Changes to Carer Payment

Carers NSW Australia

Changes to the Carer Payment will come into effect on **Thursday 20 March 2025**. This fact sheet contains information about the changes. More information about the Carer Payment and other income support payments can be found online at Services Australia.

Why are changes happening?

On Thursday 4 July 2024, the Australian Government passed legislation that makes changes to the Carer Payment. These changes aim to reduce barriers to employment for carers and support them to re-enter the workforce. These changes apply to participation rules, known informally as the '25-hour rule' and temporary cessation of care (TCC) days.

What are the changes?

Currently carers receiving Carer Payment are limited to 25 hours of participation per week. This includes work, education or volunteer activities and travel to and from these activities.

From **20 March 2025:**

- Carer Payment recipients will be able to work up to 100 hours over a 4-week period
- Travel time, education and volunteering activities will no longer count as part of your 100 hours.

If you temporarily work more than 100 hours, you can use respite days or 'temporary cessation of care' (TCC) days. If you cannot use respite days because you have used all of your respite days or you choose not to use them, your payment will be suspended for up to six months, instead of being immediately cancelled. You can still access Pensioner Concession Card during the suspension period.

What happens if I work too much?

Under the new rules, if you work too much, your Carer Payment can be suspended instead of cancelled. Your payment may be suspended for up to 6 months when:

- You work over 100 hours in a 4-week period and don't use respite days to remain on payment
- You run out of respite days
- You earn too much income from employment.

You can keep your Pensioner Concession Card during your suspension period. Your payment will also be restored if you stop working during this time. It may also be restored if you work less than 100 hours over 4 weeks or your income drops and you meet the income test.

What do I need to do?

You do not need to do anything if you are not currently working. If you are working, you will still need to report the hours you spend away from your caring role, but you won't have to report travel time, training or volunteering.

Getting support

Find out more about the changes by visiting the Services Australia website or calling 132 717. If you need support or advice about your income support payment, you can contact Welfare Rights Centre on 1800 226 028

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As a recipient of the Carer Payment right now:

I can work, study and volunteer for up to 25 hours per week.

Travel times are included in my 25-hour week limit.

If I go over my 25 hours per week limit my payment will be cancelled immediately.

If I use more than 63 days of respite in a year my payment will be cancelled immediately.

If my payment is cancelled, I lose access to my Pensioner Concession Card.

From 20 March 2025, as a recipient of the Carer Payment:

I can work up to 100 hours over a 4-week period.

Travel will not be included in the 100-hours limit.

I can study and volunteer as much as I want or need to without losing my payment.

My payment will be suspended for up to 6 months if I work more than 100 hours.

If my payment is suspended, I can still use my pensioner concession card.