

Notes for your claim for Mobility Allowance



Use this form to claim Mobility Allowance if you are 16 years or older and have a disability and cannot use public transport without extra help. There does not need to be public transport in your area to qualify. You must also be doing a qualifying activity.

For more information, go to page 3 of the **Notes Booklet**.

Mobility Allowance is not taxed. You do not need to be getting any other income support payments to qualify for Mobility Allowance.

You cannot be paid Mobility Allowance if you are receiving a funded package of support under the National Disability Insurance Scheme (NDIS).

Online account



Applying online

Access your Centrelink online account through myGov and select:

- Payments and claims
- Claims
- Make a claim.

If you do not have a myGov account, you can create one at **my.gov.au** and then link your Centrelink online account to it.

Important information

You must return **all** supporting documents at the same time you lodge this form. If you do not return all documents, your claim may not be accepted. The only exception will be if you are waiting for medical evidence or other documents from a third party.

For more information



Information in your language

We can translate documents you need for your claim for free.

To speak to us in your language, call **131 202**.



Hearing and speech assistance

If you have a hearing or speech impairment, you can use:

- the National Relay Service **1800 555 660**, or
- our TTY service on **1800 810 586**. You need a TTY phone to use this service.

For more information about help with communication, go to **servicesaustralia.gov.au** and search 'other support and advice'.

Keep these Notes (pages 1 to 9) for your information.

Information in other languages

English

To speak to us in your language, call **131 202**. Call charges may apply. For information in your language about our payments and services, go to servicesaustralia.gov.au/yourlanguage

Arabic

للتحدث إلينا بلغتك، اتصل على الرقم **131 202**. قد تفرض الرسوم على هذا الاتصال. للحصول على معلومات بلغتك عن المدفوعات والخدمات التي نقدمها، اطلع على الرابط servicesaustralia.gov.au/yourlanguage

Assyrian

لەوێمان بێ ئێوە ئێوەمان، مەهه، بێ ئێوەمان. **131 202**. ئێوەمان بێ ئێوەمان، مەهه، بێ ئێوەمان. ئێوەمان بێ ئێوەمان، مەهه، بێ ئێوەمان. ئێوەمان بێ ئێوەمان، مەهه، بێ ئێوەمان. servicesaustralia.gov.au/yourlanguage

Chaldean

لەوێمان بێ ئێوە ئێوەمان، مەهه، بێ ئێوەمان. **131 202**. ئێوەمان بێ ئێوەمان، مەهه، بێ ئێوەمان. ئێوەمان بێ ئێوەمان، مەهه، بێ ئێوەمان. ئێوەمان بێ ئێوەمان، مەهه، بێ ئێوەمان. servicesaustralia.gov.au/yourlanguage

Chinese (Simplified)

如果您希望用自己的语言与我们交谈，请致电 **131 202**（可能需要收话费）。获取有关我们提供的各项福利金以及相关服务的中文资料可访问 servicesaustralia.gov.au/yourlanguage

Croatian

Da razgovarate s nama na vašem jeziku, pozovite **131 202**. Pozivi se mogu naplaćivati. Za informacije o našim isplatama i uslugama na vašem jeziku, pogledajte servicesaustralia.gov.au/yourlanguage

Dari

برای صحبت کردن با ما به لسان خودتان، به شماره **131 202** زنگ بزنید. این مکالمه ممکن است برایتان خرج بردارد. برای معلومات بیشتر راجع به مساعدت های مالی و خدمات ما به لسان خودتان، به وب سایت servicesaustralia.gov.au/yourlanguage مراجعه کنید.

Greek

Για να μας μιλήσετε στη γλώσσα σας, καλέστε το **131 202**. Μπορεί να ισχύουν χρεώσεις κλήσης. Για πληροφορίες στη γλώσσα σας σχετικά με τις πληρωμές και τις υπηρεσίες μας, πηγαίνετε στο servicesaustralia.gov.au/yourlanguage

Italian

Per parlare con noi nella tua lingua, chiama il numero **131 202**. La chiamata potrebbe essere soggetta a tariffa. Per informazioni nella tua lingua in merito a sussidi e servizi, visita il sito servicesaustralia.gov.au/yourlanguage

Khmer

ដើម្បីនិយាយមកកាន់យើងខ្ញុំជាភាសាលោកអ្នក សូមទូរសព្ទទៅលេខ **131 202**។ លោកអ្នកអាចបង់ថ្លៃទូរសព្ទ។ ដើម្បីទទួលព័ត៌មានជាភាសាលោកអ្នកអំពីប្រាក់ផ្តល់និងសេវារបស់យើងខ្ញុំ សូមបើកមើល servicesaustralia.gov.au/yourlanguage

Korean

귀하의 언어로 통화하기를 원하시면, **131 202** 번으로 전화하십시오. 통화료가 부과될 수 있습니다. 귀하의 언어로 저희가 제공하는 급부금 및 서비스에 대한 정보를 찾아보기 원하시면, servicesaustralia.gov.au/yourlanguage 에 방문하십시오.

Kurdish (Kurmanji)

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Macedonian

За да зборувате со нас на македонски јазик, јавете се на **131 202**. Повиците може да се наплаќаат. За информации на македонски јазик за нашите исплати и услуги, отидете на servicesaustralia.gov.au/yourlanguage

Russian

Чтобы проконсультроваться с нами на родном языке, позвоните по номеру **131 202**. Звонок может быть платным. За сведениями о наших выплатах и услугах на вашем языке обращайтесь по адресу servicesaustralia.gov.au/yourlanguage

Persian (Farsi)

برای گفتگو با ما به زبان خود، با شماره **131 202** تماس بگیرید. ممکن است تماس هزینه داشته باشد. برای کسب اطلاعات درباره پرداخت ها و خدمات ما به زبان خود، به تارنمای servicesaustralia.gov.au/yourlanguage بروید.

Serbian

Да разговарате са нама на вашем језику, позовите **131 202**. Позиви могу да се наплаћују. За информације о нашим исплатама и услугама на вашем језику, погледајте servicesaustralia.gov.au/yourlanguage

Spanish

Para hablarnos en español llame al **131 202**. Puede que se le cobre la llamada. Obtenga información en español sobre nuestros pagos y servicios en servicesaustralia.gov.au/yourlanguage

Turkish

Bizimle kendi dilinizde konuşmak için **131 202** numaralı telefonu arayın. Arama ücreti uygulanabilir. Ücretlerimiz ve hizmetlerimiz hakkında kendi dilinizde bilgi için şu siteye girin: servicesaustralia.gov.au/yourlanguage

Vietnamese

Muốn nói chuyện với chúng tôi bằng ngôn ngữ của mình, quý vị hãy gọi số **131 202**. Có thể bị tính cước gọi. Muốn biết thông tin bằng ngôn ngữ của mình về các khoản trợ cấp và dịch vụ của chúng tôi, quý vị hãy truy cập servicesaustralia.gov.au/yourlanguage

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Payments

Mobility Allowance

Mobility Allowance provides assistance to people with disabilities engaged in certain activities and who cannot use public transport permanently, or for an extended period (12 months or more), without extra help.

Mobility Allowance is not taxed. You do not need to be getting any other payments from us to qualify for Mobility Allowance.

You cannot be paid Mobility Allowance if you are a participant in the National Disability Insurance Scheme (NDIS).

You may get Mobility Allowance if you:

- are 16 or older, and
- have a disability that prevents you from using public transport without extra help (there does not need to be public transport in your area for you to qualify), and
- need to travel to and from your home as part of your work, self-employment, training or job seeking.

To qualify for the **standard rate** of Mobility Allowance, you must also be either:

- working for at least 32 hours over a 4 week period of voluntary work, paid work, self-employment or training (including life skills courses)
- receiving JobSeeker Payment, Austudy or Youth Allowance and fulfilling your requirements associated with these payments
- looking for work under a Job Plan with an employment services provider (for example, Workforce Australia, Inclusive Employment Australia or Remote Australia Employment Service).

To qualify for the **higher rate** of Mobility Allowance, you must also be:

- receiving JobSeeker Payment, Youth Allowance, Parenting Payment or Disability Support Pension, and
- working for 15 hours or more per week for wages at or above the relevant minimum wage, or
- looking for work of 15 hours or more per week under a Job Plan with an employment services provider (for example, Workforce Australia, Inclusive Employment Australia or Remote Australia Employment Service), or
- working for at least 15 hours per week under the Supported Wage System.

Proof of hours you are working or training

We will need proof of the hours you are working or training when you claim Mobility Allowance. The documents listed below might give details of your work and/or training.

If you cannot supply proof of hours, we will send you a form to take to your employer or training organisation. The form will only be sent to you after we have received your claim.

If you are employed provide either:

- recent payslips showing the name of the employer and number of hours you work over a 2 and 4 week period
- a letter from your employer stating when you started work and how many hours you work over a 2 and 4 week period, or
- a copy of a recent attendance sheet.

If you are self-employed provide:

- a letter from your accountant stating the hours you work over a 2 and 4 week period.

If you do voluntary work provide:

- a letter from a welfare, charitable or community organisation stating how many hours of voluntary work you do over a 4 week period.

If you participate in a vocational training course provide either:

- an enrolment record which shows the hours you attend over a 4 week period, or
- a letter from the training organisation stating when you started the course, when it will finish and how many hours you attend over a 4 week period.

If you participate in an independent living or life skills training course provide:

- a letter from the training organisation stating how many hours of your course over a 4 week period relate to independent living skills or life skills (**do not include** time spent on recreational activities).

If you participate in an Inclusive Employment Australia program:

- if you currently get a payment from us, we will verify the details of the program for you. If you do **not** get a payment from us, we will contact you for more information.

If you participate in a Remote Australia Employment Service:

- if you currently get a payment from us, we will verify the details of the program for you. If you do **not** get a payment from us, we will contact you for more information.

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, visit one of our service centres.

To be eligible for Mobility Allowance, 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.

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

- an Australian citizen
- a permanent visa holder
- 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.

In deciding whether you are living in Australia, we may need to look at the nature of your accommodation, the nature and extent of family relationships in Australia, the nature and extent of employment, business or financial ties with Australia, the frequency and duration of travel outside Australia and any other relevant matters.

Newly arrived residents generally have a 2 or 4 year waiting period for Mobility Allowance. This may not apply to you if you are one of the following:

- are an Australian citizen
- arrived under a refugee or humanitarian program
- hold a certain visa subclass
- are the partner or dependent child of a refugee, former refugee or humanitarian migrant, and were the partner or dependent child of that person at the time they arrived in Australia
- require Mobility Allowance because of an event which occurred in Australia.

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

Someone to deal with us on your behalf

You can choose another person or organisation to deal with us on your behalf for your Centrelink payments and services.

You can authorise them to enquire, act or get payments for you.

If you want someone to deal with us on your behalf, complete the **Authorising a person or organisation to enquire or act on your behalf (SS313)** form. If you do not have this form, go to servicesaustralia.gov.au/SS313

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

Confirming your identity

When claiming a payment or service from Services Australia, you may be required to confirm your identity.

You must provide the following original documents (not copies), one of which must be an acceptable photo ID document:

- 1 commencement document to confirm your birth or arrival in Australia, and
- 1 primary document **and** 1 secondary document to show the use of your identity in the community.

You may need to attend a service centre in person so we can compare you to a photo on 1 of your documents.

If your name differs between the identity documents you have provided, you will also need to provide evidence of change of name, such as marriage certificate or change of name certificate.

We cannot accept:

- copies or certified copies
- expired documents
- the same document for more than 1 category.

To confirm your identity, we will need to verify the documents you provide with the issuing agency.

If you do not have enough documents, tell us and we will talk to you about other options.

All documents must be Australian issued and current unless otherwise specified.

You may be required to provide documents again if you claim another payment or your circumstances change.

Commencement documents to confirm your birth or arrival in Australia

You must provide one of the following:

Document	Details
Australian birth certificate	A full birth certificate in your name or former name, issued by an Australian state or territory Registry of Births, Deaths and Marriages. We cannot accept birth extracts or birth cards.
Australian visa	Must be a current visa issued in your name or former name. We cannot accept visa grant notification letters or expired visas.
Australian citizenship certificate	Issued in your name or former name. If you do not have a certificate issued in your own name, we will accept your parents' certificate if you are listed as a child with your full name and date of birth.
ImmiCard	A photo identity card issued in your name or former name by the Department of Home Affairs or the Department of Immigration and Border Protection.
Australian passport	A current passport issued in your name or former name.
Certificate of identity	Issued in your name or former name by the Department of Foreign Affairs and Trade.
Document of identity	Issued in your name or former name by the Department of Foreign Affairs and Trade.

Primary documents to show the use of your identity in the community

You must provide either:

- another document to confirm your birth or arrival in Australia, or
- one of the following:

Document	Details
Australian driver licence – motor vehicle	Current licence, learner permit or provisional licence issued by an Australian state or territory road transport authority in your name with your photo and signature.
Australian marriage certificate	Issued by an Australian state or territory Registry of Births, Deaths and Marriages. We cannot accept ceremonial, church or celebrant issued certificates.
Foreign passport	Current passport issued by another country, with a valid entry stamp or visa.
Proof of age card	Current card issued by a state or territory government agency in your name with your photo.
Shooter or firearm licence	Current licence issued by a state or territory government agency in your name with your photo. We cannot accept minor or junior permits or licences.
Secondary student ID card	Current card issued by an Australian secondary school in your name with your photo. This is only if you are under 18 and do not have any other primary documents.

Secondary documents to show the use of your identity in the community

You must provide either:

- another document to confirm your birth or arrival in Australia, or
- another primary document, or
- one of the following:

Document	Details
Security licence	Current security protection industry or crowd control licence issued by an Australian state or territory government agency, in your name with your photo.
Bank or financial institution card, statement or passbook	Current ATM, credit or debit card with your name issued by an Australian bank, credit union or building society. You can also use a statement or passbook from a current account with your name and address. We cannot accept documents from foreign banks or institutions.
Child's birth certificate	Birth certificate for a child issued by an Australian state or territory Registry of Births, Deaths and Marriages showing your name as a parent or guardian.
Defence Force identity card	Issued by the Australian Defence Force and shows your name and photo.
Australian divorce papers	In your name or former name, for example, a Decree Nisi or Decree Absolute.
Educational certificate	Qualification certificate from a school, TAFE, university or Registered Training Organisation in your name or former name.
Certified academic transcript	Issued by an Australian school, TAFE, university or Registered Training Organisation in your name or former name.
Name change	Legal change of name certificate issued by an Australian state or territory Registry of Births, Deaths and Marriages.
Veterans' Affairs card	Current card issued by the Department of Veterans' Affairs in your name.
Tenancy agreement or lease	Current formal agreement or lease in your name and showing your address.
Motor vehicle registration	Current registration showing your name and address.
Documents issued by foreign governments	Foreign birth, marriage or education certificate, driver licence, national identity card or expired passport.
Australian Government issued photo ID card	Current Commonwealth, state or territory issued card in your name.
Rates notice	Notice in your name and showing your address that is less than 12 months old.
Utility account	Water, gas, electricity or phone account in your name and showing your address that is less than 12 months old.
Student ID card	Current card issued by an Australian secondary school, TAFE, university or Registered Training Organisation in your name with your photo.
Electoral enrolment	Proof of enrolment card in your name and showing your address.
Aviation security identity card (ASIC)	Current card issued by an approved ASIC issuing body in your name with your photo or signature.
Maritime security identity card (MSIC)	Current card issued by an approved MSIC issuing body in your name with your photo or signature.
Police identity card	Current card issued by an Australian police force in your name with your photo or signature.
Prison release certificate	In your name with your photo or signature.
Tangentyere Community ID card	Current card issued by the Tangentyere Council in your name and with your 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 account' on page 1.

Travelling outside Australia

If you are leaving Australia to travel or live in another country, you may need to tell us. Travelling outside Australia may affect your payments. For information about how your payment or concession card may be affected, or if you should contact us about leaving or returning to Australia, go to servicesaustralia.gov.au/paymentsoverseas

Other payments, concessions and help

Advance Payments

If you are eligible for Mobility Allowance, you can apply for an advance on your payments. This equals 13 fortnightly payments.

It is only paid once every 12 months and no part of the advance can be repaid or returned in order to resume fortnightly payments. When the 6 month advance period ends, you automatically go back to fortnightly payments.

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

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 servicesaustralia.gov.au/carers

Child Dental Benefits Schedule

You may also be eligible for assistance under the Child Dental Benefits Schedule.

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

Community Engagement Officers

These officers can help you:

- manage your income support and other business with us
- link with government and community services for assistance and other support.

They provide Centrelink services in locations like mental health facilities, general crisis/support services, specialist accommodation services, youth services, drug and alcohol services, family and domestic violence services, and organised meeting places.

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

Education Entry Payment

Education Entry Payment is an additional amount to help with the cost of study.

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

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, go to servicesaustralia.gov.au/disability

Continued

Workforce Australia

Workforce Australia is a national network of employment services.

Inclusive Employment Australia

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

Remote Australia Employment Service

Remote Australia Employment Service 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, go to servicesaustralia.gov.au/emep

Financial Information Service Officers

Our officers can help you:

- make informed financial decisions
- understand the results of your decisions in the short and long term
- prepare for retirement, even while you are still working
- take control of your finances to increase lifestyle choices.

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

Health Care Card

If you get Mobility Allowance, you will automatically get a Health Care Card.

A Health Care Card provides you access to pharmaceutical medications listed under the Pharmaceutical Benefits Scheme at a reduced cost. You may also receive other concessions provided by state and territory governments.

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

Indigenous Services Officers

These officers are located in some of our service centres. We also have interpreters who speak Aboriginal or Torres Strait Islander languages and teams who visit and help remote communities.

Remote Area Allowance

Remote Area Allowance is an additional payment for customers living 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.

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

Social Workers

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.

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

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Claim for Mobility Allowance (MA001)

When to use this form



Use this form to claim Mobility Allowance if you are 16 years or older and have a disability and cannot use public transport without extra help. There does not need to be public transport in your area to qualify. You must also be doing a qualifying activity.

For more information, go to page 4 of the **Notes Booklet**.

Mobility Allowance is not taxed. You do not need to be getting any other income support payments to qualify for Mobility Allowance.

You cannot be paid Mobility Allowance if you are receiving a funded package of support under the National Disability Insurance Scheme (NDIS).

Online account



Applying online

Access your Centrelink online account through myGov and select:

- Payments and claims
- Claims
- Make a claim.

If you do not have a myGov account, you can create one at **my.gov.au** and then link your Centrelink online account to it.

What else you may need to provide

You may need to provide identity documents. For a list of acceptable documents, refer to 'Confirming your identity' in the **Notes Booklet** or go to **servicesaustralia.gov.au/identity**

Important note: You must return **all** supporting documents at the same time you lodge this form. If you do not return all documents, your claim may not be accepted. The only exception will be if you are waiting for medical evidence or other documents from a third party.

For more information



Go to **servicesaustralia.gov.au/mobilityallowance** or visit one of our service centres.

Information in your language

We can translate documents you need for your claim for free.

To speak to us in your language, call **131 202**.



Hearing and speech assistance

If you have a hearing or speech impairment, you can use:

- the National Relay Service **1800 555 660**, or
- our TTY service on **1800 810 586**. You need a TTY phone to use this service.

For more information about help with communication, go to **servicesaustralia.gov.au** and search 'other support and advice'.

Forms in your claim pack

In your claim pack, you should have the following:

- **Claim for Mobility Allowance (MA001)** form
- **Medical Report Mobility Allowance (MA002)** form

What to do next

1 Make an appointment with your doctor

To help us decide if you can get Mobility Allowance, we need a report from the doctor who normally treats you.

When you make the appointment, tell the receptionist that you need the doctor to complete a Medical Report for Mobility Allowance.

2 Medical Report for Mobility Allowance

Complete the 'Customer's details' section on the front of the **Medical Report Mobility Allowance (MA002)** form and read the 'Instructions for the customer' section.

Your doctor may complete the report and give it back to you or send it directly back to us.

Filling in this form

You can complete this form on your computer using Adobe Acrobat Reader, or you can print it.

For help on how to fill in our forms, go to servicesaustralia.gov.au/formhelp

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this ☐ **Go to 1** skip to the question number shown.

- 1 Are you receiving a funded package of support from the National Disability Insurance Scheme (NDIS)?

If you are not sure, you can call the National Disability Insurance Agency on **1800 800 110**.

No ☐ **Go to next question**

Yes ☐  You **cannot** receive Mobility Allowance.

For more information, go to servicesaustralia.gov.au/mobilityallowance
Do not complete this form.

- 2 Have you been given a motor vehicle under the Vehicle Assistance Scheme from the Department of Veterans' Affairs?

No ☐ **Go to 4**

Yes ☐ **Go to next question**

- 3 Do you still have the motor vehicle you were given by the Department of Veterans' Affairs?

No ☐ **Go to next question**

Yes ☐  You **cannot** receive Mobility Allowance.

For more information, go to servicesaustralia.gov.au/mobilityallowance
Do not complete this form.

- 4 Your Customer Reference Number (if known)

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- 5 Your name

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Mx ☐ Other

Family name

First given name

Second given name

- 6 Your date of birth (DD MM YYYY)

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- 7 Do you need an interpreter?

Available in international, Indigenous, Auslan and other sign languages.

No ☐ **Go to 10**

Yes ☐ **Go to next question**

- 8 What is your preferred spoken language?

- 9 What is your preferred written language?

- 10 Have you been known by any other name(s)?

Include:

- name at birth
- name before marriage
- previous married name
- Aboriginal or skin name
- alias
- adoptive name
- foster name.

No ☐ **Go to next question**

Yes ☐ Give details below

1 Other name

Type of name (for example, name at birth)

2 Other name

Type of name (for example, name before marriage)

If you need more space, provide a separate sheet with details.

- 11 Your gender

Male ☐

Female ☐

Non-binary ☐



CLKOMA001 2511

12 Your permanent address

Postcode

13 Your postal address (if different to above)

Postcode

14 Read this before answering the following question.

Providing a mobile phone number or an email address means you may receive SMS or emails from us. To read the terms and conditions, go to **servicesaustralia.gov.au/em**

Your contact details

Home phone number (including area code)

Mobile phone number

Fax number (including area code)

Work phone number (including area code)

Alternative phone number

(including area code)

Email

15 Where do you want your payment made?

The account must be in your name. A joint account is acceptable.

Payments cannot be made into an account used exclusively for funding from the National Disability Insurance Scheme.

Name of bank, building society or credit union

Branch number (BSB)

Account number (this may not be your card number)

Account held in the name(s) of

--

16 In the last 14 days have you (and/or your partner) received or claimed any of the following payments (not including Family Tax Benefit)?

- ABSTUDY
- Age Pension
- Austudy
- Carer Payment
- Disability Support Pension – including pension for permanently blind
- JobSeeker Payment
- Parenting Payment
 - single, or
 - partnered
- Special Benefit
- Youth Allowance

No ☐  Go to next question

Yes ☐ **Go to 31**

17 Read this before answering the following question.

This question is voluntary and will not affect your payment. If you do answer, the information will help us to continue to improve services to Aboriginal and Torres Strait Islander Australians.

Are you of Aboriginal or Torres Strait Islander Australian descent?

If you are of both Aboriginal and Torres Strait Islander Australian descent, tick both 'Yes' boxes.

No ☐

Yes – Aboriginal Australian ☐

Yes – Torres Strait Islander Australian ☐

18 Read this before answering the following question.

This question is voluntary and will not affect your payment. If you do answer, the information will help us to continue to improve services to people of Australian South Sea Islander descent.

Australian South Sea Islanders are the descendants of Pacific Islander labourers brought from the Western Pacific in the 19th Century.

Are you of Australian South Sea Islander descent?

No ☐

Yes ☐

19 What country are you currently living in?

The country of residence is where you normally live on a long term basis.

Australia ☐ **Go to next question**

Other ☐ Country of residence

20 Have you **ever** travelled outside Australia, including short trips and holidays?

This question will help us to verify your Australian residence.

No ☐ **Go to next question**

Yes ☐ Give details below

Year you last entered Australia

Passport number

Country of issue

21 Are you an Australian citizen **who was born in Australia**?

No ☐ **Go to next question**

Yes ☐ **Go to 30**

22 What is your country of birth?

23 What is your country of citizenship?

Australia ☐ Date citizenship granted (DD MM YYYY)

Go to 29

Other ☐ Give details below

Country of citizenship

Date citizenship granted (DD MM YYYY)

24 What type of visa did you arrive on?

Permanent ☐ **Go to next question**

Temporary ☐ **Go to next question**

New Zealand passport ☐ **Go to 26**
(Special Category visa)

Not sure ☐ **Go to 26**

25 Your visa details on arrival

Visa subclass

Date visa granted (DD MM YYYY)

26 Has your visa changed since you arrived in Australia?

No ☐ **Go to next question**

Yes ☐ Most recent visa details

Visa subclass

Date visa granted (DD MM YYYY)

27 Did you start living in Australia before 1965?

No ☐ **Go to next question**

Yes ☐ Give details below

Name of the ship or airline on which you arrived

Name of the place where you first arrived or disembarked

What was your name when you first arrived in Australia?

28 Did your partner or either of your parents arrive on a refugee or humanitarian visa?

No ☐

Yes ☐

29 Did someone provide you with an assurance of support for your migration to Australia?

No ☐

Not sure ☐

Yes ☐

30 Read this before answering the following question.

We need to know if you have lived in any countries other than Australia. 'Lived' means where you or your family made your home or spent a long period of time – it does not include places you visited for a holiday.

Have you **ever** lived outside Australia for any period?

No ☐ Go to next question

Yes ☐ List **all** countries you have lived in since birth and the date you started living in each country.

Include when you started living in **Australia**.

Do not include short trips or holidays.

1 Country

Date from (DD MM YYYY)

2 Country

Date from (DD MM YYYY)

3 Country

Date from (DD MM YYYY)

4 Country

Date from (DD MM YYYY)

5 Country

Date from (DD MM YYYY)

6 Country

Date from (DD MM YYYY)

If you need more space, provide a separate sheet with details.

31 Are you participating in a program with an employment services provider?

No ☐ Go to next question

Yes ☐ Give details below

Name of employment services provider

Address

Postcode

Phone number (including area code)

When did you start this program?

 (DD MM YYYY)

When do you expect to complete this program?

 (DD MM YYYY)

Do you travel to and from home to do your rehabilitation program?

No ☐

Yes ☐

32 Are you doing vocational training?

Includes:

- tertiary education
- secondary education and TAFE
- courses at institutions offering academic or trade qualifications
- high school studies
- special schools.

No ☐ Go to next question

Yes ☐ Give details below



Provide course details including proof of hours you spend at the course over a 4 week period.

For information about what document(s) might provide this proof, refer to the **Notes Booklet**.

Name of course

Name of training organisation

Address

Postcode

Phone number (including area code)

How many hours do you spend at this course over a 4 week period?

When did you start this course?

--	--	--	--	--	--	--	--	--	--

 (DD MM YYYY)

When do you expect this course to finish?

--	--	--	--	--	--	--	--	--	--

 (DD MM YYYY)

Do you travel to and from home to do your vocational training (for example, school, library, residential course)?

No ☐

Yes ☐

If you need more space, provide a separate sheet with details.

33 Are you doing independent living skills or life skills training?

These courses include training designed to develop personal and social skills and increase independence (for example, personal care and hygiene, basic communication skills and interpersonal relations, money management, food preparation and transport use). Recreational activities are not considered to be independent living or life skills activities.

No ☐ Go to next question

Yes ☐ Give details below



Provide course details including information about how many hours over a 4 week period of your course relate to independent living skills or life skills.

For information about what document(s) might provide this proof, refer to the **Notes Booklet**.

Name of course

Name of training organisation

Address

Postcode

Phone number (including area code)

How many hours do you spend at this course over a 4 week period?

When did you start this course?

--	--	--	--	--	--	--	--	--	--

 (DD MM YYYY)

When do you expect this course to finish?

--	--	--	--	--	--	--	--	--	--

 (DD MM YYYY)

Do you travel to and from home to do your independent living skills or life skills training?

No ☐

Yes ☐

If you need more space, provide a separate sheet with details.

34 Are you self-employed?

This means that you work for yourself or your own business.

No ☐ Go to next question

Yes ☐ Give details below

 Provide proof of hours you spend at work over a 2 and 4 week period.

This may be a letter from your accountant stating the hours you work over a 2 and 4 week period.

Name of your business

--

Address

Postcode

What type of work are you doing?

How many hours do you spend at work over a 2 week period?

How many hours do you spend at work over a 4 week period?

When did you start this work?

____ (DD MM YYYY)

How long do you expect this work to last?

Less than 3 months ☐3 to 6 months ☐More than 6 months ☐

Do you travel to and from home for your self-employment (for example, to get to your place of work, visiting clients)?

No ☐Yes ☐

35 Are you employed and earning money?

Include full-time, part-time, casual and supported employment (Australian Disability Enterprise).

No ***Go to 36***

Yes ☐ Give details below and in the next column(s)

 Provide proof of hours you spend at work over a 2 and 4 week period. If you work in an Australian Disability Enterprise, proof of hours over a 4 week period only is needed. For information about what document(s) might provide this proof, refer to the **Notes Booklet**.

If you are receiving another income support payment, you must continue to report your income or any changes in your income to us.

Continued

1 Employer's name

Address

Postcode

Phone number (including area code)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Australian Business Number (ABN)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

A Are you employed at or above the relevant minimum wage (if you are not sure, check with your employer)?

No ☐ **Go to B**

Yes ☐ **Go to D**

B Do you work for an Australian Disability Enterprise (if you are not sure, check with your employer)?

No ☐ **Go to C**

Yes ☐ **Go to E**

C Are you employed under the Supported Wage System (if you are not sure, check with your employer)?

No ☐

Yes ☐

D How many hours do you spend at work over a 2 week period?

E How many hours do you spend at work over a 4 week period?

F When did you start this work?

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

 (DD MM YYYY)

G How long do you expect this work to last?

Less than 3 months ☐

3 to 6 months ☐

More than 6 months ☐

H Do you travel to and from home to do this work (for example, to get to your place of work, visiting clients)?

No ☐

Yes ☐

Continued

2 Employer's name

Address

Postcode

Phone number (including area code)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Australian Business Number (ABN)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

A Are you employed at or above the relevant minimum wage (if you are not sure, check with your employer)?

No ☐ **Go to B**

Yes ☐ **Go to D**

B Do you work for an Australian Disability Enterprise (if you are not sure, check with your employer)?

No ☐ **Go to C**

Yes ☐ **Go to E**

C Are you employed under the Supported Wage System (if you are not sure, check with your employer)?

No ☐

Yes ☐

D How many hours do you spend at work over a 2 week period?

E How many hours do you spend at work over a 4 week period?

F When did you start this work?

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

 (DD MM YYYY)

G How long do you expect this work to last?

Less than 3 months ☐

3 to 6 months ☐

More than 6 months ☐

H Do you travel to and from home to do this work (for example, to get to your place of work, visiting clients)?

No ☐

Yes ☐

If you need more space, provide a separate sheet with details.

36 Are you doing voluntary work for a charitable, welfare or community organisation?

No ☐ **Go to next question**

Yes ☐ Give details below



Provide proof of hours you spend at work over a 4 week period.

This may be a letter from the organisation you work for.

Name of organisation

Address

Postcode

Phone number (including area code)

What type of work are you doing?

How many hours do you spend doing voluntary work over a 4 week period?

When did you start this work?

(DD MM YYYY)

When do you expect this work to finish?

(DD MM YYYY)

How long do you expect this work to last?

Less than 3 months ☐

3 to 6 months ☐

More than 6 months ☐

Is your voluntary work part of a court order (a community service order)?

No ☐

Yes ☐

Do you travel to and from home to do your voluntary work?

No ☐

Yes ☐

If you need more space, provide a separate sheet with details.

37 Are you undertaking job search activities?

No ☐ **Go to 43**

Yes ☐ Give details below

If you have a Job Plan with an employment services provider, no evidence is required.

Name of employment services provider

Address

Postcode

Phone number (including area code)

If you do not have a Job Plan with an employment service provider, give details or list of your job search activities.



Provide proof of the job search activities you are doing.

Details or list of job search activities

38 Are you receiving JobSeeker Payment, Youth Allowance (job seeker), or Parenting Payment with mutual obligation requirements?

No ☐ **Go to 40**

Yes ☐ **Go to next question**

39 As part of your Job Plan, are you required to look for work of 15 hours or more per week at or above the relevant minimum wage or participate in activities which aim to make you ready to look for such work?

No ☐ **Go to 42**

Yes ☐ **Go to next question**

40 Are you receiving Disability Support Pension or Parenting Payment (without mutual obligation requirements)?

No ☐ **Go to 42**

Yes ☐ **Go to next question**

41 As part of your Job Plan, are you looking for work of 15 hours or more per week at or above the relevant minimum wage?

No ☐

Yes ☐

42 Do you travel to and from home to do the looking for work activities?

No ☐

Yes ☐

43 Are you studying and receiving Youth Allowance or Austudy?

No ☐ **Go to 46**

Yes ☐ **Go to next question**

44 Are you required to meet your requirements to receive your payment?

No ☐ **Go to 46**

Yes ☐ **Go to next question**

45 Do you travel to and from home for your study requirements (for example, attending your educational institution, library)?

No ☐

Yes ☐

46 Would you like to receive a 6 month lump sum payment?

If you are eligible for Mobility Allowance, you can receive an advance on your payments. This equals 13 fortnightly payments.

It is only paid once every 12 months and **no part of the advance can be repaid or returned** in order to resume fortnightly payments. When the 6 month advance period ends, you automatically go back to fortnightly payments.

No ☐ **Go to 48**

Yes ☐ **Go to next question**

47 Do you plan to leave Australia within the next 6 months (even for a short holiday)?

No ☐ **Go to next question**

Yes ☐ When do you plan to leave Australia?

(DD MM YYYY)

48 Do you want to authorise a person or organisation to make enquires, make updates, act and/or get payments on your behalf?

No ☐ **Go to next question**

Yes ☐



You need to fill in and return an **Authorising a person or organisation to enquire or act on your behalf (SS313)** form. You can also do this online. You and the person or organisation will need a Centrelink online account.

If you do not have this form, go to **servicesaustralia.gov.au/SS313**

For more information, go to **servicesaustralia.gov.au/actforyou**

Checklist

49 Which of the following forms and documents are you providing with this form?

Where you are asked to supply documents, provide original documents.

If you are not sure, check the question to see if you should provide the documents.

Identity documents (Refer to 'Confirming your identity' in the Notes Booklet)	☐
Details of vocational training (If you answered Yes at question 32)	☐
Details of independent living skills or life skills training (If you answered Yes at question 33)	☐
Details of self-employment (If you answered Yes at question 34)	☐
Details of employment (If you answered Yes at question 35)	☐
Details of voluntary work (If you answered Yes at question 36)	☐
Proof of job search activities (If you answered Yes and required at question 37)	☐
Authorising a person or organisation to enquire or act on your behalf (SS313) form (If you answered Yes at question 48)	☐

Privacy notice

50 You need to read this

Privacy and your personal information

The privacy and security of your personal information is important to us, and is protected by law. We collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to servicesaustralia.gov.au/privacypolicy

Declaration

51 I declare that:

- the information I have provided in this form is complete and correct.

I understand that:

- I must return **all** supporting documents at the same time as I lodge my claim form. If I do not return all documents, my claim may not be accepted. The only exception will be if I am waiting for medical evidence or other documents from a third party
- this information is used to determine my eligibility for pension or allowance and may be used to determine my suitability for rehabilitation or training
- information relating to programs jointly administered with another department may be passed to that department
- Job Plan means an Employment Pathway Plan under the *Social Security Act 1991*
- mutual obligation requirements means participation requirements under the *Social Security Act 1991*
- Services Australia can make relevant enquiries to make sure I receive the correct entitlement
- giving false or misleading information is a serious offence.

☐ I have read, understood and agree to the above.

Date (DD MM YYYY) (you **must** date this declaration)

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Your signature

(**only** required if returning by post or in person)



Returning this form

Return this form and any supporting documents:

- **online** (excluding identity documents) using your Centrelink online account. For more information, go to servicesaustralia.gov.au/centrelinkuploaddocs
- by post to
Services Australia
Disability Services
Reply Paid 7806
CANBERRA BC ACT 2610
- in person at one of our service centres.