

# Rural Access Scheme

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SUPPORTING DOCUMENTATION GUIDE

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## What is in this document?

This document has been created to assist you in understanding how the Rural Access Scheme is assessed and what supporting documents you need to provide.

When applying to the Rural Access Scheme, you will need to provide documentary evidence to support your claim. The documents you provide must meet the QTAC documentation guidelines. Submitting insufficient or incorrect documentation may delay the assessment of your application or prevent you from being considered.

## What supporting documentation do I need to provide?

Applicants to the Rural Access Scheme must provide documentary evidence supporting that they have lived in rural and/or remote areas of Australia for either **5 years consecutively (60 full months in a row) OR 10 years cumulatively (120 full months anytime across your lifetime)**.

You must provide a completed [Rural Access Scheme Form](#) with your supporting documents.

You can find a list and description of accepted supporting documentation on pages 2 - 4 of this guide.

## What document format can I use?

PDF is the preferred document format. Word, JPEG, PNG and JPG are also accepted.

Please note only one file at a time can be uploaded to your Rural Access Scheme Application. Please **ensure that all required evidence is combined into one document for upload and that all copies are clear and readable**.

Do not upload documents that are password protected.

Documentation **does not** need to be JP certified.

## Accepted supporting documentation

Any combination of these documents may be provided, so long as they cover **5 years consecutively (60 full months in a row) OR 10 years cumulatively (120 full months anytime across your lifetime)**.

Supporting documents can be in your parents' / carers' name(s) if you reside(d) with them. If your last name is different to theirs, you will also need to provide proof of your family relationship.

Supporting letters	<p>A letter from from your school, university, workplace, health care professional (e.g. doctor, dentist, psychologist etc.), pharmacist, bank or government agency (e.g. Centrelink, the Department of Transport and Main Roads, Australian Electoral Commission) which details the following:</p> <ul style="list-style-type: none"> <li>• your name</li> <li>• your residential address during the period of enrolment, employment or engagement in/with that service</li> <li>• dates confirming five years consecutively (60 full months) or ten years cumulatively (120 full months) of residency in a rural and/or remote area.</li> <li>• you may provide several letters from different organisations to verify your claim if required (e.g. if you lived in different towns or suburbs, or changed providers)</li> <li>• <b>the letter must be dated, signed and on the letterhead</b> of the organization providing the letter</li> </ul> <p><a href="#">See Example 1</a></p>
Utility bills	<p>Electricity, gas, water, phone and internet bills. Must show:</p> <ul style="list-style-type: none"> <li>• your name or your parents' / carers' name(s)</li> <li>• the residential address to which the service is connected</li> <li>• the date that the notice was issued or the billing period</li> </ul> <p>*Please note that rates notices are not accepted on their own – you must also provide other supporting documentation confirming your residential address</p>
Bank statements	<p>If you are not comfortable providing your full bank statement showing all transactions and account details, then you may provide the top section only covering up/ blacking out any transaction or account information. We must be able to see the following information:</p> <ul style="list-style-type: none"> <li>• your name or your parents' / carers' name(s)</li> <li>• the address – must be a residential address. PO Box addresses are not accepted.</li> <li>• the date that the statement was issued</li> </ul> <p><a href="#">See Example 2</a></p>
PAY G payment summaries	<p>If you are not comfortable providing this document showing all income and tax details, you may black out/ cover up this information. We only need to see the top section including:</p> <ul style="list-style-type: none"> <li>• your name or your parents' / carers' name(s)</li> <li>• the address – must be a residential address. PO Box addresses are not accepted.</li> <li>• the period that the statement was issued for</li> </ul> <p><a href="#">See Example 3</a></p>

**Accepted supporting documentation – continued**

<p>Notice of Assessment</p>	<p>If you are uncomfortable providing this document showing all income and tax details, you may black out/ cover up this information. We only need to see the top section including and the bottom showing Payer details, including date the form was completed:</p> <ul style="list-style-type: none"> <li>• your name or your parents’/ carers’ name (s)</li> <li>• the address – must be a residential address. PO Box addresses are not accepted.</li> <li>• the date of issue</li> </ul> <p><a href="#">See Example 4</a></p>
<p>Centrelink letters and statements</p>	<p>If you are uncomfortable providing your full letter or statement showing dollar balances or details of your personal circumstances, then you may provide the top section only which must show:</p> <ul style="list-style-type: none"> <li>• your name or your parents’/ carers’ name(s)</li> <li>• your address – must be a residential address. PO Box addresses are not accepted</li> <li>• Date of issue of the letter or statement</li> </ul>
<p>Tenancy/ rental agreements</p>	<p>We do not need every page of the document. We require the page/ pages showing the following information:</p> <ul style="list-style-type: none"> <li>• Tenant name(s) – may be your name or your parents’/ carers’ name(s)</li> <li>• Address of the property</li> <li>• The date that the agreement was made</li> </ul>
<p>Tenant/ rental ledger</p>	<p>This document is a complete statement (or record) of every rent payment you have made for a lease and the dates that the rent covered. This can usually be obtained from your property manager or landlord. If you are not comfortable providing the document showing all payment values, you may black out this information. The document must show:</p> <ul style="list-style-type: none"> <li>• Tenant name(s) – may be your name or your parents’/ carers’ name(s)</li> <li>• the rental property address</li> <li>• dates of payment</li> </ul>

## Accepted supporting documentation – continued

<p>Other letters or statements</p> <ul style="list-style-type: none"> <li>• Other bills or subscriptions</li> <li>• Vehicle registration documents</li> <li>• Insurance bills (car, home, private health etc.)</li> <li>• Any letter issued by the government (e.g. Medicare, ATO etc.)</li> </ul>	<p>QTAC will accept any other documentation which includes the following information:</p> <ul style="list-style-type: none"> <li>• Company/ organisation name and letterhead – it must be an official letter/ statement/ bill</li> <li>• your name or your parents’/ carers’ name(s)</li> <li>• your address – must be a residential address. PO Box addresses are not accepted</li> <li>• Date of issue of the letter, statement or bill.</li> </ul>
<p>Proof of relationship documents</p>	<p>If you are providing documents in your parents/ carers name(s) because you reside(d) with them and your last name is different to theirs, you will also need to provide proof of your relationship. These documents may include:</p> <ul style="list-style-type: none"> <li>• Birth certificates</li> <li>• Change of name certificates</li> <li>• Marriage certificates</li> <li>• Proof of guardianship documents</li> </ul>

## Documents not accepted

<p>Statutory declarations</p>	<p>Statutory declarations are strictly not accepted by QTAC as supporting evidence for the Rural Access Scheme, however may be requested by some institutions on a case by case basis.</p> <p>You should not provide a statutory declaration, unless requested to do so.</p>
<p>Letters on plain paper</p>	<p>Supporting letters must be official and include the letterhead and all details of the organisation providing the letter.</p>
<p>Letters from family friends or neighbours, etc.</p>	<p>Personal references are not accepted.</p> <p>Supporting letters can only be accepted from an authorised representative of a school, university, workplace, health care organisation, bank or government agency where you have engaged in employment or a service.</p>
<p>Rates notices on their own</p>	<p>If you must provide a Rates notice as supporting documentation, this must be in combination with other documents from the “Accepted supporting documents’ list above.</p>
<p>Birth Certificates on their own</p>	<p>Birth Certificates can confirm your residence for your year of birth only. You must provide additional supporting documents to cover each year for the entire period claimed.</p>
<p>Documents that list only a PO Box address</p>	<p>PO Box addresses tell us where your mail is sent, but does not verify you place of residence. Proof of residential address is required.</p>
<p>Income Tax Returns</p>	<p>The year of return is noted however, usually, no date of lodgement is recorded on submitted documents and not all income tax returns are lodged in the year of the return.</p>

## Applicant examples

### Claim for 5 years consecutively

Lisa Doe was born in Melbourne, VIC. In June 2015 she relocated to Smithton, TAS with her family. She lived there until December 2020, when her family relocated to Brisbane, QLD. Lisa is currently completing year 12 in Brisbane and has applied through QTAC to start tertiary study next year.

Lisa has applied for one or more courses participating in the Rural Access Scheme and has received an invitation to apply to be considered for the scheme.

Lisa checks to see if Smithton, TAS is classified as a rural location as per the [Modified Monash Model 2019](#). She finds that it is classified as MM2, and as she lived there for approximately 5 and a half years she decides to complete the Rural Access Scheme application.

Lisa downloads and completes the [Rural Access Scheme Form](#). With the form, she will also need to provide supporting documentation.

As Lisa’s mother re-married and took her new husband’s name, Lisa has a different last name to her parents. If she provides any supporting documents in their names she will also need to provide proof of her relationship to them.

Lisa must provide supporting evidence to cover a minimum **5 years consecutively (60 full months in a row)**.

<p>✓ <b>Sufficient</b></p>	<p><b>Example A: Supporting letter</b></p> <p><b>A letter from her GP, on letterhead, dated and signed by the Practice Manager stating:</b> <i>Lisa Doe was a patient at our General Practice. She was a patient here from August 2015 to December 2020. Her address for that period was 10 Example Street, Smithton TAS 7330.</i></p> <p><b>Lisa is eligible as the letter confirms at least 60 full months living at a rural address.</b></p>
<p>✓ <b>Sufficient</b></p>	<p><b>Example B: Documentation only</b></p> <ol style="list-style-type: none"> <li>1. An <b>electricity bill in her parents’ names</b> dated September 2015</li> <li>2. A <b>home insurance renewal notice in her parents’ names</b> dated anytime in 2016</li> <li>3. An <b>internet bill in her parents’ names</b> dated anytime in 2017</li> <li>4. A <b>bank statement</b> in her name dated anytime in 2018</li> <li>5. A <b>bank statement</b> in her name dated anytime 2019</li> <li>6. A <b>bank statement</b> in her name dated at least September 2020 or later, showing her residential address in Smithton, TAS.</li> <li>7. Her birth certificate and her mother’s marriage certificate as proof of relationship to her parents’ as her last name is different to theirs.</li> </ol> <p><b>Lisa is eligible as the documents provided confirm at least 60 full months living at a rural address (September 2015 to September 2020).</b></p>
<p>× <b>Insufficient</b></p>	<p><b>Example C: Documentation only</b></p> <ol style="list-style-type: none"> <li>1. An <b>electricity bill in her parents’ names</b> dated September 2015</li> <li>2. A <b>bank statement</b> in her name dated at least September 2020 or later, showing her residential address in Smithton, TAS.</li> <li>3. Her birth certificate and her mother’s marriage certificate as proof of relationship to her parents’ as her last name is different to theirs.</li> </ol> <p><b>Lisa is not yet eligible as the documents provided do not confirm 60 full months living at a rural address. Jane must also provide a document dated in 2016, 2017, 2018 and 2019.</b></p>

## Applicant examples - continued

### Claim for 10 years cumulatively

John Smith moved around Australia quite a bit throughout his life due to his parents' work. He has lived in many different places across Queensland.

John is now 25 years old and has been working and living in Brisbane, QLD for a few years now. As part of his job, he needs to do some further studies and has applied through QTAC to commence tertiary study next year.

John has applied for one or more courses participating in the Rural Access Scheme and has received an invitation to apply to be considered for the scheme.

John makes a list of all the places he has lived and for how long. He checks to see if the locations are classified as a rural as per the [Modified Monash Model 2019](#) and finds that he has lived rurally for at least 10 years across his lifetime.

John downloads and completes the [Rural Access Scheme Form](#). With the form, he will also need to provide supporting documentation.

John has the same last name as his parents, so he won't need to provide proof of relationship documents should he provides any supporting documents in their names.

John must provide supporting evidence to cover a minimum **10 years cumulatively (120 full months anytime across his lifetime)**.

<b><u>Location</u></b>	<b><u>Evidence</u></b>
<b><u>Location 1</u></b> Townsville, QLD MM2 January 2001 – June 2004	<b>A letter from his primary school on letterhead, dated and signed by the current administration officer stating:</b>  John Smith attended this primary school from January 2001 to June 2004. The address on record for this period was 112 Example Ct, Townsville.  <b>(3 years and 6 months)</b>
<b><u>Location 2</u></b> Cairns, QLD MM2 May 2006 – September 2008	<ol style="list-style-type: none"> <li>1. A <b>rental ledger</b> in his parents' names showing the residential address in Cairns and all payments made towards the lease from May 2006 to May 2007.</li> <li>2. A <b>bank statement</b> in his parents' names dated September 2008.</li> </ol> <b>(2 years and 4 months)</b>
<b><u>Location 3</u></b> Proserpine, QLD MM5 October 2008 – April 2011	<ol style="list-style-type: none"> <li>1. A <b>car insurance renewal notice</b> dated November 2008</li> <li>2. A <b>Notice of Assessment</b> in his father's name dated anytime in 2009.</li> <li>3. A <b>bank statement</b> in his name dated April 2011</li> </ol> <b>(2 years and 5 months)</b>
<b><u>Location 4</u></b> Mackay, QLD MM2 March 2012 – June 2014	<ol style="list-style-type: none"> <li>1. A <b>bank statement</b> in his name dated March 2012</li> <li>2. A <b>bank statement</b> in his name dated anytime in 2013</li> <li>3. A <b>bank statement</b> in his name dated June 2014</li> </ol> <b>(2 years and 3 months)</b>
<b>Total time claimed =</b>	<b>✓ Total time evidenced = 10 years and 7 months</b>

10 years and 9 months	
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## Example 1: Supporting Letters



### *Example State High School*

100 Example Street, North Maryborough QLD 4650

P 07 1234 5678

E enquiries@exampleshs.com

W exampleshs.qld.edu.au

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5 August 2021

Dear Sir/ Madam,

This letter is to confirm that Jenny Smith has attended this high school since the start of grade 7 in January 2016 and is due to complete her year 12 studies here at the end of this year.

According to school records, Jenny has lived in the suburb of North Maryborough since commencing at this school.

If you require any further information, please do not hesitate to contact me.

Kind regards,



Jane Doe

School Administrative Manager



Example 2: Bank Statements



**Bendigo Student Account**

MR EXAMPLE ONE  
19 EXAMPLE STREET  
TOOWOOMBA QLD 4350

**Your details at a glance**

BSB number [REDACTED]  
 Account number [REDACTED]  
 Customer number [REDACTED]  
 Account title **MR EXAMPLE ONE**

**Account summary**

Statement period **8 Feb 2020 - 7 Aug 2020**  
 Statement number [REDACTED]  
 Opening balance on 8 Feb 2020 [REDACTED]  
 Deposits & credits [REDACTED]  
 Withdrawals & debits [REDACTED]  
**Closing Balance on 7 Aug 2020** [REDACTED]

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**Any questions?**  
 [REDACTED]  
 or call 1300 BENDIGO (1300 236 344)

**Bendigo Student Account**

Date	Transaction	Withdrawals	Deposits	Balance
	Opening balance			[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

**Example 3: PAYG Payment Summaries**

**PAYG payment summary – individual non-business**

Payment summary for year ending 30 June 2019

**Payee details**

MR EXAMPLE THREE  
52 EXAMPLE CT  
SHEPPARTON VIC 3630

**NOTICE TO PAYEE**

If this payment summary shows an amount in the total tax withheld box, you must lodge a tax return. If no tax was withheld, you may still have to lodge a tax return.

For more information on whether you have to lodge, or about this payment and how it is taxed, you can:

- visit [www.ato.gov.au](http://www.ato.gov.au)
- refer to *TaxPack*
- phone **13 28 61** between 8.00am and 6.00pm (EST), Monday to Friday.

Period of payment      Day/Month/Year      to      Day/Month/Year  
01/07/2018      to      30/06/2019

Payee's tax file number

TOTAL TAX WITHHELD \$ [REDACTED]

		Lump sum payments	Type
Gross payments	\$ [REDACTED]	A \$ [REDACTED]	<input type="checkbox"/>
CDEP payments	\$ [REDACTED]	B \$ [REDACTED]	<input type="checkbox"/>
Reportable fringe benefits amount FBT year 1 April to 31 March	\$ [REDACTED]	D \$ [REDACTED]	<input type="checkbox"/>
Reportable employer superannuation contributions	\$ [REDACTED]	E \$ [REDACTED]	<input type="checkbox"/>
Total allowances	\$ [REDACTED]	Total allowances are not included in Gross payments above. This amount needs to be shown separately in your tax return.	

**Payer details**

Payer's ABN or withholding payer number 10 234 567 890

Branch number 001

Payer's name Example Employer

Signature of authorised person *Example Employer*      Date 10/08/2019

**Example 4: Notice of Assessment**



**Australian Government  
Australian Taxation Office**

**MRS EXAMPLE FOUR  
2 EXAMPLE ST  
BASIN VIEW NSW 2540**

Tax period ending 30 June 2020  
 Tax file number [REDACTED]  
**Date of issue** 18 August 2020  
 Our reference [REDACTED]  
 Internet: [www.ato.gov.au](http://www.ato.gov.au) Phone enquiries: 13 28 61

**Notice of assessment - year ended 30 June 2020**

*Income Tax Assessment Act 1936 and Income Tax Assessment Act 1997*

Description	Debits \$	Credits \$
Your taxable income is [REDACTED]		
Tax on your taxable or net income	[REDACTED]	
<b>Less non-refundable tax offsets</b>		
Remote area (zone) or overseas forces offset		[REDACTED]
Low and middle income tax offset		[REDACTED]
<b>Assessed tax payable</b> [REDACTED]		
<b>Plus other liabilities</b>		
Medicare levy	[REDACTED]	
Less tax offset refunds	[REDACTED]	
<b>Less Pay as you go (PAYG) credits and other entitlements</b>		
PAYG withholding (eg tax deducted by your employer or bank)		[REDACTED]
<b>Result of this notice</b>		[REDACTED]

Outcome of this notice [REDACTED]

**!** Your refund of [REDACTED] CR, [REDACTED] has been forwarded to your nominated financial institution.

Melinda Smith  
Deputy Commissioner of Taxation

**Please keep this notice for future reference**

**Please see over for important information about your assessment**

**Other information relevant to your assessment:**

The Commissioner rounds down certain small amounts that may be owed by you or may be refunded to you. You may have transactions on your account where this has occurred.