



Disability Medical Assessment

What is a Disability Medical Assessment (DMA)?

A DMA is a free assessment that helps Services Australia decide if you meet the medical rules for the Disability Support Pension (DSP).

A Government-contracted Doctor from Sonic HealthPlus will do the DMA. The Government-contracted Doctor can be a doctor or a Clinical Psychologist.

The Government-contracted Doctor reviews your medical evidence and writes a report about how your condition affects you.

They may contact the doctors and health professionals treating you, to talk about the information you gave as medical evidence.

The Government-contracted Doctor will keep your personal information safe and protect your right to privacy.

How will your DMA be done?

Your DMA may be done in person at a Sonic HealthPlus clinic, by video conference or telephone. They can book an interpreter to help you at your assessment.

Sonic HealthPlus will call you and send you a letter about your appointment and how your DMA will be done. It may include a video conference link you can connect to or the Sonic HealthPlus clinic address.

If your DMA will be done over the telephone, the Government-contracted Doctor will call you on the phone number you gave them.

The DMA may also be done directly with your Treating Health Professional. You may not need to attend.

If you cannot attend your DMA

If you are sick or cannot attend your assessment, you can call to make a new appointment. Call Sonic HealthPlus on **1300 295 822** to make a new appointment.

What to bring to your DMA

For the assessment please bring:

- a document to confirm your identity for example your driver licence or Australian passport.
- any aids, equipment or assistive technology you use, such as hearing or visual aids.

You can also bring a relative, friend, an advocate or your correspondence nominee for support.

You do not need to bring information you have already given to Services Australia for your claim or review.

You must give any new medical evidence to Services Australia before your DMA appointment with Sonic HealthPlus. You can upload documents through your Centrelink online account or the Express Plus Centrelink mobile app. You can also give them to Services Australia by mail, fax, or by visiting a service centre.

What happens after your DMA?

After your DMA, the Government-contracted Doctor will send Services Australia a report. Services Australia use the report to help them assess your DSP claim or appeal.

Services Australia will write to tell you the result of your claim or appeal.

Contact Services Australia

If you have any questions or concerns about the DMA or progress of your DSP claim, or if you would like a copy of the DMA report, call the Disability, sickness and carers line on **132 717**. Do not contact Sonic HealthPlus directly.

Services Australia will let you know if you need to make a formal Freedom of Information (FOI) request. Go to servicessaustralia.gov.au/foi for more information about FOI.

Go to servicessaustralia.gov.au/feedback or call **1800 132 468** to provide feedback or make a complaint.

For more information

- Go to servicessaustralia.gov.au/dspmedicalassessment for more information in English.
- Call the Disability, sickness and carers line on **132 717**. Let us know if you need an interpreter, and we will arrange one for free.
- Some information is available in audio, CD/DVD, large print, braille and e-text. You can ask for these by calling the Disability, sickness and carers line on **132 717**.
- Go to servicessaustralia.gov.au/yourlanguage where you can read, listen to or watch information in your language.
- Call **131 202** to speak with us in your language about Centrelink payments and services.
- Call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free.
- Visit a service centre.

If you're deaf or have a hearing or speech impairment, you can either:

- call TTY* on **1800 810 586**
- use relayservice.gov.au

*TTY is only for people who are deaf or who have a hearing or speech impairment. A TTY phone is required to use this service.

Note: calls from your phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.