



Disability Support Pension claims

DIAGNOSED, REASONABLY TREATED AND STABILISED
– REJECTION REASONS EXPLAINED

for claims lodged from 1 April 2023

What does “diagnosed, reasonably treated and stabilised” mean?

To get Disability Support Pension (DSP), the following must be met:

- your condition is likely to persist for more than 2 years
- your condition is diagnosed, reasonably treated and stabilised
- your condition is assigned an impairment rating of 20 points or more
- you've participated in a Program of Support if required
- you can't work for at least 15 hours a week in the next 2 years.

A condition must be diagnosed, reasonably treated and stabilised for DSP.

Diagnosed

A condition is diagnosed if a qualified medical practitioner has made the diagnosis. For most conditions this can be your General Practitioner (GP). For some conditions, a specialist must have made the diagnosis.

Conditions requiring specialist diagnosis

- Hearing, or other functions of the ear (such as balance) – diagnosed by a qualified medical practitioner with supporting evidence from either:
 - an ear, nose and throat specialist
 - an audiologist.
- Eye condition – ophthalmologist or ophthalmic surgeon has confirmed the diagnosis (we don't accept optometrist reports).

- Mental health condition (such as anxiety disorders, depression or schizophrenia) – either:
 - a psychiatrist
 - a medical practitioner (such as your GP) with supporting evidence from a registered or clinical psychologist.
- Intellectual disability – an assessment by a registered psychologist of both:
 - intellectual function
 - adaptive behaviour.

Otherwise, a report from a special school with details of these assessments. It must include details supported by a psychologist about the IQ score, or ability to undergo IQ testing.

Reasonably treated

A condition is reasonably treated if we assess that you've had reasonable treatment including rehabilitation.

Reasonable treatment usually means the treatment is:

- accessed on a regular basis
- low risk with a high success rate
- available and accessible to you at a reasonable cost
- likely to lead to a substantial improvement of your condition.

We decide if your condition has been treated in consultation with relevant health professionals by looking at:

- the outcome of your past treatment
- the expected outcome of your current treatment
- what your treating doctor has said about any plans for further treatment, including whether you're on any waiting lists.

We may assess your condition isn't treated if you can access reasonable treatment that could improve your condition.

Stabilised

A condition is stabilised when, even with reasonable treatment:

- the condition won't significantly improve
- you won't be able to work at least 15 hours per week in the next 2 years.

Your condition isn't stabilised if further treatment will improve your condition and your ability to work. If further treatment won't help, you must give us medical or other evidence explaining why you can't have the treatment.

A medical condition with fluctuating symptoms, such as Bipolar Affective Disorder, may be stabilised if the treatment results in only partial improvement.

Authorised health professionals assess the medical evidence you give us. They include:

- health and allied health professionals, such as physiotherapists, nurses and psychologists
- Government-contracted Doctors.

Your options if we rejected your DSP claim

1 If you don't understand or agree with the decision you can contact us

We'll explain the decision. We may be able to resolve your concerns without a formal review.

You can apply for a formal review of the decision. This review is free.

You have up to 13 weeks from the rejection date to decide if you want a formal review. You can still apply after this time. However, if we change the decision, you may only get paid from the date you ask for the review.

For more information, go to servicesaustralia.gov.au/reviewsandappeals

If you don't agree with the outcome of the formal review, you can apply to the Administrative Review Tribunal (ART). The ART is an independent body which can review a range of decisions made by Services Australia. The ART can only review a decision that we have reviewed.

For more information about applying to the ART, go to art.gov.au

2 Get more information

You can give us more information or medical evidence. If you need help to do this, talk to your nominee or a person you trust.

Your medical evidence should include detailed information about diagnosis, treatments and prognosis for each disability or medical condition that you have.

Use the *Disability Support Pension Medical Evidence Checklist* (SA473) to check you have the right medical evidence. Go to servicesaustralia.gov.au/forms

You can send the information or medical evidence to us from your mobile device or computer. Go to servicesaustralia.gov.au/centrelinkuploaddocs

If you can't upload online, you can mail it to:

Centrelink
Reply Paid 7800
CANBERRA ACT 2610

3 Check if you can get another payment

You may be able to get other income support payments, if you can't get DSP. Use our Payment and Services Finder on our website to see what payments and services you may be able to get. Go to servicesaustralia.gov.au/paymentfinder

For more information, go to servicesaustralia.gov.au/dsp

Disclaimer: this information is accurate as at August 2024.