



Australian Government

## A U S T R A L I A N A P P R E N T I C E S H I P S

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# Australian Apprenticeship Support Loans – Change of Circumstances

## What is a 'change of circumstances'?

A change of circumstances is any change to your personal or work situation, which could affect your eligibility to receive Australian Apprenticeship Support Loan payments. You **must** notify your Apprentice Connect Australia Provider of such changes.

## When do I have to notify my Apprentice Connect Australia Provider?

You must notify your Apprentice Connect Australia Provider within 14 days if:

- You change your employer
- Your workplace address changes
- You cancel, suspend or withdraw from your Australian Apprenticeship (apprenticeship)
- You change your qualification
- Your Tax File Number (TFN) changes
- Your Australian residency status changes
- You are currently (or about to be) imprisoned
- Anything else changes that may affect your eligibility to receive Australian Apprenticeship Support Loan payments.

These changes are called '*notifiable changes*'. If you do not notify your Apprentice Connect Australia Provider of a notifiable change within 14 days, you may be committing an offence and need to pay back the money received immediately.

## How should I notify my Apprentice Connect Australia Provider?

It is up to you how you let your Apprentice Connect Australia Provider know of a change of your circumstances (e.g. email, phone, mail). We recommend you use email – this way, you have a record of what exactly you sent and when.

## What if I change my contact or bank details?

You should let your Apprentice Connect Australia Provider know if:

- Your address has changed
- Your phone number has changed
- Your email address has changed
- Your bank details have changed
- Any other personal details have changed.

If you do not tell your Apprentice Connect Australia Provider, you may not be able to receive important information, or you may not get your Australian Apprenticeship Support Loan payments. It is your responsibility to ensure that your Apprentice Connect Australia Provider has your correct details – please let them know as soon as practicable.

**What else do I need to do?**

If you think the information held by your Apprentice Connect Australia Provider is different to the information the Australian Taxation Office (ATO) has, you may need to contact your Apprentice Connect Australia Provider and/or the ATO to have your records updated. If the information you provide to your Apprentice Connect Australia Provider does not match the information the ATO holds about you, you may need to pay back the money received immediately.

**Further information**

If you have any questions, contact your [Apprentice Connect Australia Provider](#).