



Disability Support Pension claims

Insufficient medical evidence – rejection reasons explained

for claims lodged from 1 April 2023

What does “insufficient medical evidence” 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.

Insufficient medical evidence

The medical evidence you gave us may be missing important details that help us to assess if you can get DSP.

What information must be included in the medical evidence?

You need to provide detailed evidence covering diagnosis, symptoms, prognosis and treatment as detailed below. This information will help us determine if you meet medical rules to get DSP.

We need the following details about each condition that affects your ability to function or to work:

- **diagnosis** of the condition that includes:
 - when the condition was diagnosed
 - the name, address and contact number of the treating doctor or health professional who made the diagnosis
 - evidence from a specialist to confirm the diagnosis (depending on the condition)
- **treatment and care**, including:
 - the type of treatment undertaken in the past
 - current treatment
 - planned treatment (you'll need this even if you're on a waiting list)

- expected impact of current and future treatment
- any requirement for nursing home or palliative care
- **symptoms and functional impact**, including:
 - current symptoms of your condition (persisting despite treatment, aids, equipment or assistive technology)
 - when the symptoms started
 - the severity, frequency and duration of symptoms
 - how the condition(s) and treatment impact your ability to function each day and to work
- **prognosis**, covering:
 - how long the condition is expected to affect your ability to function
 - whether the condition is likely to improve, remain the same or get worse.

For each condition, you should include as much information as possible listed under the topics above. You need to include evidence of how your condition affects your ability to function each day such as lifting, sitting, walking or concentrating. These details help us assess how:

- you perform everyday tasks
- your condition impacts your ability to work.

Who is authorised to complete your medical evidence?

A registered medical practitioner such as your General Practitioner (GP) or another treating health professional needs to complete your medical evidence.

Specialist medical evidence

Some conditions require specialist medical evidence. For example:

- 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
 - audiologist.
- Eye condition – ophthalmologist or ophthalmic surgeon has confirmed the diagnosis (we don't accept optometrist reports).

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- Mental health condition (such as anxiety disorders, depression or schizophrenia) – either a:
 - psychiatrist
 - 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.

Will you contact my doctor about my medical evidence?

We'll assess the medical evidence you submit with your claim. We may ask your treating doctor or health professional to clarify the evidence they have already provided.

If more evidence is needed, we won't obtain this information from your treating doctor on your behalf.

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.

Go to servicesaustralia.gov.au/reviewsandappeals for more information.

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

For more information about applying to the AAT, please go to aat.gov.au

2. Get more information

You can give us more medical evidence to support your claim, even if we have rejected it. If you need help to do this, talk to your nominee or a person you trust.

Your evidence should detail diagnosis, treatment and prognosis information for each medical condition.

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

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

There's also a medical evidence checklist available on our website to assist your treating health professional (SA478).

3. Consider completing a Program of Support

A Program of Support can help you to prepare for, find and keep a job.

This may help if you claim DSP again and we:

- assess that your condition is reasonably diagnosed, treated and stabilised
- assign a 20 point impairment rating across 2 or more tables for your conditions.

Go to servicesaustralia.gov.au/dsp to read more about Program of Support and how we assess your claim.

4. 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 2023.