

centrelink

Notes for **Assistance for Isolated Children (AIC)**

When to use this form



Use this form to claim Assistance for Isolated Children (AIC) if you have primary or joint care for the student you are claiming for.

Only one parent or guardian can claim.

You need to submit a separate claim for each student in your care.

If you are moving to a new principal family home that will make the student eligible for AIC later in the year, this form should be lodged **as soon as you are aware** the change will happen.

Before you complete the form, read the **Notes**. They will be referred to as the **Notes**.

Claim closing date

To qualify for an AIC payment for the year of study, you need to lodge your claim by **1 March** in the year immediately following the year of study. Claims received after this date will not be approved for payment of AIC.

Return this claim as soon as you have completed it. The sooner you apply, the sooner you can be paid.

What else you may need to provide

You may need to provide other evidence for the student. The **Notes** advise what evidence may be needed depending on the reason for claiming AIC. Take the time to use the checklist at question 103 for other documents you may need to supply.

For more information

Go to servicesaustralia.gov.au/aic

Call us on 132 318.



Information in your language

We can translate documents you need for your claim for free.

To speak to us in your language, call **131 202**.

Call charges may apply.



Hearing and speech assistance

If you have a hearing or speech impairment, you can use:

- the National Relay Service 1800 555 660, or
- our TTY service on **1800 810 586**. You need a TTY phone to use this service.

For more information about help with communication, go to **servicesaustralia.gov.au** and search 'other support and advice'.

Information in other languages

English

To speak to us in your language, call **131 202**. Call charges may apply. For information in your language about our payments and services, go to **servicesaustralia.gov.au/yourlanguage**

Arabic

للتحدث إلينا بلغتك، اتصل على الرقم 131 202. قد تفرض الرسوم على هذا الاتصال. للحصول على معلومات بلغتك عن المدفوعات والخدمات التي نقدمها، اطلع على الرابط servicesaustralia.gov.au/yourlanguage

Assyrian

ڬۻۅۥۄڿؠٛ ڮۻ؞ڝڮڠؾؠٛ ڎڮێڡڿ؋؞؞ڡڎ؋؞ڮۮڿڮ؋؞ڝێؿؠ 131 202 جُحدَم ڎڤڎڂؠۿ؋؞ڟؠٛ؈ڎڎڲؠۿڂڽڣڎؾڋۥڮڡێێؠٛ ۻڡڎػٮڣۿؠڝڲڠؿڎڿێؿڡڿڣ؞ڝڡڡڎػڹؠڝێڮۻڮ؞؞ۻڡٚؾڡ ڬؿڡڟٚه servicesaustralia.gov.au/yourlanguage

Burmese

ကျွန်ုပ်တို့အား သင့်ဘာ သာစကားနှင့် ပြောဆိုရန် 131 202 ကို ဖုန်းခေါ် ပါ။ ဖုန်းခေါ် ခများ ပေးရနိုင်ဖွယ်ရှိမည်။ ကျွန်ုပ်တို့၏ ပေးငွေများနှင့် ဝန်ဆောင်မှုများအကြောင်းနှင့် ပတ်သက်သည့် အချက်အလက်များကို သင့်ဘာသာစကားနှင့် သိရန်အတွက် အောက်ပါ၌ ကြည့်ပါ။ servicesaustralia.gov.au/yourlanguage

Chaldean

 خان مروج : جنج حرف : جند مدن : جند مرحد وقد معتد :

 202 131 : جند : جقد حرمان : قد مقتری ها مقتری المعتد :

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Chinese (Simplified)

如果您希望用自己的语言与我们交谈,请致电 131 202 (可能需要收话费)。获取有关我们提供的各项福利金以及相关服务的中文资料可访问 servicesaustralia.gov.au/yourlanguage Dari

برای صحبت کردن با ما به لسان خودتان، به شماره 131 202 زنگ بزنید. این مکالمه ممکن است برایتان خرج بردارد. برای معلومات بیشتر راجع به مساعدت های مالی و خدمات ما به لسان خودتان، به ویب سایت servicesaustralia.gov.au/yourlanguage مراجعه کنید.

Dinka

Të wïc bï jam tënë yok tö thondu yic, ke bï cool 131 202. Täk wëu bï ke tääu piny tënë cool kënë. Ku non wïc wël tö thondu yic tënë wëu wïcke tääu piny ku luoiloikua, ke bï lo servicesaustralia.gov.au/yourlanguage

Hazaragi

بلدی ازیکه قد از مو د زیبون ازخود خو توره بوگین د شماره 131 202 زنگ بزنید. شاید سرشیم مصرف زنگ بایه. بلدی معلومات بیتشرد زیبون از خود د باره طریقه پیسه دیدون و خدمات از مو سر بزنید د ویبسایت servicesaustralia.gov.au/yourlanguage

Karen

လ၊တ်၊ကကတိၤတ်၊ဒီးပှၤလ၊နကစ်၊အကျိဝ်ဒဉ်နဝဲနှဉ်, ကီးဘဉ်လီတဲစိနီ်၊င်္ဂ၊ 131 202 နှဉ်တက့်၊တ်၊ကိုးအလဲက အိဉ်ဝဲဒဉ်နှဉ်လီ၊.လ၊တါဂ့်၊တ်၊ကျိုလ၊နကျိုဝ်ဒဉ်နဝဲလ၊အ ဘဉ်ဃးဒီးပဘူးလဲဒီးတါမၤစၢၤအတါဖုံးတါမၤတဖဉ်အင်္ဂါ, လဲၤဘဉ်ဆူ servicesaustralia.gov.au/yourlanguage နှဉ်တက္စ်၊.

Khmer

ដើម្បីនិយាយមកកាន់យើងខ្ញុំជាភាសាលោកអ្នក សូមទូរសព្ទទៅលេខ 131 202។ លោកអ្នកអាចបង់ ថ្លៃទូរសព្ទ។ ដើម្បីទទូលព័ត៌មានជាភាសាលោក អ្នកអំពីប្រាក់ផ្តល់និងសេវារបស់យើងខ្ញុំ សូមបើកមើល servicesaustralia.gov.au/yourlanguage

Korean

귀하의 언어로 통화하기를 원하시면, **131 202** 번으로 전화하십시오. 통화료가 부과될 수 있습니다. 귀하의 언어로 저희가 제공하는 급부금 및 서비스에 대한 정보를 찾아보기 원하시면, **servicesaustralia.gov.au/yourlanguage** 에 방문하십시오.

Kurdish (Kurmanji)

Ji bo ku bi zimanê xwe bi me re biaxivin, ev reqemên 131 202 re telefon bikin. Dibe ku bihayên telefon kirin were sepandin. Ji bo agahdariya di derbarê diravdanî û xizmetên me de herin li ser servicesaustralia.gov.au/yourlanguage

Nepali

तपाईको आफ्नो भाषामा हामीसँग कुरा गर्न 131 202 मा फोन गर्नुहोस्। फोनको शुल्क लाग्न सक्छ। हाम्रो भुक्तानी र सेवाहरूको बारेमा तपाईको आफ्नो भाषामा जानकारी पाउनको लागि, servicesaustralia.gov.au/yourlanguage मा जानुहोस्।

Persian (Farsi)

برای گفتگو با ما به زبان خود، با شماره **202 131** تماس بگیرید. ممکن است تماس هزینه داشته باشد. برای کسب اطلاعات درباره پرداختها و خدمات ما به زبان خود، به تارنمای servicesaustralia.gov.au/yourlanguage بروید.

Somali

Si aad noogula hadasho luqaddaada, wac 131 202. Kharashyada wicitaanada ayaa la isticmaali karaa. Wixii macluumaadka luqaddaada ah ee ku saabsan lacag-bixinnadayada iyo adeegyadeyda, ka eeg servicesaustralia.gov.au/yourlanguage

Swahili

Kuongea nasi kutumia lugha yako, pigia simu 131 202. Malipo ya simu yanaweza kutumika. Kupata habari katika lugha yako kuhusu malipo na huduma zetu, enda kwenye servicesaustralia.gov.au/yourlanguage

Turkish

Bizimle kendi dilinizde konuşmak için **131 202** numaralı telefonu arayın. Arama ücreti uygulanabilir. Ücretlerimiz ve hizmetlerimiz hakkında kendi dilinizde bilgi için şu siteye girin:

servicesaustralia.gov.au/yourlanguage

Vietnamese

Muốn nói chuyện với chúng tôi bằng ngôn ngữ của mình, quý vị hãy gọi số **131 202**. Có thể bị tính cước gọi. Muốn biết thông tin bằng ngôn ngữ của mình về các khoản trợ cấp và dịch vụ của chúng tôi, quý vị hãy truy cập **servicesaustralia.gov.au/yourlanguage**

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AIC allowances

There are 4 types of AIC allowances which are paid direct to the applicant or their agent, for example, the board provider or the student:

Boarding	for families with students who must board away from home to study.
Distance education	for families with students who are enrolled in an approved distance education course or doing other approved education while living at home.
Second home	for families that maintain a second home to allow their children to attend school daily.
Pensioner Education Supplement	for families with students getting Disability Support Pension or Parenting Payment (Single) and studying at primary or ungraded level.

For more information about boarding, distance education and a second home, read 'School term living arrangements' on Notes—page 10.

Reason for applying for AIC

To be eligible for AIC, the student must be one of the following:

- · boarding away from home to study
- enrolled in an approved distance education course, registered for home education/schooling or doing other approved education and studies at home
- · attending a Northern Territory Homeland Learning Centre
- living in the family's second home that was set up to provide them with daily access to schooling in accordance with the AIC policy.

The student is geographically isolated (Geographic Isolation Rules 1 and 2)

You are geographically isolated if:

- Rule 1—your family home is 56 km or more from the nearest suitable state school
- Rule 2—your family home is 16 km or more from the nearest suitable state school and at least 4.5 km away from the nearest transport to school or there is no available transport service to that school (and this will not be provided if requested).

Shortest practical route—Where a transport service is available or could be made available if requested, the shortest practical route is:

- the distance from home to the nearest available transport service by the shortest practical route, plus
- the distance from the transport service to the school by the route used by the service (or connecting services).

Available transport service—The transport service(s) may not necessarily take the student direct to their local state school but may connect with others that do.

Alternating bus routes—If the school transport service, route or pickup point varies on a daily, weekly or monthly basis, then provide details of all routes. Where morning and afternoon transport services differ in length, the average of the 2 is taken.

Transport which would be made available—A family cannot be considered isolated if the state or territory school transport authority or its contractor would provide a service close to the student's home if requested.

Other circumstances that adversely affect the student's access to school (Geographic Isolation Rule 3)

If Geographic Isolation Rules 1 or 2 do not apply and your child cannot get to the nearest suitable state school for at least 20 school days a year due to circumstances beyond your control, then Geographic Isolation Rule 3 may apply.

No reasonable access to school

You might be eligible if the child you are claiming for does not have daily access to a suitable state school. You might not have daily access to a suitable state school if your child cannot go to school for more than 20 school days in the year because:

- it would take at least 3 hours to get to school and back, or
- there are adverse weather conditions, impassable roads or other circumstances beyond your control.

Basis of Claim	Evidence required
	If the student is continuing study and was assessed as eligible on this basis and there has been no significant change in circumstances, no evidence is required.
Special weather conditions regularly make road or waterways impassable.	All other applicants should provide a statement from the school showing actual dates of absences due to special conditions in previous years for either the student, a sibling or a neighbouring student.
	If this is not available, the applicant must provide sufficient documentation from the appropriate authorities to clearly demonstrate that the road in question has previously been impassable and the duration of this situation. Only school days can be considered. It will be necessary to supply a report stating that the road or waterway in question was impassable on particular dates and has not been significantly upgraded since that time. The reports will be accepted from either the shire engineer/clerk, the bus company proprietor or the local/state/national roads, water, and/or land management authority.
Parents are unable to transport children to and from school.	Documentation confirming that the parent(s) is/are medically unfit or legally unable to drive for medical reasons and the period this will be the case.
	Documentation from the relevant state or territory authorities that the parent(s) do not have a registered vehicle or a driving licence. Evidence that a person does not have a registered vehicle or a driving licence will not be accepted if the person's access to a vehicle or licence has been removed by a court (for example, due to conviction) or other legal authority (such as a police officer).

AIC cannot be approved where factors are within the family's control. For example, choice of lifestyle, work commitments or child care arrangements make it inconvenient or difficult to transport the student to and from school each day. If there is more than 1 transport pick-up point, provide details of the shortest practical route.

The student has a disability or other health related condition

This includes students who have a physical or intellectual disability, a psychological, emotional or behavioural problem, a medical condition or are pregnant.

The student requires a special school program or special facilities

The table below gives acceptable reasons for approval of AIC for a student with disabilities, other health-related condition(s) or special education need(s), and lists the documentation you will need to provide.

Basis of Claim	Evidence required
The student needs to attend a special school which specifically caters for students with disabilities, other health-related conditions or learning difficulties.	No evidence required.
The student needs access to special facilities for a health-related condition.	Medical evidence* to establish the nature of the condition and a statement from the facility outlining how it will help the treatment of the student's condition.
The student needs to live in a different environment for health reasons (for example, needs to live in a different climate or needs to avoid lengthy travel).	Medical evidence* to establish the nature of the condition including (where necessary) confirmation that the environment will help the treatment of the student's condition.
The student needs to be removed from local school environment.	A statement from state or territory education authority (not local school) supporting the request for the student to bypass the local school, and where applicable, medical evidence* to establish the nature of the condition and establish the connection between the condition and local school environment.
The student needs to study from home for health related reasons.	Medical evidence* to establish the nature of the condition including, where necessary, a statement about why study in the home environment is required. If the student needs access to special facilities, evidence will be needed about whether their local state school(s) has facilities to help them attend that school.
The student requires diagnostic testing and/or specialist support/remedial tuition for a diagnosed learning need or disability.	A statement from state or territory education authorities (or specialist assessment service used by those authorities) supporting the need for testing/learning support or remedial program and that it is not available locally. Where the student needs diagnostic testing or support for a learning disability, the statement should advise the period for which the testing/support is required. Where the student needs learning support provided by a specialist teacher or facility for at least one and a half hours a week, evidence from the school principal/director of the facility is required giving details of the program.
The student's education would be seriously disadvantaged if they were to attend the local state school.	A statement from state or territory education authority (not local school) supporting the request for the student to bypass the local school and stating the reason the student would otherwise be seriously educationally disadvantaged. Call us on 132 318 to find out who you should contact in the state or territory education authority about this.
The student received AIC in Year 11 and is continuing in Year 12 at the same school.	No evidence is required. Centrelink will verify eligibility from previous AIC records.

^{*} Call us on 132 318 for details. You will need to get the Assistance for Isolated Children (AIC) Medical Statement – Student Special Needs (SY099) form completed by yourself and the Medical Practitioner/ Specialist and return it with the Claim for Assistance for Isolated Children (AIC) (SY040) form. If you are claiming AIC for a previous year, the form must be dated no earlier than 1 July of that year. If you do not have this form, go to servicesaustralia.gov.au/aic

State school offers tuition at the student's level

Generally, a state school is regarded as offering tuition at the student's level even if some or all of the subjects are delivered by distance education methods rather than by face-to-face teaching methods.

If the student has a disability, other health-related condition or a learning difficulty, give the name and address of the nearest state school or institution that can meet the student's needs.

If a selective or specialist school is the nearest state school to the student's principal family home, it will not be relevant in deciding if the student is geographically isolated unless the student attends that school.

If the student is under the minimum education or training participation age in their state or territory and doing tertiary study, for example, a TAFE course, give details of the nearest state secondary school offering tuition in the grade or year appropriate for the student's age.

Work of parent(s) requires frequent moves

The following evidence will need to be provided to support a claim on this basis:

Basis of Claim

Your work requires frequent moves for all of the following reasons:

- you need to relocate the family for work
- you need to work onsite and do not operate out of a base
- you relocate at least 5 times a year for work
- your livelihood has an itinerant lifestyle, for example, a shearer or fruit picker
- if your child travelled with you, they would miss at least 100 school days at a local state school in a year.

Evidence required

A statement from the applicant showing details of travel movements for the past 12 months (including dates and locations of work/employment) and planned travel movements in the year of study (including dates and locations of proposed work/employment) and supporting evidence from employer(s) or other authorities. If the relocation of the family involves the placement of the majority of their belongings in storage, a statement from the storage company verifying this will be required.

Note: This provision does not apply to a student whose parent(s)/guardian(s) are unemployed and travel widely and frequently in search of suitable employment.

Claiming in anticipation of a change in family's circumstances that would make student eligible for AIC later in the year

The following evidence will need to be provided to support a claim on this basis.

Basis of Claim

The student was placed into boarding, a second home has been set up so the student has access to schooling, or the student has commenced distance education or other approved education in anticipation of the change in the family's circumstances that would make the student eligible for AIC later in the year.

Evidence required

To receive back payment of AIC, evidence is needed that the parent or guardian was aware of the proposed change of circumstances at the time the student began boarding, study by distance education or other approved education or started living in the second home.

The type of evidence depends on the particular change in the family's circumstances that would make the student eligible for AIC later in the year. For example, if a parent or guardian was advised of a proposed job transfer to a geographically isolated area, evidence would be a statement from an employer that shows when they were advised of a proposed job transfer. If a parent or guardian was advised of a future change in school bus services, evidence would be a copy of a letter from a bus company advising when they were advised of the service changes.

Australian residence requirements

To be eligible for Assistance for Isolated Children (AIC), you and the student you are claiming for must meet residence requirements.

You and the student you are claiming for must be living in Australia and one of the following:

- an Australian citizen
- the holder of a permanent residence visa
- a New Zealand citizen who has permanently settled in Australia (a waiting period may also apply).

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 if you are living in Australia we will look at:

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

Where a New Zealand citizen has a partner living in New Zealand, they must be moving to Australia within 6 months.

Evidence of permanent residence status must be provided for you and the student you are claiming for as follows:

- Permanent residence visa holders provide your passport with an Australian visa.
- New Zealand citizens provide your New Zealand passport.

Who can get AIC

Approved applicant

The person applying for AIC must be 1 of the student's natural or adoptive parents **or** a person having prime or joint responsibility for the student's care and financial support, for example, a step-parent, guardian.

The applicant must sign the declaration at the end of the claim, give their tax file number unless an exemption applies and note they may be responsible for repaying any debt incurred in respect of the claim.

A claim may be accepted from an organisation where the student lives under the care of a non-government organisation which has full responsibility for the upkeep of the student. Organisations should also complete and return the **Assistance for Isolated Children (AIC) Organisation details (SY067)** form. If you do not have this form, go to **servicesaustralia.gov.au/forms**

Principal family home

The principal family home is the family's usual place of residence. It is the home where at least 1 parent/guardian lives for more than half the period for which AIC is being claimed. It is also the home where the student would normally live so they can attend school and where they would normally live during school holidays.

Study requirements

Students must be enrolled in, and be doing, full-time education or training to be eligible for AIC. Approved courses for AIC include primary and secondary level or equivalent courses as well as some tertiary vocational educational and training (for example, TAFE) certificate courses.

For a student at a school, distance education centre or other institution, including students with a health-related condition or disability, a full-time study load is the amount of education or training that the school or other institution regards as a full-time amount for that student.

Student details

Supporting documentation

Where no previous payments such as Family Allowance, Family Payment, Family Tax Benefit, Child Care Benefit, Maternity Allowance, Baby Bonus or Newborn Supplement have been paid for the student, proof of their age is required before AIC payments can start if this is the first claim for that student. The normal requirement is for either:

- the student's birth certificate or birth certificate extract
- · a current Australian passport which shows the student's date of birth.

If neither is available, acceptable alternatives include:

- official citizenship or residence papers which show the student's date of birth
- the student's registration of birth receipt.

Evidence will or may be required to support an AIC claim. Use the checklist at question 103 to make sure you are providing all the required information.

Other Australian Government assistance

Education or training assistance – The student cannot be assisted by more than 1 Australian Government education or training scheme at the same time.

You should compare entitlements available under the different schemes so you can choose the one that will best help your family. For example, at age 16, some families have the choice of continuing to receive assistance for the student under AIC and Family Tax Benefit or receive assistance under Youth Allowance or ABSTUDY, that are means tested on parental income, assets and in certain circumstances actual means.

We can help your family decide if it may be more beneficial to keep receiving AIC for the student or for them to claim Youth Allowance or another payment in their own right. Paying AIC only to that day will reduce the chance of an AIC debt if the student receives another payment from their 16th birthday.

You should also consider:

- If a dependent student is 16 years or older and needs to live away from home in order to study, they may be eligible for Youth Allowance or ABSTUDY Living Allowance (that is means-tested) instead of AIC.
- Family Tax Benefit is not payable when a student turns 16 years and receives payments such as Youth Allowance, ABSTUDY, Veterans' Children Education Scheme or the Military Rehabilitation and Compensation Act Education and Training Scheme allowances or Disability Support Pension.
- Family Tax Benefit continues to be payable for dependent students aged 16 to 19 studying towards a year 12 or equivalent qualification, who do not need to live away from home in order to study.
- Family Tax Benefit is also payable for a student 16 years or older who continues to qualify for AIC payments. It may also be more beneficial for Family Tax Benefit and AIC payments to be claimed, or continue, for a student living away from home when they turn 16 years, instead of them claiming Youth Allowance.
- If the student is an Australian Aboriginal or a Torres Strait Islander doing approved study, they (or their parent/guardian, if the student is younger than 16 years) can claim ABSTUDY instead of AIC. ABSTUDY is available for students doing secondary studies (as well as for certain primary school students 14 years or older as at 1 January in the year of study) or who need to repeat their final year of primary school at another location.
- Boarding or other assistance from a state or territory government may also be payable to eligible isolated families in addition to AIC, however, this boarding assistance received may effect the amount of Additional Boarding Allowance you receive if you are eligible.

Both the family and the student's circumstances need to be considered carefully. The relationship between AIC and other Australian Government payments is set out below:

If the student/young person (for whom AIC is claimed) receives or qualifies for:	AIC is affected in this way
Disability Support Pension, Parenting Payment (Single)	Families of students receiving 1 of these payments may qualify for an AIC Pensioner Education Supplement if studying at primary or ungraded level.
 Youth Allowance ABSTUDY New Apprenticeships Rehabilitation Training Scheme Awards Veterans' Children Education Scheme Military Rehabilitation and Compensation Act Education and Training Scheme Department of Defence Special Education Assistance (for staff at Woomera and Exmouth) Interim Income Support 	AIC is not payable from the date the young person (for whom AIC is claimed) receives 1 of these payments. If the student decides to claim another payment, you may be overpaid where AIC payments are made a term in advance. To reduce the chance of a debt, you should advise us at least 2 days before the date of the advance payment that covers the period the student will be making their claim.
Family Tax Benefit	This payment is normally paid to the student's parent or guardian and does not affect AIC benefits. Family Tax Benefit Part A and Part B is payable for the same child or when a full-time student aged 16 years or older continues to qualify for AIC.
State or territory education or training assistance	Most state and territory governments also provide assistance to isolated students, and some connect that assistance to eligibility for the AIC Scheme. Eligibility for the Scheme is not affected by receipt of such assistance. Boarding away from home allowances administered by the state or territory may effect the amount of Additional Boarding Allowance you receive if you are eligible.
If you or your partner or dependent child receives, or has received:	AIC Second Home Allowance is affected in this way
Rent Assistance, the First Home Owners Grant or state/territory government first home owner assistance or financial concession (for example, stamp duty concession) for a residence being claimed as a second home.	The allowance is not payable from the date you or your partner or dependent child receives Rent Assistance. The allowance is not payable if you or your partner or dependent child has ever received the First Home Owners Grant or state/ territory government first home owner assistance for that residence.

For more information, go to servicesaustralia.gov.au/aic

School term living arrangements

Boarding students

Board can be at a boarding school, hostel or private residence. A student is in a private boarding arrangement if the residence is not maintained by the student's immediate family but a boarding fee is paid to the person providing the board.

Students living in a second home

Maintaining a second home includes the student's family paying or contributing to rent, utilities charges such as electricity, water and/or gas consumption. Where the second home is owned, or being bought, this includes paying or contributing to council rates, water rates, land tax and/or mortgage as well as utilities charges.

To qualify for Second Home Allowance, at least 1 parent/guardian must live in the principal family home for more than half the period for which AIC is being claimed. A family can receive Second Home Allowance for up to 3 children living in the second home and attending school daily.

Students living at home doing distance education, home schooling or attending a Homeland Learning Centre

Distance education includes enrolment in a distance education school, centre or a school of the air. Students who attend a Northern Territory Homeland Learning Centre may also get Distance Education Allowance.

Students living at the principal family home or second home who are enrolled in distance education study, registered for home education/schooling or doing other approved education in the home may get Distance Education Allowance. Other approved education includes where a student with an injury or illness needs to stay at home for a limited period and their local school provides them with lessons or assignments to do at home.

Home schooling or home education is approved study where you provide the student's education in the family home and you are registered by the relevant state or territory education authority. Students who travel to school each day from the family home, and are not studying in the family home, cannot get the Distance Education Allowance.

The full-time rate of Distance Education Allowance is paid for full-time study but in some cases it can be paid at less than the full-time rate.

A part-time or pro-rata rate can be paid if the student with a special need or other circumstance is studying for less than 4 school days a week by distance education, home schooling or doing work set by the school for them to do at home. This part-time home-based study usually happens where the student is attending a local school for other days or parts of the school week for socialisation reasons or under a plan for their gradual return to full-time school attendance.

Both parents living in second home

To qualify for Second Home Allowance at least 1 parent/guardian must live in the principal family home for more than half the period for which AIC is being claimed. However, if an applicant has received Second Home Allowance in 2005 for a student (on the basis that both parents/guardians are living in the second home) that student will continue to be deemed as geographically isolated until the completion or discontinuation of their course, or arrangements for their principal family home change.

Parental income

Additional Boarding Allowance

Applying for Additional Boarding Allowance

Additional Boarding Allowance (ABA) may be paid depending on the level of family income and the actual boarding fees paid for the student. The actual boarding fees paid, is the charged boarding fee, less any boarding subsidies, refunds or scholarships including living away from home subsidies received from state or territory governments.

If you receive certain forms of income support from the Australian Government or hold a Health Care Card, we will, depending on the student's actual boarding fees, automatically pay you, if eligible, the ABA. You **do not** need to answer questions 73 to 84, unless you are applying for the income-tested ABA.

Student in state/substitute care

If a student in state/substitute care needs to board away from the home of their officially approved carer to attend school, the carer may qualify for ABA only if they do not receive a state or territory government allowance for the student.

If a foster care or similar allowance is received by:

- an organisation (applying on behalf of a student), then ABA is not payable
- the carer (or their partner), then ABA is not payable.

Parental Income Test

The Parental Income Test includes:

- · taxable income plus fringe benefits received from employers
- · income from outside Australia
- net investment losses, including negative gearing from property and shares
- · reportable superannuation contributions
- tax free pensions and benefits.

Maintenance paid out for any dependent children is deducted from the combined parental income for the Parental Income Test.

Maintenance income for the upkeep of a child or partner maintenance can include any of the following:

- cash
- lump sum payments and non-cash amounts
- · utilities charges
- · school fees
- other payments made on behalf, or for the benefit, of the child.

Exemption from the Parental Income Test

The Parental Income Test will not apply if you (or your partner):

- · get an income support payment but not Family Tax Benefit
- get ABSTUDY Living Allowance
- have a Health Care Card, but not a:
 - Low Income Health Care Card
 - Mobility Allowance or Carer Allowance card for a child with a disability.

When we calculate your Additional Boarding Allowance and the Parental Income Test does not apply, we will look at your child's actual boarding costs after any reductions, subsidies, scholarships or refunds.

Australian taxable income

Australian taxable income includes:

- taxable income shown on a Notice of Assessment (NOA) issued by the Australian Taxation Office (ATO)
- any taxable pensions, allowances, payments or benefits received from us or the Department of Veterans' Affairs (DVA)
- income received below the tax threshold, less any deductions allowable for taxation purposes.

The **BASE tax year** is the financial year ending before 1 January of the year of study.

Acceptable evidence of income

If you have a NOA issued by the ATO for the BASE tax year, a copy of this must be provided as proof of income. If you (or your partner) do not have a NOA for the BASE tax year, any 1 of the following evidence is acceptable:

- a copy of your (or your partner's) income tax return for the BASE tax year
- a letter from your accountant/tax agent stating that 'Income received by you (and/or your partner), is not
 expected to exceed \$xxxx'
- if you (or your partner) received a taxable pension from DVA for the full BASE tax year (and no longer receive it), a statement of benefit from that department
- payment summary and/or statements of benefit supported by a statutory declaration (or accountant certification) confirming that these show the full amount of taxable income received by you (or your partner) during the BASE tax year.

Where proof of income other than a NOA is supplied, it is accepted on an interim basis. However, an original NOA or certified copy must be supplied as soon as they are available.

Reportable fringe benefits

Reportable fringe benefits are provided by your employer and are counted as income. Reportable fringe benefits are non-cash benefits received (or assigned to someone else) from your employment.

Examples of reportable fringe benefits provided by employers include:

- helping pay rent or a home loan
- · providing a home phone
- providing a car
- · paying child(ren)'s school fees
- · paying health insurance premiums
- · paying child care expenses.

An employer's contribution to a complying superannuation fund is not a fringe benefit.

The value of any reportable fringe benefits will be shown on your payment summary for the financial year ending 30 June. You can ask your employer to tell you the amount that is expected to be shown on your payment summary.

Exempt reportable fringe benefits

Exempt reportable fringe benefits are any reportable fringe benefits received from a not for profit organisation which is eligible for a fringe benefits tax exemption under section 57A of the *Fringe Benefits Tax Assessment Act 1986.* You should check with your employer's payroll area if you are not sure if you receive exempt reportable fringe benefits.

Other reportable fringe benefits

Any reportable fringe benefits received from all other employers that are not eligible for a fringe benefits tax exemption.

Income from outside Australia

Gross income earned or received outside Australia must be included under the Parental Income Test. The evidence required is the same as for Australian taxable income. The evidence, or an attached explanatory statement, must clearly show the total amount in the currency of the country outside Australia. We will convert the amount into Australian currency.

Net investment losses

Net investment losses include net losses from rental property (negative gearing) and non-property income investments such as shares. Investment earnings include taxable and tax-exempt interest, dividends and rental income. The value of such losses is added back to parental income for the Parental Income Test.

Rental property for AIC purposes includes a house, a home unit, a room in your home, an on-site caravan, a house boat and any other similar rental property (including rental property outside Australia) for which rent or premiums were received.

Reportable superannuation contributions

Reportable superannuation contributions are counted as part of parental income and include discretionary employer superannuation contributions (such as voluntary salary sacrificed amounts) paid by you or on your behalf and, for the self-employed, total superannuation contributions which will be claimed as a tax deduction.

If you (or your partner) are affected, you (or your partner) must provide your Payment Summary or personal income tax return that shows the contribution. Contact us about what evidence is required if you (or your partner) have salary sacrificed to the benefit of your partner's superannuation or they are between age pension age and 70 years.

Tax free pensions and benefits

Tax free pensions and benefits are certain non-taxable pensions or benefits received in the relevant tax year from us, the Department of Veterans' Affairs or the Military Rehabilitation and Compensation Commission. It includes Disability Support Pension, Carer Payment or Wife Pension and similar pensions or benefits. It does not include Family Tax Benefit, Child Care Benefit, Child Care Rebate, Child Care Subsidy, Carer Allowance or Mobility Allowance.

Change in income

The income test is normally based on the BASE tax year income, but if there has been a decrease or an increase in income since that time, entitlement to the Additional Boarding Allowance may be affected.

Decrease in income: If there has been a substantial and lasting drop in income, you may apply for a Current Income Assessment by contacting us. If the concession is granted, you will be assessed on the basis of estimated (or actual) income for the financial year following the BASE tax year, effective from the date of the decrease or 1 January in the year of study, whichever is the later.

If your AIC payment(s) are worked out using your estimated income, you will be asked to provide a NOA issued by the ATO when available. Your AIC payment(s) will then be reassessed on the basis of the actual income details.

Note: Claims based on seasonal or short term market fluctuations may not be approved unless special circumstances exist.

Increase in income: If parental income for the financial year following the BASE tax year increases by more than 25% from the BASE tax year parental income, you must inform us as soon as possible (after the end of the current financial year). Your Additional Boarding Allowance entitlement may be reassessed on the higher income with effect from 1 October.

If parental income for the CURRENT tax year has decreased substantially or increased by more than 25% compared to the BASE tax year income, you should complete and return the **Assistance for Isolated Children (AIC) CURRENT tax year Assessment (SY042)** form. If you do not have this form, go to servicesaustralia.gov.au/aic

Payment details

The following payments are made a term in advance:

- Boarding Allowance for students at a boarding school, hostel, other residential institution, or boarding under the 'homestay trial' in Queensland
- Distance Education Allowance
- Pensioner Education Supplement for students at a boarding school, hostel or other residential institution.

The following payments are made **fortnightly in arrears**:

- · Boarding Allowance for students boarding privately
- Second Home Allowance
- Pensioner Education Supplement for students boarding privately.

How to get a tax file number (TFN)

If you are applying for AIC for the first time and you do not know your TFN or have never had one, you will need to apply for a TFN at the Australian Taxation Office (ATO). This can be done at one of our service centres, through the ATO online TFN application or directly to the ATO.

If you have a partner, their TFN is only required if Additional Boarding Allowance is being claimed.

Exemptions

You do not have to give us a TFN(s) if you (and/or your partner):

- receive a pension or Special Benefit from us or certain pensions from DVA
- are temporarily outside Australia. A TFN must be provided on your return to Australia
- are an Aboriginal or Torres Strait Islander person and attending traditional ceremonies at the time the form is lodged. A TFN must be provided on your return from participation in that ceremony
- are at risk from another person and your physical safety could be at increased risk by the disclosure of a TFN
- have lost all records of your TFN because of fire or flood damage to your home within the 6 months before applying for AIC.

If any of these situations apply to you (and/or your partner), provide a note with this form.

Changes you must tell us about

If you do not tell us about changes, **you could have a debt**. If you have a debt, even though the payment was made to another person or organisation, you may have to pay all or some of the money back.

After claiming **Assistance for Isolated Children**, you must tell us **within 14 days** if any of the following happens.

To advise us of changes, call us on 132 318.

Change of address

- If the principal family home address of the applicant, their partner or the student changes
- · If the student's term address or term living arrangements change
- If the student ceases to board away from home, or live in a second family home, while doing study.

Change in family's geographic isolation

 If the geographic isolation or other reason for which Assistance for Isolated Children Scheme was granted ceases.

If the student:

- does not enrol at the school, in the distance education course or other education or training course
- is not registered, or is no longer registered, for homeschooling
- does not begin school within the first 2 weeks after the first day on which the course is offered or on the day on which the student commences boarding
- . does not begin their distance education course or homeschooling within the first 2 weeks
- discontinues their course, education or training or discontinues full-time education, study or training
- has their enrolment cancelled by the education institution
- starts to receive an education or vocational training assistance from the Australian Government
- starts to receive ABSTUDY, Youth Allowance, Sickness Allowance, Special Benefit or other Australian Government income support payment, pension or allowance
- begins a full-time apprenticeship or traineeship
- is taken into lawful custody
- changes their foster or state care arrangements

- moves from one parent/guardian residence to the other parent/guardian residence as a result of the parent/guardian divorce or separation
- is now the financial or legal responsibility, or in the care and custody, of another person
- changes their arrangements for travel to and from the principal family home to the school
- · ceases to be an Australian citizen or an Australian resident
- as a New Zealand citizen, ceases to be the holder of a special category or special purpose visa or ceases to be permanently settled in Australia
- · is boarding and their boarding fees or costs change, or
- is deceased.

If the applicant (usually the parent or guardian):

- · ceases to have financial or legal responsibility or care and custody of the student
- marries, is in or commences a registered or de facto relationship or reconciles with a former partner
- separates from their partner
- has a partner who dies
- · is taken into lawful custody
- is admitted to a psychiatric institution
- ceases to be an Australian citizen or an Australian permanent resident
- as a New Zealand citizen, ceases to be the holder of a special category or special purpose visa or ceases to be permanently settled in Australia
- receives Second Home Allowance and begins to be paid Rent Assistance from us or another Australian Government agency for their second home
- receives Second Home Allowance and has been paid a First Home Owners Grant or state/territory first home owner assistance for their second home
- receives Additional Boarding Allowance and their partner's income earned or received has varied from the last estimate of income given to us
- receives Additional Boarding Allowance and there are changes in the circumstances of any dependent children in the family receiving or eligible for one of the following:
 - Assistance for Isolated Children (Additional Boarding Allowance)
 - Youth Allowance
 - ABSTUDY (living or boarding related allowances)
 - attracting Family Tax Benefit as a child 16 years or older in full-time secondary study
- receives Additional Boarding Allowance and their and their partner's income for the financial year ending in the year, for which the allowance is being received, increases by more than 25% from the previous financial year
- receives Additional Boarding Allowance and ceases to be paid an Australian Government income support payment, pension, allowance or ABSTUDY
- receives Additional Boarding Allowance and ceases to be entitled to a Health Care Card
- receives Additional Boarding Allowance and a child ceases to be in their care, or the number of dependent children in their care changes.

Travelling outside Australia

You need to tell us if you or the student are leaving Australia to travel or live in another country. Travelling outside Australia may affect your payments.

For more information, go to servicesaustralia.gov.au/paymentsoverseas

Other payments

Payment and Service Finder

To find help, estimate and compare payments and services you may be eligible for, go to servicesaustralia.gov.au/paymentfinder

Family assistance

Family Tax Benefit helps with the cost of raising children. It is made up of 2 parts: Family Tax Benefit Part A and Family Tax Benefit Part B.

Family Tax Benefit Part A is paid for each child. The amount you get is based on your family's circumstances.

If you or your partner has given birth or adopted a child, you may receive an increase to your Family Tax Benefit Part A called Newborn Upfront Payment and Newborn Supplement.

Family Tax Benefit Part B gives extra help to single parents, non-parent carers, including grandparents, and couples with one main income earner.

Child support and family assistance are closely linked. If you receive child support and Family Tax Benefit, the child support you receive will be considered when we work out your Family Tax Benefit payment.

Family Tax Benefit is income tested.

Your income estimate must include your and your partner's (if you have one) adjusted taxable income, including any income support payments you may receive, for example Parenting Payment, JobSeeker Payment, Disability Support Pension.

For more information, go to servicesaustralia.gov.au/families





centrelink

Claim for Assistance for Isolated Children (AIC) (SY040)

When to use this form



Use this form to claim Assistance for Isolated Children (AIC) if you have primary or joint care for the student you are claiming for.

Only one parent or guardian can claim.

You need to submit a separate claim for each student in your care.

If you are moving to a new principal family home that will make the student eligible for AIC later in the year, this form should be lodged **as soon as you are aware** the change will happen.

Before you complete this form, read the **Notes**. They will be referred to as the **Notes**.

Claim closing date

To qualify for an AIC payment for the year of study, you need to lodge your claim by **1 March** in the year immediately following the year of study. Claims received after this date will not be approved for payment of AIC.

Return this claim as soon as you have completed it. The sooner you apply, the sooner you can be paid.

Important information

Check that all required questions are answered and that the form is signed and dated.

You must return **all** supporting documents at the same time you lodge this claim form. If you do not return all documents, your claim may not be accepted. The only exception will be if you are waiting for medical evidence or other documents from a third party.

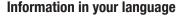
What else you may need to provide

You may need to provide proof of age for the student. The **Notes** advises what evidence may be needed depending on the reason for claiming AIC.

For more information

Go to servicesaustralia.gov.au/aic

Call us on 132 318.





We can translate documents you need for your claim for free.

To speak to us in your language, call 131 202.

Call charges may apply.

Hearing and speech assistance



If you have a hearing or speech impairment, you can use:

- the National Relay Service 1800 555 660, or
- our TTY service on **1800 810 586**. You need a TTY phone to use this service.

For more information about help with communication, go to **servicesaustralia.gov.au** and search 'other support and advice'.

F:11	to the form	5	Have you been known by any other name(s)?
You in A you of the yo	ing in this form I can fill this form digitally in some browsers, or you can open it Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader, I can print this form and complete it. Ou have a printed form: Use black or blue pen. Print in BLOCK LETTERS. Where you see a box like this Go to 1 skip to the question number shown.		Include: • name at birth • name before marriage • previous married name • Aboriginal or skin name No Go to next question Yes Give details below
1	 the student's parent or guardian claiming on behalf of a non-government organisation that has full responsibility for the upkeep of the student (for example, the student has been placed in the care of an organisation by a state or territory authority or a court) Go to next question You will need to complete an Assistance for Isolated Children (AIC) Organisation details (SY067) form and return both forms to us. Go to 25 		Type of name (for example, name at birth) 2 Other name Type of name (for example, name before marriage) If you need more space, provide a separate sheet with details.
2	Your Customer Reference Number (if known)	6	Your gender Male Female Non-binary
3	Your name Mr	7	Read this before answering the following question. Providing a mobile phone number or an email address means you may receive SMS or emails from us. To read the terms and conditions, go to servicesaustralia.gov.au/em Your contact details Home phone number (including area code) Mobile phone number
4	Your date of birth (DD MM YYYY)		Email



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8	The address of your principal family home	14	Read this before answering the following question.
			This question is voluntary and will not affect your payment. If you do answer, the information will help us to continue to improve services to Aboriginal and Torres Strait Islander Australians.
	Postcode		Are you of Aboriginal or Torres Strait Islander Australian descent?
0	Version and a delicate (f. 186 are also also also also also also also also		If you are of both Aboriginal and Torres Strait Islander Australian
9	Your postal address (if different to above)		descent, tick both 'Yes' boxes.
			Yes – Aboriginal Australian
			Yes – Torres Strait Islander Australian
	Postcode		
		15	Read this before answering the following question.
10	Has your principal family home address changed since 1 January of the year of study? No Go to next question		This question is voluntary and will not affect your payment. If you do answer, the information will help us to continue to improve services to people of Australian South Sea Islander descent.
	Yes Date your address changed (DD MM YYYY)		Australian South Sea Islanders are the descendants of Pacific Islander labourers brought from the Western Pacific in the 19th Century.
11	Is your principal family home the same address as the student's?		Are you of Australian South Sea Islander descent?
	This does not include a temporary or term residence the student lives in for the purposes of study.		No Yes
	For more information, read 'Principal family home' in the Notes .	16	Are you an Australian citizen who was born in Australia ?
	No You may not be eligible for an AIC allowance as the student does not normally live with you.	10	No Go to next question Yes Go to 20
	Call us on 132 318 .		
	Yes Go to next question	17	What is your country of birth?
12	Is your principal family home on a property?		
_	No 60 to 14	10	Do you hold any of the following:
	Yes Go to next question	10	Do you hold any of the following: • an Australian permanent residency visa
			a valid eligible visa
13	What is the legal description of the property (for example, lot,		Australian citizenship?
	section, parish – this may appear on your rates notice)?		No Go to next question
	If the property is made up of more than 1 title, provide details for each separate title.		Yes You must provide evidence, such as an
			Australian visa or New Zealand passport. For more information, read 'Australian
			residence requirements' in the Notes .
			▶ Go to 20
		19	Are you a New Zealand citizen settled permanently in Australia?
			No STOP You may not be eligible for an AIC allowance.
			Read 'Australian residence requirements' in the Notes or call us on 132 318.
			Yes Date of last arrival (DD MM YYYY)
			You must provide evidence.
			For more information, read 'Australian residence requirements' in the Notes .

20	Tick one of the boxes below to tell us about your relationship status right now.	24	The address of your partner's principal family home (if different to your address)
	For more information about relationship status, go to servicesaustralia.gov.au/moc If you have ever been separated from your current partner,		
	give the date that you most recently got back together (reconciled) with your partner.		Postcode
	This will update your Centrelink record only. Contact Medicare and/or Child Support to update your record if you have one.		
	Married Date married or last reconciled with your partner (DD MM YYYY)	Ab	out the student
	▶ Go to 22	25	Student's Customer Reference Number (if known)
	Registered relationship Date registered or last reconciled with your partner (DD MM YYYY)	26	Student's name
	is registered under Australian state or territory law) Go to 22		Mr Mrs Miss Ms Mx Other Family name
	De facto Date you started your relationship		First given name
	(your relationship is or last reconciled with your similar to a married partner (DD MM YYYY)		That given name
	couple but you are not married or in a		Second given name
	registered relationship) Go to 22		
	Separated Go to 21 (previously in a marriage, registered or de facto relationship)	27	Student's date of birth (DD MM YYYY)
	Divorced Go to 21		
	Widowed (previously in a marriage, registered or de facto relationship) Go to 21	28	Include: • name at birth • name before marriage Has the student been known by any other name(s)? • alias • adoptive name
	Never married or lived Go to 25 with a partner		 previous married name Aboriginal or skin name foster name.
21	Give the date of your separation, divorce or becoming widowed		No Go to next question Yes Give details below
	if after 1 January in the year of study (DD MM YYYY)		Other name
	▶ Go to 25		
22	Your partner's name		Type of name (for example, name at birth)
	Mr Mrs Miss Ms Mx Other		
	Family name		If you need more space, provide a separate sheet with details
	First given name	29	Student's gender Male
	Second given name		Female Non-binary
23	Your partner's date of birth (DD MM YYYY)		

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3 U	read this before answering the following question.	30	what is your relationship to the student?
	This question is voluntary and will not affect your payment.		Parent Go to next question
	If you do answer, the information will help us to continue		Grandparent Go to next question
	to improve services to Aboriginal and Torres Strait Islander		
	Australians.		Step parent Go to next question
	Is the student of Aboriginal or Torres Strait Islander Australian		Foster parent Go to next question
	descent?		Other/guardian Provide a statement describing
	If the student is of both Aboriginal and Torres Strait Islander		your relationship to the student
	Australian descent, tick both 'Yes' boxes.		and explaining why this student's
			parent(s) cannot apply.
	No		
	Yes – Aboriginal Australian		
	Yes – Torres Strait Islander Australian	37	Do you have primary care and responsibility for the student?
			No Provide a statement describing why the person
31	Pood this before analysing the following question		with primary care and responsibility for the
31	Read this before answering the following question.		student cannot apply.
	This question is voluntary and will not affect your payment.		
	If you do answer, the information will help us to continue to		Yes Go to next question
	improve services to people of Australian South Sea Islander descent.		
		38	Has Assistance for Isolated Children (AIC), Family Allowance,
	Australian South Sea Islanders are the descendants of Pacific Islander labourers brought from the Western Pacific	30	Family Tax Benefit, Child Care Benefit, Maternity Allowance,
	in the 19th Century.		Baby Bonus or Newborn Supplement ever been paid for
	in the roth contary.		this student?
	Is the student of Australian South Sea Islander descent?		_
			No Provide a copy of the student's proof of age.
	No		9
	Yes		Yes Go to next question
32	Is the student an Australian citizen who was born in Australia ?		Not Give details below
	No Go to next question		sure
	-		
	Yes 60 to 36		
33	What is the student's country of birth?	39	Do you allow us to give information about your claim or
			payments to another person or organisation?
			No 60 to 40
2.4	Describe shaded held one of the fellowing		
34	Does the student hold any of the following:		Yes Give details below
	an Australian permanent residency visa		Details of parent or guardian or other person.
	a valid eligible visa		This will help us identify the person to whom you allow
	Australian citizenship?		information to be given.
	No Go to next question		
	Vee		Person's or organisation's name
	iou must provide evidence, such as an		
	Australian visa or New Zealand passport.		
	For more information, read 'Australian residence requirements' in the Notes .		Relationship to the student (for example, parent, friend)
	▶ Go to 36		Dhana numbar (ingluding area anda)
25	le the student a New Zealand sitizan cattled normanantly in		Phone number (including area code)
35	Is the student a New Zealand citizen settled permanently in Australia?		
	Australia:		Date of birth (DD MM YYYY)
	No (STOP) You may not be eligible for an AIC allowance.		Date of billin (bb Wiwi 1111)
	Read 'Australian residence requirements' in the		
	Notes or call us on 132 318 .		Permanent address
	Yes Date of last arrival (DD MM YYYY)		remailent address
	You must provide evidence.		
	For more information, read 'Australian		Postcode
	residence requirements' in the Notes .		
	. co.ac.ico requiremento in tilo meteo.		

40	Is the student in state care or living under a government or court approved substitute care arrangement?	Edi	ucation details
	These arrangements do not normally include students living	43	What year are you claiming AIC for?
	away from home in a boarding school or hostel.		(YYYY)
	No Go to next question		
	Yes	44	Is the claim being lodged after 7th October in the year of study No Go to next question
			Yes If details of your address, school or living
41	Will the student receive any other Australian Government		arrangement will differ from the current year, provide a separate sheet with the details. Go to next question
	education or training assistance during the year that you are claiming for?		
	For example:	45	Give details of the school/institution/home schooling, year and level of study the student is enrolled/will enrol with or is
	Youth Allowance		registered/will be registered in the year of study.
	ABSTUDY Veterans' Children Education Scheme		For approved home school arrangements you must
	the Military Rehabilitation and Compensation Act Education and Training Scheme.		provide a current registration certificate from your state or territory education authority.
	For more information, read 'Student details – Other		Name of school/institution
	Australian Government assistance' in the Notes .		
	No ☐ Go to next question		Address of school/institution
	You may not be eligible to clam both payments. For more information, read 'Student details' in the Notes .		
40			Postcode
42	Has or will the student be claiming for Disability support pension or parenting payment (single) and wanting to claim the AIC Pensioner Education Supplement?		Grade or year level (for example, 1st grade, Year 10, 1st year)
	No		Tertiary course name, provider and course number
	Yes		
		46	Will the student be studying full-time at the above nominated school?
			No Go to 49
			Yes Go to next question
		47	Will the student start full-time studies on the first day of the year/term?
			No Go to next question
			Yes Go to 49
		48	What date will the student commence full-time studies (DD MM YYYY)

Sil	duents niving arrangement	360	Solid Hollie
49	Tick the box which best describes the student's living arrangements during the school term. Living at home and studying Go to next question via distance education/	53	Give the address details of the place where the student is living at the second family home.
	homeschooling or by another form of approved schooling		
	Living at home and attending Go to 52 a Northern Territory Homeland Education Centre	54	Postcode Will the student be living at the location given in question 53 for
	Living in a second home Go to 53 maintained by the family		the full school year? No Period
	Boarding at school, Go to 64 a private residence or hostel		From (DD MM YYYY)
	None of the above You may not be eligible for an AlC allowance. Call us		To (DD MM YYYY)
	on 132 318 .		From (DD MM YYYY)
Dis	stance education or Homeland Centre education		(DD MM YYYY)
50	How many days per school week does/will the student live at the home and study by distance education or other approved education?		If you need more space, provide a separate sheet with details. Yes Go to next question
	per week	55	How many nights per week does/will the student live at the
51	Is the student dual enrolled?		second home?
	For example, they are studying with the school nominated in question 45 and also attending a local school for part of the week.		per week
	No Go to next question		
	Yes Give details below		
	Dates for the study From (DD MM YYYY)		
	To (DD MM YYYY)		
	Name of local school the student is attending part-time		
52	Is the student studying at a Northern Territory Homeland Centre? No 6 6 6 6 6 5		
	Yes Give details below		
	Name of community Homeland Centre		
	Name of main Hub School for the Homeland Centre		
	▶ Go to 85		

the year of study? No	56	Are any other dependent children going to live in the second	57	Who is/will be living with the student at the second home?
No 60 to next question Yes 61 family name First name Same of birth (DD MM YYYY) Date of birth (DD MM YYYY) Same of person Relationship to the student Same of person Same of person Same of person First name Same of person Relationship to the student Same of person Same of		home and attend school daily or study by distance education in the year of study?		For more information, read 'School term living arrangements
First name Samily name		· ·		- both parents living in second nome in the Notes .
First name Solution of birth (DD MM YYYY) Date of birth (DD MM YYYY) First name Solution of birth (DD MM YYYY) Date of birth (DD MM YYYY)		Yes Give details below		You
First name Date of birth (DD MM YYYY) Liphage Standard		1 Family name		· _
First name Date of birth (DD MM YYYY)				
Date of birth (DD MM YYYY)		First name		Another person Go to next question
Date of birth (DD MM YYYY) First name			58	Who is the other person?
Relationship to the student First name First name Second Home Allowance from the date you, your partner or dependent child) receive Australian Government Rent Assistance for that residence. For more information, read "Student details — Other Australian Government Rent Assistance for that residence. For more information, read "Student details — Other Australian Government housing assistance (for example, Rent Assistance) in the second family home address during the year of study? No Go to next question Yes Go to next question Yes Go to next question Type of assistance Date of birth (DD MM YYYY) Animaling the property by: paying the rent lease the property paying the rent lease the property paying the mortgage on the property. No Go to next question Yes Sive details below Type of assistance If you need more space, provide a separate sheet with details.		Date of birth (DD MM YYYY)	Name of person	
First name Sead this before answering the following question.				
First name 59 Read this before answering the following question. You cannot receive Alc Second Home Allowance from the date you, your partner or dependent child receive Australian Government Rent Assistance for that residence. For more information, read 'Student details—Other Australia Government assistance' in the Notes. Will/did you (and/or your partner or dependent child) receive Australian Government housing assistance for example, Rent Assistance) for the second family home address during the year of study? No 6 to next question Yes 6 to example, Rent Assistance Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) First name 60 Do you contribute to maintaining the property? Maintaining the property by: Paying the rent Paying the mortgage on the property. No 6 to next question Paying the mortgage on the property. No 6 to next question Paying the rent Paying the mortgage on the property. No 6 to next question Paying the mortgage on the property.				Relationship to the student
You cannot receive AIC Second Home Allowance from the date you, your partner or dependent child receive Australian Government Rent Assistance for that residence. For more information, read "Student details – Other Australian Government assistance" in the Notes. Will/did you (and/or your partner or dependent child) receive Australian Government housing assistance (for example, Rent Assistance) for the second family home address during the year of study? No		2 Family name		
Vou cannot receive AIC Second Home Allowance from the date you, your partner or dependent child receive Australian Government Rent Assistance for that residence. For more information, read 'Student details — Other Australian Government assistance' in the Notes. Will/did you (and/or your partner or dependent child) receive Australian Government housing assistance (for example, Rent Assistance) for the second family home address during the year of study? No		First name	59	Read this before answering the following question.
Date of birth (DD MM YYYY)				
First name Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) First name The same of birth (DD MM YYYY) Date of birth (DD MM YYYY) First name The same of birth (DD MM YYYY) Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) The same of birth (DD MM Y		Date of hirth (DD MM YYYY)		
## Will/did you (and/or your partner or dependent child) receive Australian Government housing assistance (for example, Rent Assistance) for the second family home address during the year of study? No				For more information, read 'Student details – Other Australian
Australian Government housing assistance (for example, Rent Assistance) for the second family home address during the year of study? No Go to next question Yes Give details below Type of assistance Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) Jake of birth (DD MM YYYY) First name If you need more space, provide a separate sheet with details.				
Assistance) for the second family home address during the year of study? No Go to next question Yes Give details below Type of assistance Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) First name The property by: Paying the rent Paying the mortgage on the property. The paying the mortgage on the property.		3 Family name		
Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) First name If you need more space, provide a separate sheet with details.				Assistance) for the second family home address during the year
Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) S Family name First name Date of birth (DD MM YYYY) If you need more space, provide a separate sheet with details.		First name		
Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) If you need more space, provide a separate sheet with details.				
Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) First name 60 Do you contribute to maintaining the property? Maintaining the property by: paying the rent lease the property paying the mortgage on the property. No Go to next question Yes Give details below If you need more space, provide a separate sheet with details.				
First name Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) If you need more space, provide a separate sheet with details.				Type of assistance
First name Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) If you need more space, provide a separate sheet with details.		4 Family name		
First name Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) If you need more space, provide a separate sheet with details.				
Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) Family name Date of birth (DD MM YYYY) Date of birth (DD MM YYYY) If you need more space, provide a separate sheet with details.		Fintern		
Date of birth (DD MM YYYY) First name Date of birth (DD MM YYYY) If you need more space, provide a separate sheet with details.		First name	60	Do you contribute to maintaining the property?
First name Date of birth (DD MM YYYY) If you need more space, provide a separate sheet with details. ■ paying the rent • lease the property • paying the mortgage on the property. No		Date of hirth /DD MM VVVV		Maintaining the property by:
• paying the mortgage on the property. Solve details below First name Date of birth (DD MM YYYY) If you need more space, provide a separate sheet with details.		Date of birth (bb wiw 1111)		lease the property
First name Date of birth (DD MM YYYY) If you need more space, provide a separate sheet with details.				
First name Date of birth (DD MM YYYY) If you need more space, provide a separate sheet with details.		5 Family name		W 🗖 0 / W
First name Date of birth (DD MM YYYY) If you need more space, provide a separate sheet with details.				-
If you need more space, provide a separate sheet with details.		First name		res p Give details below
If you need more space, provide a separate sheet with details.				
		Date of birth (DD MM YYYY)		
		If you need more space, provide a separate sheet with details.		
If you need more space, provide a separate sheet with detail.				
				If you need more space, provide a separate sheet with details.

61	Are you paying fees to a third party to cover the boarding costs and lodgings, for example, accommodation, meals and laundry	Stu	udents boarding away from home
	services?	64	Where is the student boarding:
	No Go to next question		the school Go to 67
	Yes Give details below		a boarding facility or hostel Go to next question
			privately boarding Go to 66
		65	Name and address of the place where the student is living away from home
			Name of facility
			Address
	If you need more space, provide a separate sheet with details.		
62	Read this before answering the following question.		Postcode
	You cannot claim AIC Second Home Allowance if you or your partner are receiving, or have previously received, a First Home Owners Grant or state/territory government first home owner assistance for that residence.		▶ Go to 67
	For more information, read 'Student details – Other Australian Government assistance' in the Notes .	66	What is the name of the person providing board and the relationship between this person and the student?
	Have you (and/or your partner) received, or will receive, either: • the First Home Owners Grant, or		Name of person providing board
	 state/territory government first home owner assistance or financial concession (for example, stamp duty concession) for the residence being claimed as your second home? 		Relationship to the student
	No Go to 85		
	Yes Go to next question	67	How many nights per week does/will the student board?
63	Will you or your partner be living in the principal family home		per week
	for more than 50 percent of the school year (while the second home is being maintained)?	68	Will the student be living at the study location for the full year?
	No <i>Go to 85</i>		No Period
	Yes Value 83		From (DD MM YYYY)
			To To
			(DD MM YYYY)
			From (DD MM YYYY)
			To (DD MM YYYY)
			If you need more space, provide a separate sheet with details.
			Yes > Go to next question

69	Does the student need to live full-time (including periods of short term board) at a special institution?	Ad	ditional Boarding Allowance
	No Go to next question	73	Are you the student's foster parent?
	Yes Give details of the reason for your claim.		No Go to 77
	For acceptable reasons and evidence required, read 'Reason for applying for AIC' in the Notes .		Yes Go to next question
		74	Will you or do you (or your partner) receive a foster care or similar allowance for the student?
	Go to next question		Provide a statement from the relevant government agency showing the care arrangements and confirming an allowance is not received. • Go to 77
	· · · · · · · · · · · · · · · · · · ·		Yes Go to next question
70	How much are the annual boarding fees charged for the student?	75	Will you or do you (or your partner) receive a foster care or
	Boarding fees are the actual boarding charges levied per year.	/5	similar allowance for the student for the whole calendar year?
	Include charges for items associated with boarding such as		No Go to next question
	laundry and linen costs. Do not include fees associated with the:		Yes Go to 85
	student's tuition	70	Desired (A) and (and (an arranged a) All the arranged as for the second
	supply of school or stationery materials.	76	Period(s) you (and/or your partner) will receive a foster care or similar allowance for the student.
			From
	\$ per year		(DD MM YYYY)
-4			To (DD MM YYYY)
71	How much in boarding scholarships, refunds or subsidies have or will be received?		From
	Include living away from home allowances paid by your		(DD MM YYYY)
	state or territory governments.		To
			(DD MM YYYY)
	\$ per year		From (DD MM YYYY)
72	Is the student boarding away from home and you wish to apply for the Additional Boarding Allowance which is income tested?		To (DD MM YYYY)
	For more information, read 'Additional Boarding Allowance' in the Notes .		If you need more space, provide a separate sheet with details.
	No Go to 85	77	Do you receive a payment paid by the Department of Veterans'
	Yes Go to next question		Affairs?
			No Go to next question
			Yes Give details below
			Name of payment
			Go to 85
			y 40 to 00

78 Read this before answering the following questions.

All boxes in question 78 must be completed.

If you (and/or you partner) did **not** receive income from any of the following sources, **write 'Nil'** in the appropriate boxes.

The **BASE tax year** is the financial year ending before 1 January of the year of study.

If you have had a large increase or decrease in income, read 'Parental income' in the **Notes**.

Give your (and your partner's) income for the BASE tax year.

A Australian taxable income even if below the threshold

You	Your partner
\$	\$

B All income from outside Australia received in that country's last financial year

Your partner
Type of currency

C Net investment losses

Include losses on investments/shares and rental properties, that is, negative gearing

You	Your partner
\$	\$

D Reportable superannuation contributions paid by you (or your partner) or on your (or your partner's) behalf, for example, voluntary salary sacrificed amounts

You	Your partner
\$	\$

E All child support and partner maintenance payments you (and your partner) paid out

You	Your partner
\$	\$

F Exempt reportable fringe benefits

You	Your partner
\$	\$

G Other reportable fringe benefits

You	Your partner
\$	\$

H Tax free pensions and benefits

You	Your partner	
\$	\$	

Provide proof of your (and your partner's) income. See **acceptable evidence** on page 12 of Notes.

79 Read this before answering the following questions.

Other dependent children includes children in your (or your partner's) care if:

- the child is being paid one of the following payments as a dependent, that is, their payment is also subject to the Parental Income Test:
 - Youth Allowance (YA)
 - ABSTUDY Living Allowance or School Fees Allowance
 - Assistance for Isolated Children (AIC) Additional Boarding Allowance
- the child meets the definition of a Family Tax Benefit child where they are 0 to 19 years old and if 16 to 19 years old, they are studying at secondary school. If there is a shared care arrangement in place for the child, this may also be taken into account.

Do not include:

- the student you are claiming for on this form
- a child if they do not meet one of the criteria of a dependent child.

Are there any other dependent children in your family?

No **Go to 85**Yes **Go to next question**

Chi	ild 3	Chi	ild 4
80	Dependent child's details Family name	80	Dependent child's details Family name
	First given name		First given name
	Date of birth (DD MM YYYY)		Date of birth (DD MM YYYY)
81	Receiving, eligible for, or recently claimed one of these payments: YA / ABSTUDY / AIC	81	Receiving, eligible for, or recently claimed one of these payments: YA / ABSTUDY / AIC Go to 84 Family Tax Benefit, as fortnightly payments None of these payments, or claiming Go to next question
82	Family Tax Benefit as a lump sum Do you (and/or your partner) share the care of this child with	82	Family Tax Benefit as a lump sum Do you (and/or your partner) share the care of this child with
	another person? Do not include school/day care arrangements. No Go to 84 Yes Go to next question		another person? Do not include school/day care arrangements. No
83	Read this before answering the following question. If you do not know what percentage of care you have, or if the information does not match our records, a shared care assessment may be required before we are able to include them in the calculation of the AIC payment. What is the percentage of your (and/or your partner's) care of this child?	83	Read this before answering the following question. If you do not know what percentage of care you have, or if the information does not match our records, a shared care assessment may be required before we are able to include them in the calculation of the AIC payment. What is the percentage of your (and/or your partner's) care of this child?
84	Do you have another dependent child? No	84	Do you have another dependent child? No

len	lati∩n	conditions			

85 Why does the student need to board away from home, live in a second home or study by distance education or other approved education?

For more information and details of evidence required, read 'Reason for applying for AIC' in the **Notes**.

Geographic location **Go to 89**

Go to 99

Go to 97

The student has a disability, other [health-related condition or special education need which requires them to study from home or requires a special school program or special facilities that cannot be catered for at a local state school or at home.

Provide evidence and an
Assistance for Isolated Children
(AIC) Medical Statement –
Student Special Needs (SY099)
form, if required. If you do not
have this form, go to
servicesaustralia.gov.au/forms

Work of parent(s) requires **Go to 96** frequent moves.

The student lives in a second family home with a sibling who is qualified for AIC, or has qualified, in the current or a previous year, under one of the above criteria

In anticipation of a change in the Go to next question family's circumstances that would make the student eligible for AIC later

in the year.

Address of new principal family home (if applicable)

Postcode

When did/will the change happen?

(DD MM YYYY)

When did you first become aware that the family's circumstances will be changing?

(DD MM YYYY)

Provide evidence that you were aware of the change of family circumstances and shows when you were advised of the change.

For example:

a statement from an employer about a job transfer

a copy of a letter from the bus company for

proposed change in services.

Give the following information about the family's change of

89	Read this before answering the following questions.	94	How long does a return journey by public, private or school
	If you are moving to a new principal family home, answer questions 89 to 95 using that new principal family home.		transport take from the principal family home to the state school(s) nearest the principal family home?
	If there is more than one state school within 56 kms, give details of the school with a transport pick-up point nearest to the principal family home.	05	hours minutes
	Where there is more than one state school, also provide a copy of a scale map of the area showing the location of each school, any bus pick-up points and school bus routes.	95	Is there any reason (other than distance, travel time or a condition described in question 85) that affects the student's ability to trave from the principal family home to the state school(s) nearest the principal family home on at least 20 school days of the year
	For more information, read 'Reason for applying for AIC' in the Notes .		(for example, roads frequently impassable)?
	Give the name(s) and address(es) of the state school(s) nearest to the principal family home which offer tuition at the student's level.		No fo to 99 Yes Give details below
	Name of school		
	Address of school (not PO Box number)		You will need to provide evidence. For more
			information, read 'Reason for applying for AIC – Other circumstances that adversely affect the student's access to school (Geographic Isolation Rule 3)' in the
	Postcode		Notes. • Go to 99
90	What is the distance one way from the principal family home to the state school by the shortest practical route?	96	Give details of the type of work you do that requires frequent
	For more information, read 'Reason for applying for AIC – The student is geographically isolated' in the Notes . We will contact you if evidence to confirm the distances is needed.		moves.
	Give distance to the nearest 10th of a kilometre		
	• kms		You will need to provide evidence. For more information, read 'Reason for applying for AIC – Work of parent(s) requires frequent moves' in the Notes .
91	Is there a transport service to the state school(s) nearest the principal family home?		Go to 99
	This includes transport which would be made available on request.		Give the name of the sibling for whom the second home was established.
	No Go to 94 Yes Go to next question		
92	What is the distance from the principal family home to the	98	Has an AIC form been lodged for the sibling in the year of study?
	nearest transport pick-up point (for example, bus stop), going to the state school(s) nearest the principal family home, by the shortest practical route? This includes transport which would be made available on request. Give distance to the nearest 10th of a kilometre		Provide a statement explaining why this student (the sibling) must live in the second home to access education daily.
			For example, they were previously eligible for AIC but are now receiving or claiming Youth Allowance or ABSTUDY and are
			attending a local education institution.
	• kms		Go to next question
93	What is the distance from the transport pick-up point to the state school(s) nearest the principal family home by the transport service route?		Yes Student's Customer Reference Number (if known)
	Give distance to the nearest 10th of a kilometre		
	• kms		

However, if you prefer, we can make the payments to a school, boarding institution or agent that you tell us about. If the payments we make are more than the fees due, you should claim a refund on the difference from them. Any AIC debt that occurs may still be your responsibility, even if we paid another person or organisation.	(TFN). If you have a partner, we will need their TFN too. If you or your partner do not have a TFN, or do not know what yours is, you can apply for one through the Australian Taxation Office. In giving us your (and your partner's) TFN in relation to this claim you authorise us to use your (and your partner's) TFN for other family assistance payments or social security payments and services in future where necessary.
You Go to next question	Have you (and your partner) given us your tax file number(s)
The boarding institution Go to 101	before?
The school Go to 101	No Go to next question
Student Go to next question	Not sure Go to next question
	Yes Go to 103
100 Where do you want your payment made?	
Check the account and branch numbers you provide are correct. Payments will be delayed if the account number is	102 Do you (and your partner) have a tax file number(s)?
wrong. It is up to you to give the right number.	If you have a partner, their tax file number is only required to be provided if Additional Boarding Allowance is being claimed.
Name of bank, building society or credit union	be provided if Additional Boarding Allowance is being claimed.
Name of Bank, Building Society of Creat amon	You
	No Go to ato.gov.au
Branch number (BSB)	Yes Your tax file number
Account number (this may not be the card number)	Vour norther
	Your partner
Account held in the name(s) of	No Go to ato.gov.au
	Yes Vour partner's tax file number

101 Read this before answering the following questions.

You may not be paid if you do not give us your tax file number

Who are payments to go to:

We usually make AIC payments directly to you.

Checklist

103 Which of the following forms and documents are you (and/or your partner) providing with this form?

Where you are asked to supply documents, provide original documents. In some circumstances copies may be accepted as detailed in the below checklist.

If you are not sure, check the question to see if you should provide the documents.

Organisation details (SY067) form (if required at question 1)	
Copy of evidence you have an Australian visa or evidence of a New Zealand passport (if you answered Yes at question 18 or question 19)	
Copy of evidence the student has an Australian visa or evidence of a New Zealand passport (if you answered Yes at question 34 or question 35)	
Statement describing your relationship to student (if you answered 'Other/guardian' at question 36)	
Statement describing why the person with primary care and responsibility for the student cannot apply (if you answered No at question 37)	
Copy of the student's proof of age (if you answered No at question 38)	
A current certificate or statement from the state or territory education authority confirming the student's home school registration. (if required at question 45)	
A statement from government agency showing the care arrangement and confirming no allowance received (if you answered No at question 74)	
Copy of proof of income (if required at question 78)	
Details of additional dependent children (if you answered Yes at question 84 on page 13)	
Assistance for Isolated Children (AIC) Medical Statement – Student Special Needs (SY099) form (if required at question 85)	
Copy of evidence that you were aware of the change of family circumstances (if required at question 88)	
Copy of evidence to support circumstances that adversely affects the student's access to the local school	
(if you answered Yes at question 95)	
Copy of evidence that work of parent(s) requires frequent moves (if required at question 96)	
Statement why student (a sibling) must live in second home to access school daily (if you answered No at question 98)	

Privacy notice

104 You (and your partner) need to read this

Privacy and your personal information

The privacy and security of your personal information is important to us, and is protected by law. We collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to servicesaustralia.gov.au/privacypolicy

Declaration

105 I declare that:

- I have read and understand the list of events provided on pages 15 and 16 of the **Notes**.
- the information I have provided in this form is complete and correct.

I understand that:

- I must notify Services Australia of any change(s) to this information,
 - within 14 days of the occurrence of any event listed on pages 15 and 16 of the **Notes**.
- Services Australia can make relevant enquiries to make sure I receive the correct entitlement.
- giving false or misleading information is a serious offence.

Your signature

Date (DD MM YYYY)					

AIC payments cannot start until this declaration is signed and the form is returned to us.

An important note

Any AIC debt may be recovered by reducing any remaining payments you could receive. If you are no longer receiving AIC, you will have to arrange to pay back the debt directly to us. The debt is always recovered from the applicant, not from the agent or student who receives AIC.

Returning this form

Return this form and any supporting documents:

- online (excluding identity documents) using your Centrelink online account. For more information, go to
 - servicesaustralia.gov.au/centrelinkuploaddocs
- by post to

Services Australia Reply Paid 7800 CANBERRA BC ACT 2610

- by fax to 1300 786 102
- in person at one of our service centres.