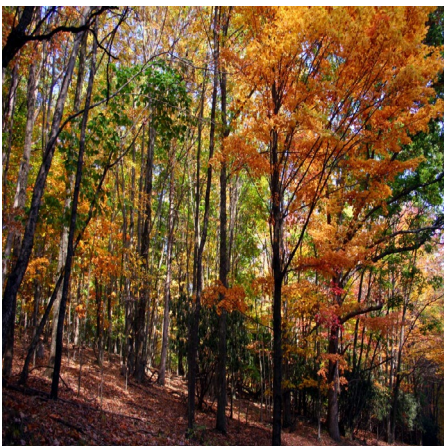


PENSIONER SOLUTIONS AUTUMN NEWSLETTER

AUTUMN 2019

A SAD FAREWELL TO SUMMER

It is sad to note that summer has left us behind and Autumn is here. The one saving grace is that Autumn in Melbourne is normally beautiful... Fingers crossed this Autumn is no different. In this Newsletter we want to bring you up to date with a few changes at Pensioner Solutions which believe are for the positive internally and most importantly for you our clients. Read on and see what is happening with us...



WHAT IS CHANGING AT PENSIONER SOLUTIONS

We are expanding again.. We cannot tell you anything about the new person as yet but watch this space....

Why are we growing

We are finding ourselves getting busier and busier, which is a great sign that we are doing something right. To ensure we continue to look after you, we are currently interviewing for a new person to come in as a Business Support Officer. The idea is that his person will be the "Officer of First Impressions". i.e. he or she will be the person who answers the phone when you call us and greet you when you come in to visit us. They will also take over many of the administrative tasks required to run our business. This will then free up Kate and Judith to work more closely with Amanda. They will still be in constant contact with our clients and will always be available to help you. The belief is that by employing someone else to assist with supporting the business it will mean Kate & Judith can offer more support to Amanda and therefore our clients. We are very excited about this and very much look forward to letting you know more about them in our next Newsletter. The recruiting process has begun....

Background

Whilst we are looking to expand, we have taken the opportunity to look more closely at our procedures and processes and make sure we are well set up to welcome a new team member and also ensure we are working efficiently and doing the best we can for our clients. We have had someone come into the business to help us work through these and whilst it may not be evident to our clients, you can rest assured that we are constantly reviewing and revising our business so we can deliver the best outcome to you...

One of the things we worked on was trying to convey our Vision and our Mission Statement. It was a great exercise as it reinforced to us why we do what we do. It was also interesting that we all came up with very similar ideas of our Vision and our Mission Statement for this business.

Our Vision

To provide personal, profession, honest and caring service to Unpuzzle Centrelink

Our Mission Statement

We will achieve our “Vision” by being:-

- **EMPATHETIC** – we understand your circumstances
- **EDUCATED** – we are educated in Centrelink rules and keep updated with changes
- **HONEST** – we will always be open and honest about your situation and our ability to assist you
- **DETERMINED** – to get the best outcome for our clients
- **UNWAVERING** – in our efforts to have claims processed and the correct entitlements obtained and retained.

WHAT ELSE IS HAPPENING

There has been a bit of chatter of late regarding changes to the Work Bonus effective July 1, 2019. We did indicate in our first Newsletter in Winter last year, that there was talk that the Work Bonus would increase from \$250 per fortnight to \$300 per fortnight. This eventually made its way through Legislation and will now commence next financial year. Whilst this does not affect all our clients, it does certainly affect some of you, and is good news.

LIIVING OVERSEAS AND CLAIMING THE AGE PENSION

We have had a number of enquiries of late from people wanting to claim the age pension and live overseas. This is quite a grey area as it is based on a number of factors.

1. Whether you are born in Australia
2. How long you worked in Australia and were considered a resident
3. How long you have lived overseas
4. Are you planning to move away permanently?

Anyone considering this option is strongly advised to contact Centrelink’s International Services Line on 131 673 to get advice specific to your own situation. In most cases though, you will need to have lived permanently in Australia for the 2 years prior to claiming.

SELLING YOUR FORMER HOME – WHAT AFFECT WILL IT HAVE ON YOUR PENSION IF YOU DON’T BUY STRAIGHT AWAY

This again is something we speak to clients about quite often. It is not uncommon for people to sell their home and receive the funds and have them sitting in the bank before they buy their next home. It is important to note here that whilst the portion of the funds received from the sale of the former home which are set aside for the purchase of a new home, are not counted towards the asset test for age pension calculations for a 12 month period, these funds are deemed to earn an income and WILL affect age pension entitlements. It is important that Centrelink are updated within 14 days of this event to ensure pensions are not paid at the incorrect rate.

We are more than happy to discuss the implications of this prior to you making that move.



THINK HAPPY
THOUGHTS AND
GOOD THINGS
WILL HAPPEN

You make us happy!! We exist because of you and we are grateful to you.

Contact Us

PENSIONER SOLUTIONS

Suite 9,

317-321 Whitehorse Road

NUNAWADING VIC 3131

03 9894 8600

admin@pensionersolutions.com.au

www.pensionersolutions.com.au

ACCOUNTS

On a final, boring note, we have found that some people are not noting either their name or their invoice number when they are paying our account via their bank. This makes it difficult for our accountant to identify payments and we don't like to make him unhappy. Could you please make sure identify your payments correctly when you pay your account.

