



Information you need to know about your claim for

Disability Support Pension

Disability Support Pension may be paid if you are aged 16 or over, under age pension age at the time of claiming and your disability, illness or injury will prevent you from working or retraining for work within the next 2 years.

If you are permanently blind, you may also be eligible for Disability Support Pension.

Online Services

You can access your Centrelink online account through myGov. myGov is a fast and secure way to access a range of government services online with one username and password. You can create a myGov account at my.gov.au and link it to your Centrelink online account.

For more information

Go to humanservices.gov.au/dsp or call us on **132 717** or visit one of our service centres.

If you need a **translation** of any documents for our business, we can arrange this for you free of charge.

To speak to us in languages other than English, call **131 202**.

Note: Call charges apply – calls from mobile phones may be charged at a higher rate.

If you have a hearing or speech impairment, you can contact the **TTY service** on Freecall™ **1800 810 586**. A TTY phone is required to use this service.

Information online – If you would like further information on our services and payments, you can go to humanservices.gov.au/onlineservices

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Disability Support Pension

Disability Support Pension is a payment for people whose physical, intellectual or psychiatric impairment prevents them from working, or who are permanently blind.

You may receive Disability Support Pension if you:

- are aged 16 or over and under age pension age when you claim, **and**
- meet the residence, income and assets tests for your situation, **and**
- are permanently blind, **or**
- have a permanent physical, intellectual or psychiatric impairment with a rating of at least 20 points under the Impairment Tables, **and**
- are unable to work, or be retrained for work for 15 hours or more per week within the next 2 years because of your impairment, **and**
- have a severe impairment, or have actively participated in a Program of Support.

Depending on your circumstances, you may be eligible for Newstart Allowance or Youth Allowance pending the outcome of the Disability Support Pension assessment. You will not be required to satisfy your Mutual Obligation Requirements for these payments while your claim for Disability Support Pension is being assessed. Mutual Obligation Requirements means Activity Test or participation requirements under the *Social Security Act 1991*.

Supporting medical evidence

To assess your Disability Support Pension claim we need medical evidence to help us understand how your medical condition impacts your ability to work.

Please provide the most up to date medical evidence you have about each of your medical condition(s) that impact your ability to work.

For information on the medical evidence to provide, see the *Medical Evidence Checklist* attached to your **Claim for Disability Support Pension** form (SA466).

Program of Support Requirements

A Program of Support is a Commonwealth Government funded program to help you prepare for, find or maintain work and can include activities such as job search, work experience, rehabilitation or education and training.

Programs not funded by the Commonwealth Government may also be taken into account if you started the program before 5 January 2015.

Depending on your circumstances, to assess your Disability Support Pension claim, we may need evidence about whether you have participated in a Program of Support (such as Disability Employment Services) we may ask you to demonstrate that, over the previous 3 years you have completed a Program of Support, or you have actively participated in a Program of Support for at least 18 months.

Programs of Support include Disability Employment Services, jobactive, Community Development Programme and Australian Disability Enterprises.

A Program of Support assists a person to prepare for, find and keep work, and can include activities such as job search, work experience, rehabilitation or education and training.

If you do not have a severe impairment you will need to demonstrate that you have actively participated in a Program of Support in the 3 years before you lodge your claim for Disability Support Pension.

If you are assessed as having a severe impairment, you will not be required to demonstrate participation or completion in a Program of Support.

Claiming Disability Support Pension

In your claim pack, you should have the following:

- **Claim for Disability Support Pension** form (SA466)
- **Income and Assets** form (SA369)

Complete the claim form and any additional forms required. You may choose to use an accountant or financial adviser to complete your **Income and Assets** form (SA369) but you must sign it.

**Additional information
required**

When we are processing your claim we may need extra information. We may call or write to you, or we may ask you to come to one of our service centres for an interview or to attend a Job Capacity Assessment or Employment Services Assessment. You may also be required to attend a Disability Medical Assessment with a Government Contracted Doctor. For more information, see 'Disability Medical Assessment' on page 7.

Job Capacity Assessments and Employment Services Assessments

You may be referred for an assessment if we need more information about your capacity to work and your barriers to employment. The assessment will help us to work out the most suitable support for you. It is not a medical examination and there is no charge for the assessment.

An assessment is very important if you are receiving or claiming a disability payment. We need to know:

- how severe your disability, illness or injury is
- whether you can do any kind of full-time or part-time work
- when or if you will be able to return to work, **or**
- whether a program of support would help you prepare for, find or maintain work and whether you have already participated in any such program.

To enable you to be assessed, you may be required to attend an appointment with a Health or Allied Health Professional. The Assessor will assess your capacity to work based on information you provide during the appointment and other relevant information, such as medical reports.

The Assessor may ask permission to contact your doctor to request more information or seek a specialist assessment before completing a report for us.

What happens at the assessment

If you require an interpreter please let us know and we will arrange one for you.

You may have a friend or relative with you during the assessment, unless the Assessor feels that having another person present would impede the assessment. If you would prefer an Assessor of the same sex as yourself, this can usually be arranged as long as you let us or your Employment Services Provider know when you are contacted with the details of your appointment. If an Assessor of the same sex as yourself cannot be arranged, the Assessor can arrange to have another person of the same sex as yourself present.

The Assessor will ask you detailed questions about your health, your ability to work and related issues.

The Assessor will not make any decisions about your payments. The Assessor will provide a report to us and we will make the decision about your payment.

The Assessor may refer you to an appropriate program of support.

What you might take to the assessment

If you have any of the following, you may need to take them with you to the appointment:

- x-ray/imaging reports and medical reports relating to your medical condition(s)
- a list of all medications that you are currently taking
- spectacles (glasses) or contact lenses
- hearing aid(s)
- specialist report(s)
- workers' compensation medical report(s)
- rehabilitation assessment(s)
- medical test result(s)
- any information you have about your medical condition(s), **and**
- evidence you have about your participation in any programs of support to help you find work, stay in a job, return to work, manage your injury or help you with rehabilitation.

Comments or complaints about your assessment

All Assessors and staff involved in carrying out or booking your assessment are required to provide you with a high standard of service. If you are concerned about the service provided to you, talk to a Service Officer at one of our service centres as soon as possible.

Assessors also have a complaints process and you can raise any issues about the Employment Services Assessment or Job Capacity Assessment directly with them.

Disability Medical Assessment

A Disability Medical Assessment helps us review your medical evidence in order to determine your medical eligibility for Disability Support Pension. Not everyone will be required to attend a Disability Medical Assessment.

Your Disability Medical Assessment will be conducted by a Government Contracted Doctor or Specialist. The Government Contracted Doctor will not be your usual doctor or specialist, though they can contact your doctors if they need additional information. All Government Contracted Doctors are appropriately qualified and trained to carry out these assessments.

There is no charge for this assessment.

What happens at the assessment

The Government Contracted Doctor will discuss your condition and the medical evidence you have provided to support your claim. Before your appointment (or after) they may seek or request additional information from your treating doctors or other specialists you may have. They may examine you or ask you to participate in additional tests or referrals. If they refer you for additional assessment they will arrange the relevant appointments.

The Government Contracted Doctor will write a report for the department about your medical condition(s), which will be used in determining your eligibility for Disability Support Pension.

If you need an interpreter, one will be arranged for you.

Disability Support Pension (DSP) participation requirements

If you are granted Disability Support Pension and are under 35 years of age with some capacity for activities, you will be asked to attend regular participation interviews that will help you to prepare for or find work. At the interviews we will provide you with information on local services and support, and will work with you to develop a Participation Plan. This plan will include at least one compulsory activity that will be agreed based on your individual circumstances

Australian residence requirements

There are a number of circumstances that can apply to residence **including the examples listed below**. If you require more specific information, call us on **132 717** or visit one of our service centres.

To be eligible for Disability Support Pension, you must be an Australian resident and in Australia when you lodge your claim. To remain qualified for this payment you must also remain an Australian resident (some exemptions apply).

You are an Australian resident (as defined by the *Social Security Act 1991*) if you are living in Australia and you are either:

- an Australian citizen, **or**
- a permanent visa holder, **or**
- a protected Special Category visa holder, that is, you arrived in Australia on a New Zealand passport and you were in Australia on 26 February 2001, or for 12 months in the 2 years immediately before this date, or were assessed as 'protected' before 26 February 2004.

Disability Support Pension has the following additional residence requirements:

- you must have lived in Australia for a total of 10 years as an Australian resident (of which 5 years must be continuous), **or**
- your inability to work (because of a disability or permanent blindness) occurred while you were an Australian resident, **or**
- you have a qualifying residence exemption – for example, you hold a permanent refugee visa, **or**
- you were a dependent child of an Australian resident at the time your continuing inability to work or permanent blindness commenced and became an Australian resident while a dependent child.

For information about how your payment or concession card may be affected when travelling outside Australia and when you should contact us, go to humanservices.gov.au/paymentoverseas

International social security agreements

Australia has international social security agreements with a number of countries. Agreements may help you to receive Disability Support Pension even if you are not an Australian resident and in Australia, and/or if you do not meet the minimum Australian residence period to qualify. You can get more information by going to humanservices.gov.au/issa or call us on **131 673**.

Requirement to claim a pension from a country other than Australia

If you are granted Disability Support Pension and you have lived or worked in a country other than Australia, you may be required to take reasonable steps to claim a pension from that other country. Even if you are not required to, we can help you to claim pensions from any other country.

You can get more information on claiming pensions from countries other than Australia by going to humanservices.gov.au/issa or call us on **131 673**.

Income and assets

How much payment you receive will depend on your circumstances and your (and/or your partner's) income and assets.

We calculate the amount that could be paid to you and, if applicable, to your partner under both the income test and the assets test. The test giving the lower rate of payment is the one used to pay you (and/or your partner).

Disability Support Pension paid to customers who are blind

Disability Support Pension paid to customers who are blind is not subject to the income or assets test. If Rent Assistance is claimed however, income and assets must be declared. The income and assets tested rate is compared to the non income and assets tested rate and the higher amount is paid.

Income and assets must also be declared if the partner of a customer who is blind is claiming a payment from us. If the partner is also permanently blind, income and assets do not have to be declared unless Rent Assistance is claimed.

The rate of Disability Support Pension paid to customers who are blind is affected by compensation payments. For more information on the effect of compensation payments, see 'Compensation' on page 10.

The income test

Income includes money received from employment and money deemed to be earned from investments. It also includes money from outside Australia.

You can have income up to certain amounts before your payment is reduced.

Your income may include:

- deemed income from financial investments
- gross income from earnings
- income received to provide care
- net income from business, including farms
- family trust distributions or dividends from private company shares
- income attributable to the controllers of a private trust or private company
- income from rental property
- income from a life interest
- income from boarders and lodgers (other than immediate family)
- superannuation and pensions from countries other than Australia
- income from income stream products, such as superannuation pensions and annuities.

Funding you, your partner or children receive from the National Disability Insurance Scheme does not need to be included.

Your rental income may be exempt if you have entered an aged care home, pay an accommodation bond by periodic instalment and rent out the home you left to enter care.

For more information about income, go to humanservices.gov.au/income

Preclusion Periods

Income maintenance period

If you receive or are going to receive leave entitlements or redundancy payments from your work, including annual leave, long service leave, sick leave and maternity leave, you may be required to serve a waiting period before you are entitled to payment. Income maintenance periods generally apply from the date the leave or redundancy payments are received, for the period covered by the payment.

If you (or your partner) have done seasonal, intermittent or contract work in the previous 6 months before lodging a claim and earned a higher than average income, you may have to wait an additional period before being paid.

The assets test

Most things you own have a value and can be counted as assets. This includes assets held outside Australia. For the purpose of calculating your payment, the value of your assets is what you would get for them if you sold them.

Generally, any debt owing on an asset is deducted from the value of the asset.

Your assets may include:

- rental properties, farms, second or holiday houses
- cars, caravans, boats or trailers
- home contents and personal effects, including antiques or other collectables
- the market or trade value of all savings and investments, including funeral bonds
- loans you have made to other people, family trusts and companies
- value of most income stream products
- business assets
- interest in a private trust or private company
- superannuation investments held by people over age pension age
- licences (e.g. fishing or taxi)
- surrender value of life insurance policies, **and**
- any assets given away or sold for less than their market value within the last 5 years.

The following assets are NOT included:

- your principal family home (and up to 2 hectares of privately used surrounding land that is on the same title document as the home), and any permanent fixtures such as wall-to-wall carpet and wall heaters
- some income stream products
- cemetery plots and pre-paid funeral expenses
- any property or monies left to you in an estate which you are not yet able to receive, generally for a period up to 12 months
- accommodation bonds paid to an aged care home or on entry to residential aged care
- aids for people with a disability
- monies received from the National Disability Insurance Scheme to provide for the needs of people with a disability
- most compensation or insurance payments for loss or damage to buildings or personal effects
- any life interest, reversionary interest, remainder interest or contingent interest unless it was created by you, your partner or at the time of death of your partner, **and**
- assets up to a certain limit held in a Special Disability Trust (SDT) for an immediate family member.

These are called exempt assets.

For more information about assets, go to humanservices.gov.au/assets

Asset hardship provisions

You can apply for hardship assistance if you are experiencing severe financial hardship and have little or no entitlement to a payment.

You may be considered in severe financial hardship if:

- your total income including any payment paid under the assets test is less than the maximum rate of that payment
- your readily available funds are less than the allowable limit, **and**
- there is no other course of action which you could be expected to take to improve your financial position.

You may be considered in severe financial hardship if you receive a pension and:

- your pension is reduced or not payable because of the assets test
- you own an asset which you cannot sell or be reasonably expected to sell
- you cannot borrow against the asset or be reasonably expected to borrow against the asset
- you would otherwise qualify for a payment under the income test
- the gifting rules do not apply or can be disregarded.

Compensation

What to do before you accept a compensation payment

If you have an injury or illness that is the subject to a compensation claim, payments and benefits you receive from Centrelink may be affected. To work out how the proposed lump sum may affect your payments, you or your solicitor can take advantage of our compensation online estimator. To access the estimator, go to humanservices.gov.au/centrelinkcompensationrecovery

What if you receive regular compensation payments?

If you get regular compensation payments (such as workers' compensation) and you apply for Centrelink payments, your Centrelink payments can be reduced by a dollar for every dollar of compensation payment. However, if you were receiving a Centrelink payment at the time of your accident, your regular compensation payments will be treated as ordinary income. If you are a member of a couple, the compensation may reduce your partner's rate using the income test applying to their Centrelink payment.

Lump Sum compensation payments

If you get a lump sum compensation payment, which contains an amount for economic loss, we will work out a period, called a 'preclusion period', during which a person cannot get payments from us. The preclusion period can be in the past, in which case all Centrelink payments received during the period must be paid back or in the future, in which case no payments can be made until the period is over, or both. If you receive a lump sum compensation payment, your partner will not be affected by the preclusion period and can still receive Centrelink payments provided they are eligible.

Working Credit

Working Credit may assist you to take up work by allowing you to:

- keep more of your payment if you start full-time, part-time or casual work
- keep some extra benefits (for up to 12 weeks) if you are working and not getting any payment from us, **or**
- get your payments and benefits back if a short term job ends.

More information on how Working Credit can help you is available from us.

People under 22 years of age

Information from your parent(s)/guardian(s)

Youth Allowance may be paid pending the outcome of your Disability Support Pension claim. In this situation we may need some information from your parent(s)/guardian(s) including information about income, assets and actual means to measure whether they can financially assist you. For more information about how your parent(s)/guardian(s) income and assets may affect your Youth Allowance payment, call us on **132 490**.

Depending on your situation you may be asked to get your parent(s)/guardian(s) to complete a **Parent(s)/Guardian(s) details form (Mod JY)**.

Additional information for people under 18 years of age

If you are under 18 years of age and receive Youth Allowance pending the outcome of your Disability Support Pension claim, your payments will normally be paid into your parent(s)/guardian(s)' account unless:

- you are considered to be independent of your parents
- your parent(s)/guardian(s) direct us to make the payment into your account, **or**
- there are exceptional circumstances.

If you are granted Disability Support Pension, your payments can be paid into your own account.

Independence for Disability Support Pension

You are considered independent for Disability Support Pension if:

- you are 21 years of age or older, **or**
- you have supported yourself in full-time paid employment¹ by working an average of 30 hours a week for 18 months in a 2 year period in one or more jobs, **or**
- you have worked to support yourself in part-time paid employment¹ of at least 15 hours per week for at least 2 years since you last left secondary school, **or**
- you have worked to support yourself in paid employment¹, earning at least 75 per cent of the maximum Wage Level A of the Australian Pay and Classification Scale within an 18 month period since leaving secondary school (a period of 18 months must have elapsed since you last left school), **or**
- you are, or have been, married or in a registered relationship, **or**
- you are living, or have previously lived, in a de facto relationship for 12 months or more, **or**
- you had been living in a de facto relationship for 6 months or more which ended due to special circumstances such as the death of your partner or domestic violence, **or**
- you have or have had a dependent child(ren), **or**
- your parent(s)/guardian(s) are unable to exercise parental responsibilities because they are in a nursing home, are mentally incapacitated, cannot be located or are in prison, **or**
- you are 16 or 17 years of age and:
 - it is unreasonable to live at home due to:
 - ★ extreme family breakdown, **or**
 - ★ where there is a serious risk if you continue to live in the parental home, **or**
 - ★ you are consistently deprived of basic necessities such as food, water, clothing, power, shelter or sleep, **or**
 - ★ your health and well-being are seriously threatened by drug or alcohol abuse, criminal or illegal activities, **or**
 - ★ there is violence in the home, **or**
 - ★ your parent(s)/guardian(s) being unable to provide a suitable home because they lack stable accommodation, **or**

Continued

Notes

¹ **Employment** may be either in Australia or outside Australia and suitable documentary evidence must be provided to substantiate any claim.

- you are a refugee, an orphan, or are (or have been) in state care¹, **or**
- you are living away from home because of medical reasons.

Important: You may be required to provide proof of any claim for independence based on any of the reasons listed above.

¹ An **orphan** is a person aged 15 years or older whose natural or adoptive parents are both deceased.

¹ A person is in **state care** where they are not living with a parent, and:

- they are in the guardianship, care or custody of a court, a Minister or an Australian Government department, state or territory, **or**
- there is a current direction from a court, Minister or department placing them in another person's care or custody who is not their parent, **or**
- they stopped being in state care as described above only because of their age.

¹ A **refugee without parents in Australia** is someone who holds a Group 1.3 entry permit (permanent resident, refugee and humanitarian) or had one of these when they were granted Australian citizenship, is regarded as independent for the purposes of Youth Allowance. However, a person is not independent under this criteria if they have a parent living in Australia or is wholly or substantially dependent on someone else on a long term basis.

Nominees and other arrangements

Some customers have difficulty managing their affairs often because of a disability or illness, problems with reading, writing or understanding information or difficulty handling money.

If you need help dealing with us, a Person Permitted to Enquire (PPE) or Nominee Arrangement is available.

Person Permitted to Enquire arrangements allow you to authorise a person or organisation to make limited enquiries only about your record.

A Person Permitted to Enquire is not a Nominee Arrangement.

A Nominee Arrangement authorises a person or organisation to enquire, act and make changes on your behalf and/or receive your payment on your behalf.

If you want to request either of these arrangements, complete the ***Authorising a person or organisation to enquire or act on your behalf*** form (SS313). If you do not have this form, go to humanservices.gov.au/nominees or call us on **132 717**.

Definition of a partner

For the Department of Human Services purposes a person is considered to be **your partner** if you and the person are living together, or usually live together, and are:

- married, **or**
- in a registered relationship (opposite-sex or same-sex), **or**
- in a de facto relationship (opposite-sex or same-sex).

We consider a person to be in a de facto relationship from the time they commence living with another person as a member of a couple.

We recognise all couples, opposite-sex and same-sex.

For more information, go to humanservices.gov.au/moc

Confirming your identity

As a customer you may be required to confirm your identity when claiming a payment or service from the Australian Government Department of Human Services.

In most cases, you will only need to confirm your identity once in order to access payments and services across the department. You must confirm your identity by providing original documents (not copies) from the approved list below.

We need you to provide **one document from each of the following three categories, one of which should be a photographic identity document:**

- 1 Commencement of Identity document, **and**
- 1 Primary Use in Community document, **and**
- 1 Secondary Use in Community document.

Where possible, the department will request your consent to verify the documents you provide.

Note: An identity document cannot be used multiple times (e.g. a document used as Commencement of Identity, cannot be used again as a Primary or Secondary Use in Community document).

If you are known by a name different to that on your Commencement of Identity document, you will need to provide a valid name change document (i.e. Marriage certificate or legal change of name certificate).

If you have difficulty in obtaining or providing these documents, please contact us as soon as possible.

Commencement of Identity in Australia	
Document	Explanation/description
Australian Birth Certificate	A full Australian birth certificate issued in your name/former name. Cannot accept: birth extracts or birth cards.
Australian Visa	Australian visa, current at time of entry to Australia as resident or tourist, issued in your name/former name.
Australian Citizenship Certificate	Australian citizenship or citizenship by descent certificate issued in your name/former name.
ImmiCard	A photo identity card issued in your name/former name by the Department of Immigration and Border Protection (DIBP) that assists the cardholder to prove their visa/migration status and enrol in services.
Australian Passport (current)	A current Australian passport in your name/former name. Cannot accept: expired passports.
Certificate of Identity	Certificate of Identity issued in your name/former name by the Department of Foreign Affairs and Trade (DFAT) to refugees and non Australian citizens for entry to Australia.
Certificate of Evidence of Resident Status	Certificate of Evidence of Resident Status issued in your name/former name.
Document of Identity	Document of Identity issued in your name/former name by the Department of Foreign Affairs and Trade (DFAT), to Australian citizens or persons who possess the nationality of a Commonwealth country, for travel purposes.

Note: The above documents can also be used to satisfy Primary or Secondary Use in Community (if not already used as Commencement of Identity).

Primary Use in Community	
Document	Explanation/description
Australian Driver Licence – Motor Vehicle	Current state or territory issued driver licence, learner permit or provisional licence showing signature and/or photo and same name as claim.
Australian Marriage Certificate	Marriage certificate issued by a state or territory government agency. Cannot accept: church or celebrant issued certificates.
Passport issued outside Australia	Current passport issued by a country other than Australia, with a valid entry stamp or visa.
Proof of Age Card	Current proof of age or photo identity card issued by a government agency in your name with photo and/or signature.
Shooter or Firearm Licence	Current shooter or firearm licence showing signature and/or photo and same name as claim. Cannot accept: minor or junior permit and/or licence.
Student ID Card	Current secondary student ID card issued in your name with photo and/or signature. Note: For persons aged under 18 years with no other Primary Use in Community only.

Note: The above documents can also be used to satisfy Secondary Use in Community (if not already used as Primary Use in Community)

Secondary Use in Community	
Document	Explanation/description
Security Licence	Current security protection industry or crowd control licence, showing signature and/or photo and same name as claim.
Bank/Financial Institution Card, statement or passbook	Current ATM, credit or debit card showing your name and signature. Statement or passbook from current savings or cheque account showing your name and same address (if applicable) as your claim. Cannot accept: cards issued by organisations other than banks, credit unions or building societies, ATM or internet receipts/statements or account documentation issued by banks/financial institutions outside Australia.
Child's Birth Certificate	Australian birth certificate for a child showing your name as parent/guardian. Cannot accept: sibling's certificate.
Defence Force Identity Card	Identity card issued by the Australian Defence Force, showing same name as claim, and photo or signature.
Australian Divorce Papers	Australian divorce papers in your name/former name (e.g. Decree Nisi, Decree Absolute).
Educational Certificate	Educational qualification certificate in your name/former name (school/TAFE/university/Registered Training Organisation [RTO]).
Certified Academic Transcript	Certified academic transcript from an Australian university in your name/former name.
Mortgage Papers	Legally drawn mortgage papers for an Australian residence in your name/former name.
Name Change	Legal change of name certificate or deed poll certificate.
Veterans' Affairs Card	Current Department of Veterans' Affairs card issued in your name.
Tenancy Agreement or Lease	Current formal residential tenancy agreement or lease in your name and showing same address as claim.
Motor Vehicle Registration	Current motor vehicle registration showing your name, same address as claim and proof of payment.
Foreign Government issued Documents	Documents issued by a country other than Australia (comparable to Australian issued documents), including foreign birth, marriage and education certificates, lapsed foreign passports, foreign driver licences and overseas national identity cards.
Australian Government issued photo ID Card	Current Commonwealth, state or territory issued photo identification card issued in your name.
Rates Notice	Paid rates notice in your name and showing same address as claim, less than 12 months old.
Utility Account	A paid utility account (e.g. gas, water, electricity or phone) in your name and showing receipt number and same address as claim, less than 12 months old.
Student ID Card	Current student ID card issued in your name with photo and/or signature (secondary/TAFE/university/Registered Training Organisation [RTO]).
Electoral Enrolment	Proof of electoral enrolment card issued in your name and same address as claim.
Aviation Security Identity Card (ASIC)	Current aviation security identity card showing same name as claim, photo and/or signature.
Maritime Security Identification Card	Current maritime security identification card showing same name as claim, photo and/or signature.
Police Identity Card	Current police identity card showing same name as claim, photo and/or signature.
Prison release certificate	A prison release certificate in your name with a photo and/or signature. Note: Certificates that do not meet this criteria cannot be used.
Tangentyere Community Card	Current proof of identity card issued by Tangentyere Council showing same name as claim and photo.

Changes you must tell us about

You can tell us about changes to your circumstances through online services, if you have a myGov or Centrelink online account. For more information, see 'Online Services' on page 1.

Travelling outside Australia

If you receive Disability Support Pension, you should always tell us if you are going overseas. There is further information available on humanservices.gov.au/paymentoverseas about how your payment or concession card may be affected or whether you should contact us about leaving or returning to Australia. You can also contact us if you want to find out more information.

Other payments, concessions and help

Advance Payments

Customers can apply for an Advance Payment which is a lump sum amount paid from part of your future payment. It can help you pay larger expenses or bills which you do not have enough money for. The Advance Payment is recovered, interest free, from your payments over 13 fortnights.

The Advance Payment is limited by maximum and minimum amounts which depend on the rate of payment you receive.

The number of Advance Payments you can receive over a 12 month period will depend on the type of payment that you receive and whether you are eligible.

Carer Payment and Carer Allowance

If someone provides constant care in your home they may be able to claim Carer Payment through us. If someone provides daily care either in your home or the carer's home, they may be able to claim Carer Allowance. For more information, go to humanservices.gov.au/carers

Information you need to know about your claim for Carer Payment and Carer Allowance (Ci002) (Information Booklet) is a booklet with information about claiming Carer Payment or Carer Allowance. For a copy, go to humanservices.gov.au/forms

Centrepay

Centrepay allows customers to have regular amounts deducted from their payments for various purposes such as gas, rent, water, rates and electricity. Participation in the scheme is entirely voluntary and customers may withdraw from the scheme at any time. This service is provided free of charge.

Child Dental Benefits Schedule

You may also be eligible for assistance under the Child Dental Benefits Schedule. For more information, go to humanservices.gov.au/childdental

Community Engagement Officers

Community Engagement Officers may be able to visit you if you are homeless, living in a hostel or refuge, suffering from a mental illness, or fleeing from domestic violence. Community Engagement Officers can tell you about payments and services and help you access these services. They provide services in locations like rehabilitation centres, psychiatric hospitals, prisons, hostels and drop-in centres.

Education Entry Payment

Education Entry Payment is an additional amount to help with the cost of study. For more information, go to humanservices.gov.au/educationentry or call us on **132 717** or visit one of our service centres.

Employment Services Providers

If you are a job seeker with a disability, illness or injury, that makes it hard for you to find and maintain employment, there are a number of services which may be able to assist you.

If you do not have a current assessment of your work capacity you will generally need an assessment before you can access these services.

The aim of Employment Services Providers is to provide the most appropriate level of service based on your individual needs. They can match your skills to vacancies and help with general job search assistance to improve your employment prospects and your job search techniques.

For more information about Employment Services Providers for people with a disability, illness or injury, go to humanservices.gov.au and select 'People with Disability' or employment.gov.au or call **136 268**.

jobactive

jobactive is a national network of employment service organisations that can help you find a job.

Disability Employment Services

Disability Employment Services help people with a disability, injury or health condition get ready to look for, find and keep a job. Disability Employment Services provides a range of support to meet your individual needs.

Community Development Programme

Community Development Programme provides participation and employment services for people living in remote areas of Australia.

Australian Disability Enterprises

Australian Disability Enterprises are organisations that provide paid employment in a supported environment for people with disabilities who have high support needs.

Essential Medical Equipment Payment

If you use, or provide care for someone that is using, essential medical equipment or medically required heating/cooling in your current residence, you may be eligible for the Essential Medical Equipment Payment. For more information about how to claim, go to humanservices.gov.au/emep or call us on **132 468**.

Financial Information Service Officers

Financial Information Service (FIS) Officers can give you free, independent information. This will help you understand investments and how they work, and help you make better financial decisions.

Indigenous Services Staff

Indigenous Services Staff are located in most service centres. Some service centres also have interpreters who speak Aboriginal or Torres Strait Islander languages and teams who visit and help remote communities.

Pension Supplement

The Pension Supplement is paid to people receiving Disability Support Pension, excluding those under 21 years of age with no dependent children. It is automatically paid to you each fortnight with your regular pension payment to help meet the costs of your daily household and living expenses.

You have the option to receive part of the Pension Supplement on a quarterly basis. This component/part is known as the minimum Pension Supplement amount. You may find this option useful for budgeting purposes.

If you choose this option, the amount of Pension Supplement paid with your payment each fortnight will be reduced. The minimum Pension Supplement amount accrues daily during the quarter and is paid as soon as possible after 20 March, 20 June, 20 September and 20 December with your fortnightly pension payment.

If you wish to receive the minimum Pension Supplement amount on a quarterly basis, this can be requested through your claim for Disability Support Pension.

The option to receive the minimum Pension Supplement as a fortnightly payment or quarterly payment can be changed at any time.

Pensioner Concession Card	<p>If you receive Disability Support Pension, you will automatically receive a Pensioner Concession Card. You will be able to receive a number of Commonwealth concessions (such as Pharmaceutical Benefits Scheme medicines, hearing services and free eyesight tests). You may also receive a number of state or territory concessions (this will depend on the state or territory, but may include reductions in utility bills, reductions on public transport fares, free ambulance services etc.).</p>
Pensioner Education Supplement	<p>The Pensioner Education Supplement is a payment that helps with the costs of study. It is not taxable and it is not income or asset tested.</p> <p>To get the Pensioner Education Supplement you must be getting a Disability Support Pension, Carer Payment or another eligible Centrelink or Veterans' Affairs payment. You must also be doing a course that is approved by us. For more information, go to humanservices.gov.au/pensionereducation or call us on 132 490 or visit one of our service centres.</p>
Pharmaceutical Allowance	<p>Pharmaceutical Allowance provides financial assistance to help purchase prescription medicines. A separate claim for Pharmaceutical Allowance is not required. Pharmaceutical Allowance forms part of the rate payable to people in receipt of Sickness Allowance or Disability Support Pension (if under 21 years of age with no dependent children).</p>
Remote Area Allowance	<p>Remote Area Allowance was introduced as an additional assistance for customers in remote areas. It recognises that many customers who do not pay tax, or very little tax, do not get the full benefit of tax zone rebates. Remote Area Allowance makes a contribution towards some of the costs associated with living in particularly remote areas.</p>
Rent Assistance	<p>You may be eligible for Rent Assistance if you rent your accommodation in the private rental market. This includes paying private rent, board or lodging for accommodation in a house, flat or unit, boarding house, hostel or private hotel. It also includes paying ground rent, site fees or mooring fees for a caravan, mobile home or boat in which you live.</p>
Rent Deduction Scheme	<p>The Rent Deduction Scheme allows customers in public housing to have their housing payments (such as rent, loan repayments and arrears) deducted from their payments and sent directly to the Housing Authority in their state or territory.</p>
Social Workers	<p>We have professional social workers in our service centres and Smart Centres throughout Australia. Social workers can offer you personal counselling and support in difficult times, such as domestic and family violence, severe financial hardship, homelessness, loss and bereavement. They can refer you to other services and programs like housing, health, emergency relief, legal and/or counselling services and support groups.</p>
Telephone Allowance	<p>Telephone Allowance is paid to assist you with the cost of maintaining a mobile or home telephone service and a home internet service in Australia.</p> <p>To receive the basic rate of Telephone Allowance you must:</p> <ul style="list-style-type: none">• have a telephone or mobile phone service connected in your name or your partner's name, and• be receiving Disability Support Pension under 21 years of age with no dependent children. <p>If you are receiving Disability Support Pension and qualify for the basic rate of Telephone Allowance you may get a higher rate if you also have a home internet service connected.</p> <p>Telephone Allowance is paid quarterly in January, March, July and September with your usual fortnightly payment.</p>

**Utilities Allowance
(for Disability Support Pension
under 21 years of age with
no dependent children)**

Utilities Allowance is a quarterly payment to assist you with the cost of regular bills such as gas, electricity and water. It is paid in March, June, September and December with your usual fortnightly payment.

Youth Disability Supplement

Youth Disability Supplement is payable to Disability Support Pension customers under 21 years of age. Where applicable, Youth Disability Supplement forms part of the basic rate of Disability Support Pension.

**Helpful publications
and information**

If you would like to know what correspondence and publications may be available in alternative formats, you can call us on **132 717**.

Compensation kit

Contains information about compensation rules. You or your solicitor should go to **humanservices.gov.au/business/publications/co297** or call us on **132 717** and ask for your nearest Compensation Recovery Team for further information.