommence from 1 July 2017.

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## INTRANET

### Questions and answers

#### **What training and support can I expect to receive?**

eReference will be updated to reflect these changes and other training materials will be provided.

#### **Where do I go for more information?**

More information will be made available closer to 1 July 2014. Staff can direct urgent queries to [fam.benefit.query.referrals@humanservices.gov.au](mailto:fam.benefit.query.referrals@humanservices.gov.au)



# Final 2013-14 Budget measure

## FAMILIES

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### CHILD CARE REBATE—INDEXATION PAUSE—EXTENSION

Under this measure the annual Child Care Rebate cap will remain at \$7500 for the 2014-15, 2015-16 and 2016-17 financial years, instead of rising as previously planned.

In the 2010-11 Budget, the Child Care Rebate annual cap was reduced to \$7500 and indexation was paused for four years. This arrangement was due to cease on 30 June 2014. Under this measure, the pause in indexation will continue.

This measure will continue to provide savings which will assist the government in its ongoing investment in child care to ease the cost burden on families across Australia and lift the quality of child care.

## INTERNET

### Questions and answers

#### Who will be affected by this measure?

This measure will impact middle to high income families where parents are in full-time work and therefore have higher child care costs over the year.

Families with above average child care fees and high child care usage will also be impacted.

This measure will not affect Child Care Benefit payments to lower income families. Child Care Benefit rates and thresholds will continue to be indexed in line with current policy.

#### Am I eligible for this measure?

To be eligible, people need to be receiving (or intend to receive) Child Care Rebate.

#### When will this measure start and finish?

This measure takes effect from 1 July 2014 and will apply to the 2014-15, 2015-16 and 2016-17 financial years (subject to passage of legislation).

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## INTRANET

### Questions and answers

#### What training and support can I expect to receive?

eReference will be updated to reflect these changes and other training materials will be provided.

#### Where do I go for more information?

More information can be accessed through eReference.



# Final 2013-14 Budget measure

## WELFARE PAYMENT REFORM

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### CAPE YORK WELFARE REFORM—EMBEDDING AND BUILDING—SCHOOL ENROLMENT AND ATTENDANCE

From 1 January 2014, a trial of the School Enrolment and Attendance Measure (SEAM) will be extended to the following Cape York Welfare Reform Trial communities:

- Aurukun
- Coen
- Hope Vale
- Mossman Gorge.

SEAM provides extra support to ensure children are attending school regularly and benefit from an education.

As part of SEAM, intensive social work will be provided to support families.

Families do not have to do anything unless they are contacted by the Family Responsibilities Commission of the Queensland Government or the Department of Human Services.

## INTERNET

### Questions and answers

#### **Who will be affected by this measure?**

Parents in receipt of a schooling requirement payment who reside in the income managed declared areas of Cape York (Aurukun, Coen, Hope Vale and Mossman Gorge) Queensland will be affected by this measure.

For general information about SEAM visit the [Department of Education and Employment Workplace Relations](#).

#### **Am I eligible for this measure?**

Families do not have to do anything unless they are contacted by the Family Responsibilities Commission of the Queensland Government or the Department of Human Services.

For general information about SEAM visit the [Department of Education and Employment Workplace Relations](#).

#### **When will this measure start and finish?**

The measure starts on 1 January 2014 and ends on 31 December 2015.

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## INTRANET

### **Questions and answers**

#### **What training and support can I expect to receive?**

Face-to-face training will be provided to staff prior to 1 January 2014.

#### **Where do I go for more information?**

For more information staff can email [Seam.project.team@humanservices.gov.au](mailto:Seam.project.team@humanservices.gov.au)





# Final 2013-14 Budget measure

## WELFARE PAYMENT REFORM

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### CAPE YORK WELFARE REFORM—EMBEDDING AND BUILDING—DISENGAGED YOUTH

From 1 January 2014 a program to support disengaged youth will be introduced to the following Cape York communities:

- Mossman Gorge
- Aurukun
- Coen
- Hopevale.

The Department of Human Services will refer eligible disengaged youth to the Family Responsibilities Commission of the Queensland Government.

Young people do not have to do anything unless they are contacted by the Family Responsibilities Commission of the Queensland Government.

## INTERNET

### Questions and answers

#### **Who will be affected by this measure?**

People who are 16 to 21 years of age who reside in the income managed declared areas of Cape York (Mossman Gorge, Aurukun, Coen and Hope Vale) Queensland and receive Youth Allowance (other) with an activity test exemption or Parenting Payment.

#### **Am I eligible for this measure?**

Young people do not have to do anything unless they are contacted by the Family Responsibilities Commission of the Queensland Government.

#### **When will this measure start and finish?**

The measure starts on 1 January 2014 and ends on 31 December 2015.

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## INTRANET

### Questions and answers

#### **What training and support can I expect to receive?**

eReference will be updated to reflect these changes.

**Where do I go for more information?**

For more information visit the [Deduction and Confirmation Services](#) intranet page or the [FaHCSIA](#) website.

Staff can also email the Income Management helpdesk at [income.management.helpdesk@humanservices.gov.au](mailto:income.management.helpdesk@humanservices.gov.au)



# Final 2013-14 Budget measure

## IMPROVING SERVICES

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### CALL CENTRE SUPPLEMENTATION—REDUCING WAITING TIMES

This measure will provide the department with supplementary funding to improve call performance.

The additional \$10 million in 2012–13 and \$20 million in 2013–14 will be directed towards engaging additional staff to act in a surge capability role in order to better meet call demand.

## INTERNET

### Questions and answers

**Who will be affected by this measure?**

People who use our phone services will benefit, with greater capacity for the department to answer calls during peak periods.

**Am I eligible for this measure?**

Not applicable.

**When will this measure start and finish?**

This measure will start in May 2013.

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## INTRANET

### Questions and answers

**What training and support can I expect to receive?**

Not applicable.

**Where do I go for more information?**

Not applicable.