



Australian Government



Services
Australia

Disability Support Pension (DSP)

Community presentation

This presentation is accurate as at September 2023



Part 1: Information for people claiming DSP



Who can get DSP?

To get DSP, a person needs to meet both:

- non-medical rules
- medical rules.

For more information in English and other languages, go to servicesaustralia.gov.au/dsp



Manifest medical rules

A person meets the manifest medical rules, if they:

- are permanently blind
- need nursing home level care
- have a terminal illness with average life expectancy of less than 2 years
- have an intellectual disability with an IQ of less than 70
- have category 4 HIV/AIDS.



Manifest medical rules – cont'd

They also meet the manifest rules if they get the Special Rate (totally and permanently incapacitated) of a Department of Veterans' Affairs Disability Compensation Payment.

For more information, go to:

servicesaustralia.gov.au/manifest-medical-rules-for-disability-support-pension



General medical rules

The general medical rules are:

- the person's condition is likely to persist for more than 2 years
- their condition is diagnosed, reasonably treated and stabilised
- they have an impairment rating of 20 points or more
- their condition will stop them working at least 15 hours a week in the next 2 years.

Under the general medical rules, they may also need to meet Program of Support rules, if these apply to them.

For more information, go to

servicessaustralia.gov.au/general-medical-rules-for-disability-support-pension



Non-medical rules for DSP

Even if a person meets the medical rules, they also need to meet non-medical rules to get DSP.

The non-medical rules they need to meet include, they:

- must be at least 15 years and 9 months and under Age Pension age when they claim
- meet the residence rules
- meet the income and assets tests.



Getting help from a nominee

If a person needs help to complete their DSP claim, they can authorise another person or an organisation to be their nominee.

When a person adds a nominee they give them permission to do things for them.

There are 2 types of nominees:

- a correspondence nominee can speak with Services Australia and do most of their Centrelink and aged care business for them
- a payment nominee can get their Centrelink payments for them.

They can only nominate 1 person or organisation for each type.

They can't have a nominee and be a nominee for some else at the same time.



Getting help from a nominee – cont'd

To set up a nominee, a person can:

- go online – if they and their proposed nominee both have a Centrelink online account linked to myGov, they can manage their nominee arrangements online.
- fill in a form – they can fill in the [Authorising a person or organisation to enquire or act on your behalf form](#)

For more information, go to [servicesaustralia.gov.au/ someone-to-deal-with-us-your-behalf](https://servicesaustralia.gov.au/someone-to-deal-with-us-your-behalf)



How to claim DSP

Online

Sign in to their myGov account and select Centrelink > **Make a claim or view claim status**, then **Make a claim**. Under **Disabled, ill or injured**, select **Get started**.

Phone

Call Services Australia on the Disability, sickness and carers line on **132 717**.

Paper claim form

Download and complete [Claim for Disability Support Pension form \(SA466\)](#) or visit a Service Centre to get the form.



Medical evidence

Services Australia needs medical evidence from a person's treating doctors or other health professionals to know how the person's disability or medical condition affects them.

The medical evidence should include information about:

- their diagnosed disability or medical conditions
- past, current and planned treatment
- how their condition impacts them daily and their ability to work
- the name and contact details of their treating doctors.

For more information, go to [servicesaustralia.gov.au/ medical-evidence-for-disability-support-pension](https://servicesaustralia.gov.au/medical-evidence-for-disability-support-pension)



People who need extra support to claim DSP

Services Australia understands some customers may need help to get medical evidence and claim DSP.

This may include people who:

- are living in remote areas with little or no access to health services
- are homeless
- are experiencing family and domestic violence
- have intellectual impairment that impacts their decision-making capacity
- require specialised language or cultural support.



People who need extra support to claim DSP – cont'd

Services Australia staff may be able to:

- support someone to make a claim when they can't claim by themselves
- help someone lodge a claim without all supporting documents or medical evidence
- assist people who have difficulty providing sufficient medical evidence
 - they can make direct contact with a person's treating health professional
 - they can explore alternative options for medical evidence when someone is unable to access a specialist or GP
- assist customers who have difficulty confirming their identity.



Assessing a DSP claim

When a DSP claim is submitted, health professionals in Services Australia will review all the medical evidence. They can make an early recommendation as to whether the person meets the medical rules.

These health professionals in Services Australia determine if:

- the person meets or doesn't meet manifest medical rules
- there is insufficient medical evidence to assess if the person meets medical rules
- the person requires a Job Capacity Assessment referral.



Job Capacity Assessment

A Job Capacity Assessment is completed by a qualified health professional who works for Services Australia.

It helps Services Australia to understand:

- how the person's condition affects their ability to work
- any help they may need to get a job
- if they meet medical rules for DSP.

At the Job Capacity Assessment , Services Australia will assess if the person's medical condition is diagnosed, reasonably treated and stabilised. The assessment may be held over the phone and may take up to 1 hour depending on the amount of medical evidence provided.



Program of Support

A Program of Support helps people with disability to prepare for, find and keep a job.

A person may need to participate in a Program of Support before they claim DSP if they:

- have a total impairment rating of 20 points or more, but
- don't have at least 20 points on a single Impairment Table.



Program of Support – cont'd

If a person's DSP claim is rejected because they didn't meet Program of Support requirements, they can make a new claim if they either:

- have now completed a Program of Support for the required period
- started a Program of Support but have evidence from their employment services provider that their medical condition or disability stops them from improving their ability to work.



Disability Medical Assessment

After the Job Capacity Assessment, a person may also need to attend a Disability Medical Assessment with a Government Contracted Doctor. The doctor will talk to them about:

- their condition and medical evidence
- the impact of their condition on their life and ability to work.

If an assessment is needed, Sonic HealthPlus will make contact by phone to arrange an appointment. Assessments may be done in person at a Sonic HealthPlus clinic.

They may also be held via video conference or by phone. These assessments may take up to 1 hour and there's no cost.



What if a claim is rejected?

If Services Australia rejects a person's claim, they'll try to call them to explain why. They'll also write to them.

People can contact Services Australia to ask for more information about their assessment, including:

- a copy of their medical assessment
- why they don't meet DSP medical rules.

People can ask for a review of the decision if they think a mistake has been made.



Part 2: Information for people getting DSP



DSP participation requirements

A person getting DSP may have participation requirements if they:

- are younger than 35
- can work at least 8 hours per week
- don't have a dependent child younger than 6.

These requirements include attending interviews and agreeing to a participation plan.



DSP participation requirements – cont'd

A person getting DSP may get a temporary exemption from their requirements in some circumstances.

A person getting DSP can choose to participate voluntarily if they don't have participation requirements.



A person may be able to work and still get DSP

A person can have paid work for up to 29 hours a week and still get DSP if they meet the [income test](#).

Services Australia can pause a person's DSP for up to 2 years if either:

- they work 30 or more hours per week
- their income reduces their payment to nil for 6 consecutive fortnights.



A person may be able to work and still get DSP – cont'd

A person can ask Services Australia to restore their DSP payment within 2 years if any of these apply:

- their hours reduce below 30 per week
- their income reduces below the cut off limit for DSP
- they stop working.

Reporting income

Services Australia needs to know about any income a person getting DSP or their partner gets each fortnight.

If they have reporting requirements but didn't get any income, they need to tell us it was zero.



gross income



hours worked



How to report income

A person getting DSP can report income via the Express Plus Centrelink mobile app, online, phone or at a Service Centre.

Reports via the Express Plus Centrelink mobile app can be made in Arabic, Vietnamese, Chinese (Simplified), or Persian (Farsi).

Change of circumstances

A person getting DSP must tell Services Australia about changes to any of these:



Accommodation



Overseas travel



Relationship



Income or Assets

For more information, read the [Avoid a debt](#) factsheet (35 languages).



Contact Services Australia

Website: www.servicesaustralia.gov.au

Phone:

centrelink — 131 202

medicare — 132 011

child support — 131 272

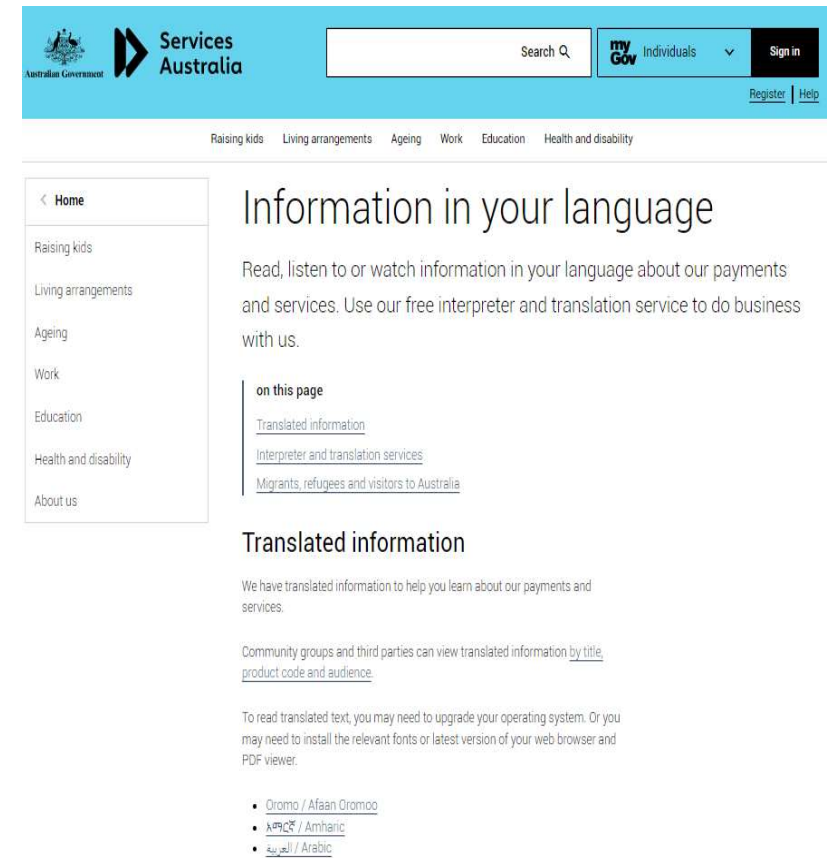
Let us know if you need an interpreter, and we will arrange one for free.

You can also visit a Service Centre or write to Services Australia.

Information in your language

Click on this language button (bottom right corner of our website), or go to:

servicesaustralia.gov.au/yourlanguage



The screenshot shows the Services Australia website. The header includes the Australian Government logo, the Services Australia logo, a search bar, and a 'myGov' login section with 'Individuals' and 'Sign in' options. A navigation bar lists topics: Raising kids, Living arrangements, Ageing, Work, Education, and Health and disability. The main content area is titled 'Information in your language' and includes a sub-header 'Read, listen to or watch information in your language about our payments and services. Use our free interpreter and translation service to do business with us.' Below this is a section 'on this page' with links to 'Translated information', 'Interpreter and translation services', and 'Migrants, refugees and visitors to Australia'. The 'Translated information' section states: 'We have translated information to help you learn about our payments and services. Community groups and third parties can view translated information by [title](#), [product code](#) and [audience](#). To read translated text, you may need to upgrade your operating system. Or you may need to install the relevant fonts or latest version of your web browser and PDF viewer.' A list of languages is provided: Oromo / Afaan Oromoo, Amharic / አማርኛ, and Arabic / العربية.