

s22 - Irrelevant material



Australian Government

Services Australia

Assessing if a customer is an Australian resident 106-06010010

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Background

s22 - Irrelevant material

This document outlines how to assess if a customer is an Australian resident. Being an Australian resident and time spent in Australia as an Australian resident are very important for claiming, qualification for and pay ability of Australian social security, family assistance and parental leave payments and concession cards.

Australian resident

A person is an Australian resident if they reside in Australia and is **either**:

- an Australian citizen
- the holder of a permanent visa, or
- the holder of a protected Special Category visa (SCV)

Resides in Australia

This means that Australia is where the person principally lives on a long-term basis. This is shown by factors such as:

- family
- property and financial ties
- nature of accommodation
- intentions
- travel patterns
- other relevant details

Residents of Norfolk Island

From 1 July 2016

Norfolk Island became part of Australia for social security purposes. A person residing on Norfolk Island who holds the relevant legal status is an Australian resident.

If they hold the relevant legal status, periods the person resided on Norfolk Island before 1 July 2016 are periods as an Australian resident. For those periods, they meet requirements for:

- qualifying residence
- Newly Arrived Resident's Waiting Period
- Australian Working Life Residence

Before 1 July 2016

Residents of Norfolk Island, who met certain criteria, were granted official Norfolk Island Resident status by the Norfolk Island government, or obtained this at birth. This was not an Australian permanent visa, but under the Norfolk Island reforms it is considered the same for Centrelink purposes.

Applying residence rules for payments and concession cards

Residence rules apply to most payments and concession cards for:

- Claim lodgement - there are residence rules that must be met to lodge a legal claim
- Qualification - to be eligible to be granted, and
- Ongoing eligibility - for continuation of payments or concession card. If a customer stops meeting the residence rules, they lose eligibility to their payment and/or card

For payment and concession specific rules and exemptions, see the relevant Residence assessment procedure under [Related links](#).

Lodgement requirements

To make a legal claim for most Australian social security payments and concession cards, a person must generally:

- be an Australian resident, and
- be [in Australia](#) at the time the claim is lodged, or meet an [exception to the lodgement inside Australia rule](#)

Further exemptions may apply depending on the payment type.

Some family assistance, parental leave and emergency payments do not have residence lodgement rules.

Qualifying residence

To qualify for Age Pension, Disability Support Pension (DSP) or Parenting Payment (PP), a customer must have either a period of qualifying residence or a [Qualifying Residence Exemption \(QRE\)](#).

For PP and other payments and concession cards, a customer must either serve a [Newly Arrived Resident's Waiting Period \(NARWP\)](#) or have an [exemption from the NARWP](#).

To remain qualified for most payments and concession cards, a customer must generally continue to be an Australian resident for the whole time they are receiving that payment or concession card. If a customer receiving a payment or concession card subject to this requirement ceases to be an Australian resident, they will lose their qualification. This requirement does not apply to a customer receiving Age Pension or DSP who is [exempt from the ongoing residence requirement](#).

A customer who is not an Australian resident may still qualify residentially for:

- Special Benefit (SpB) if they hold a [temporary visa that qualifies customers for some payments](#) and are living in Australia
- certain payments under an [international social security agreement](#)
- parental leave payments, family assistance and Low Income Health Care Card (LIC) if they [hold a Special Category visa \(SCV\) and are living in Australia](#), or hold a [temporary visa that qualifies customers for some payments](#)
- Family Tax Benefit (FTB), Child Care Subsidy (CCS), Double Orphan Pension (DOP) and Stillborn Baby Payment (SBP) for holders of a visa subclass 403 (granted under the Pacific Australia Labour Mobility stream and the person has been approved for Family Accompaniment)
- Commonwealth Seniors Health Card (CSHC) or Foster Child Health Care Card (FST) if they hold a SCV and are living in Australia
- JobSeeker Payment (JSP) or Youth Allowance (YA) if they are a non-protected SCV holder who has lived continuously in Australia for at least 10 years just before claiming, under the [New Zealand 10 years residence exemption](#)
- Child Care Subsidy (CCS) if they
 - hold a [temporary visa that qualifies customers for some payments](#)
 - are a Commonwealth sponsored foreign student, or
 - hardship/special circumstances exist
- Australian Government Disaster Recovery Payment (AGDRP) if they [hold a specified visa for AGDRP and DRA](#) or are getting a social security payment
- Disaster Recovery Payment for New Zealand non-protected SCV holders ([NZ DRP](#)) if they are living in Australia
- Disaster Recovery Allowance if they are [hold a specified visa for AGDRP and DRA](#), or
- Disaster Recovery Allowance for New Zealand non-protected SCV holders ([NZ DRA](#)) if they are living in Australia

From 1 July 2016, Norfolk Island became part of Australia for social security and family assistance purposes. From this date, any past periods of residence on Norfolk Island are periods of residence in Australia if the person held [legal permanent resident status](#) while living on Norfolk Island.

Check the residence requirements for the social security payment, concession card, family assistance or Paid Parental Leave scheme payment. Rules vary from payment to payment.

Assessing claims - determining Australian residence

Accept and record all claims lodged for social security payments, concession cards, family assistance, parental leave payments, ABSTUDY and disaster payments to assess if the claimant is residentially qualified or subject to a [NARWP or qualifying residence period](#).

The numerous savings provisions and [qualifying residence exemptions](#) make it hard to determine manually if a person is residentially qualified.

Recording all the residence information lets the system accurately assess:

- the customer's residential entitlement
- whether they are subject to a NARWP or qualifying residence period, and
- when the NARWP or qualifying residence period will end

If the customer does not meet the residence rules, the system can apply the correct residence rejection reason and send the correct rejection letter. This gives the customer the decision in writing so they are aware of their review and appeal rights and can provide more information if required.

Changing an Australian residence determination

47E(d)

. Document the reasons for the decision, including any discussion with the customer.

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47E(d)

Verification of residence

Proof of a customer's Australian resident status is required for verifying residence qualification for entitlements and assists in determining:

- the earliest date the customer meets the Australian resident rules to be eligible for most payments, benefits and concession cards
- the start and end dates for periods of Australian residence to calculate the [NARWP and qualifying residence period](#)
- the customer's Australian [Working Life Residence \(WLR\)](#) periods for proportional rate for portability purposes

If not already confirmed, claims request the customer provide proof of their Australian residence status. For example, citizenship papers, passport or other documentation.

Immigration Datalink

A datalink with the Department of Home Affairs provides information to Services Australia about a customer's visa, citizenship (where available) and [movement information](#).

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The [Resources](#) page contains links to the 47E(d) homepage and the Residence in Australia and other countries (Mod O) form, examples of what to consider when making 'Residing in Australia' decisions and examples of Australian residence periods on Norfolk Island.

Related links

[Residence assessment for customers claiming Age Pension](#)

[Residence assessment for customers claiming Austudy](#)

[Residence assessment for customers claiming Carer Allowance](#)

[Residence assessment for customers claiming Carer Payment \(CP\)](#)

[Residence assessment for customers claiming Child Care Subsidy \(CCS\)](#)

[Residence assessment for customers claiming Commonwealth Seniors Health Card \(CSHC\)](#)

[Residence assessment for customers claiming Disability Support Pension \(DSP\)](#)

[Residence assessment for customers claiming Family Tax Benefit \(FTB\), Parental Leave Pay \(PPL\) and Dad and Partner Pay \(DAP\)](#)

[Residence assessment for customers claiming Farm Household Allowance \(FHA\)](#)

[Residence assessment for customers claiming JobSeeker Payment \(JSP\)](#)

[Residence assessment for adult customers claiming a Low Income Health Care Card \(LIC\), Foster Child Health Care Card \(FST\) or Ex-Carer Allowance \(child\) Health Care Card \(EHC\)](#)

[Residence assessment for customers claiming Mobility Allowance \(MOB\)](#)

[Residence assessment for customers claiming Parenting Payment \(PP\)](#)

[Residence assessment for customers claiming Pensioner Education Supplement \(PES\)](#)

[Residence assessment for customers claiming Special Benefit \(SpB\)](#)

[Residence assessment for customers claiming Youth Allowance \(YA\) and/or Tertiary Access Payment \(TAP\)](#)

[Australian Residence Rules for New Zealand citizens](#)

[Residence and Portability screens](#)

[Recording legal residence status](#)

[Proof of Australian citizenship](#)

[Australian residence requirements for payment](#)

[Residence requirements](#)

[Updating residence screens](#)

[Coding the CRES, ARD and RSS screens](#)

[Completing, assessing and coding the Residence in Australia and other countries Mod O](#)

[Commencement of Identity](#)

[Activating the Department of Home Affairs datalink and contingency procedures if datalink is unavailable](#)

[International Social Security Agreements](#)

[Requesting and coding additional residence data for Norfolk Island claims](#)

[Newly Arrived Resident's Waiting Period \(NARWP\) and Qualifying Residence Period](#)

[Newly Arrived Resident's Waiting Period \(NARWP\) and Qualifying Residence Period Exemptions](#)

[Identifying customer vulnerability and risk issues](#)

Process

This document outlines how to assess if a customer is an Australian resident. Being an Australian resident and time spent in Australia as an Australian resident are very important for claiming, qualification for and pay ability of Australian social security, family assistance and parental leave payments and concession cards.

On this page:

[Assessing a customer's legal status](#)

[Date of arrival - start of living in Australia](#)

[Verification of arrival by CIS staff](#)

[Assessing residing in Australia](#)

[Finalise residence activity](#)

Assessing a customer's legal status

Table 1: assessing if a customer has the required legal residence status for payment.

Step	Action
1	<p>Obtaining and recording residence information + Read more ...</p> <p>All claim forms, including online claims, contain the necessary residence questions. Customers may need to answer those questions and provide verification such as a passport or Australian citizenship certificate.</p> <p>The Immigration Datalink provides information to Services Australia about a customer or child's visa, citizenship (if available) and movement information. If the Immigration Datalink has provided the information, it will be on the customer or child's record on the relevant screens. If applicable, the system will request the Immigration Datalink for the partner, any children and care receivers.</p> <p>47E(d)</p> <p>47E(d)</p> <p>47E(d)</p> <p>Make sure the following screens have been updated correctly (for help, see Residence and Portability screens):</p> <ul style="list-style-type: none"> 47E(d) screen <ul style="list-style-type: none"> Country of birth Lived or travelled outside Australia since 1 Sept 1994: field Passports and travel documents 47E(d) screen <ul style="list-style-type: none"> Citizenship Visas (if applicable) New Zealand residence status (if applicable) 47E(d) screen <ul style="list-style-type: none"> If linked with immigration, check the 47E(d) field to see if the default date needs to be adjusted Immigration advised movements (if applicable) 47E(d) screen <ul style="list-style-type: none"> Country where the customer/child is living and countries they have lived previously. Note: if a child was born overseas to Australian resident parents, the country of residence will default to the child's country of birth Check and update if necessary <p>If the residence information was recorded from a previous claim, only update it if new information is available.</p>

	<p>If a link with immigration is expected but not yet made, and there is no related Immigration Datalink MFU on the 47E(d) screen, request an immigration datalink via the 47E(d) screen.</p> <p>If the information supplied by the datalink appears incomplete or incorrect, see Referring inconsistencies in overseas departure and arrival information to Centrelink International Services (CIS).</p> <p>The customer may have already provided necessary documents when confirming their identity or if asked to provide proof of their Australian residence status (e.g. citizenship papers, passport or other documentation) as part of their claim.</p> <p>Has all necessary residence information been obtained and coded?</p> <p>This includes visa, passport/travel documents and citizenship details.</p> <ul style="list-style-type: none"> • Yes, go to Step 3 • No, go to Step 2
2	<p>Call the customer to try to determine their legal residence status + Read more ...</p> <ul style="list-style-type: none"> • If information is obtained over the phone: <ul style="list-style-type: none"> ◦ code the details and request the customer provides documentation ◦ continue processing, go to Step 3 • If the customer cannot provide documentation showing their legal residence status and it cannot be verified through the Immigration Datalink, consider other information confirming residence in Australia, 47E(d) <ul style="list-style-type: none"> ◦ If it is determined that the customer has legal residence status, go to Step 3 ◦ If it is determined that the customer does not have legal residence status, see Table 5, Step 2 to finalise the activity ◦ If there is not enough information to determine legal residence status, verifying a customer's arrival into Australia can help in determining if a claimant meets qualifying residence requirements. See Table 2, Step 1 • If unable to contact the customer by phone: <ul style="list-style-type: none"> ◦ Request the information in writing ◦ Sometimes a Residence in Australia and other countries (Mod O) form and/or other forms may need to be issued to the customer to gather more information about what countries they have lived in ◦ Allow extra days for mail delivery. See Claims received that are incomplete or incorrect ◦ Put the claim on hold awaiting return of the information ◦ Procedure ends here <p>The Resources page contains a list of suitable Request for Information (RFI) options and approved letter text.</p>
3	<p>Check citizenship + Read more ...</p> <p>If verification of Australian citizenship is required, 47E(d)</p> <p>Verification can be received in some cases through the Immigration Datalink. For example:</p> <ul style="list-style-type: none"> • If the customer has travelled on an Australian passport this will be updated via the datalink and recorded on the 47E(d) screen with 47E(d) • If they have been granted Australian citizenship since 2001, this will be updated to the 47E(d) screen with 47E(d) <p>When datalink information does not verify Australian citizenship, check the documents the customer supplied for identity or that were requested as part of their claim. These can include:</p> <ul style="list-style-type: none"> • Australian birth certificate • Australian passport • Citizenship (naturalisation) certificate <p>For more information, see Proof of Australian citizenship.</p> <p>Note: it may not be necessary for a customer/partner to be Australian citizens to meet the legal permanent resident part of 'Australian Resident'. If verification is required but has not been provided by the customer, consider if Australian citizenship is required. For example, if the customer also holds a permanent visa or a protected SCV, this may be enough for them to qualify, keeping in mind the NARWP. If so, remove Australian citizenship from the 47E(d) screen.</p>

	<p>Is the customer an Australian citizen?</p> <ul style="list-style-type: none"> • Yes, the customer holds permanent legal resident status <ul style="list-style-type: none"> ◦ If born in Australia, see Table 4, Step 1 to assess if they are residing in Australia ◦ If born overseas, date of arrival/start of living in Australia needs to be verified. See Table 2, Step 1 • No or unsure, go to Step 4
4	<p>Check if the customer is the holder of a permanent visa + Read more ...</p> <p>Does the customer hold an Australian permanent resident visa?</p> <p>For information about visas, see the Social Security Guide, Chapter 9 Visas & Entitlements.</p> <ul style="list-style-type: none"> • Yes, the customer holds permanent legal resident status <ul style="list-style-type: none"> ◦ If born in Australia, see Table 4, Step 1 to assess if they are residing in Australia ◦ If born overseas, date of arrival/start of living in Australia needs to be verified. See Table 2, Step 1 • No or unsure, go to Step 5
5	<p>Check if the customer is a protected Special Category visa (SCV) holder + Read more ...</p> <p>See Australian Residence Rules for New Zealand citizens for more information.</p> <p>New Zealand passport holders are generally issued an SCV subclass 444 when they enter Australia. SCVs are not stamped in passports. In most cases, the system will determine if the customer is a protected or non-protected SCV holder during a new claim when the Immigration Datalink is activated.</p> <p>The customer's visa (subclass 444) and New Zealand Residence Status (protected or non-protected) will be recorded on the 47E(d) screen. If the status is:</p> <ul style="list-style-type: none"> • 47E(d) (grandfathered) or 47E(d) (transitional), the customer is a protected SCV holder • 47E(d) the customer is not a protected SCV holder <p>If the datalink is not linked, or New Zealand residence status needs to be assessed manually, 47E(d). They will check the status and code the relevant details.</p> <p>Is the customer a protected SCV holder?</p> <ul style="list-style-type: none"> • Yes, the customer has the equivalent of a permanent visa <ul style="list-style-type: none"> ◦ If born in Australia, see Table 4, Step 1 to assess if they are residing in Australia ◦ If born overseas, date of arrival/start of living in Australia needs to be verified. See Table 2, Step 1 • No, the customer is a non-protected SCV holder or holds a different temporary visa. Go to Step 6
6	<p>Check if the customer is a non-protected SCV holder (for certain claims) + Read more ...</p> <p>Is the customer the holder of a non-protected SCV and only claiming parental leave payments, family assistance or concession cards (other than Ex-Carer Allowance Heath Care Card (EHC), NZ DRP or NX DRA)?</p> <ul style="list-style-type: none"> • Yes, the customer meets legal residence status for those payments <ul style="list-style-type: none"> ◦ If born in Australia, see Table 4, Step 1 to assess if they are residing in Australia ◦ If born overseas, date of arrival/start of living in Australia needs to be verified. See Table 2, Step 1 • No, <ul style="list-style-type: none"> ◦ For a non-protected SCV holder claiming JSP or YA, go to Step 7 ◦ For all other customers, go to Step 8 <p>Note: a non-protected SCV holder may also qualify for a payment under the agreement with New Zealand.</p>
7	<p>Check if the customer has lived in Australia continuously for at least 10 years and is now residing in Australia + Read more ...</p> <p>Is the customer currently residing in Australia and have they been living in Australia continuously for at least 10 years immediately prior to the date of claim?</p> <ul style="list-style-type: none"> • Yes, the customer may qualify for JSP or YA under the New Zealand 10 year residence exemption. Note: a non-protected SCV holder can only receive this exemption for JSP/YA once, and the NARWP does not apply under this exemption

	<ul style="list-style-type: none"> ◦ If born in Australia, see Table 4, Step 1 to assess if they are residing in Australia ◦ If born overseas, verify the date of arrival/started living in Australia. See Table 2, Step 1 • No, go to Step 8
8	<p>Check residence in an agreement country + Read more ...</p> <p>Has the customer lived or worked in an agreement country, or is currently living in an agreement country?</p> <p>For information on agreement countries, see International Social Security Agreements.</p> <ul style="list-style-type: none"> • Yes, the customer may qualify for a social security pension under an international agreement, but they must still be residing in Australia or an agreement country. See Table 4, Step 1 to assess what country the customer is residing in • No, go to Step 9
9	<p>Check if the customer holds a temporary visa that qualifies them for some payments + Read more ...</p> <p>Is the customer the holder of a temporary visa that qualifies customers for some payments and claiming Special Benefit (SpB), Child Care Subsidy (CCS), parental leave payments, family assistance or a Low Income Health Care Card (LIC)?</p> <ul style="list-style-type: none"> • Yes, the customer meets legal residence requirements. See Table 4, Step 1 to assess if they are residing in Australia • No, go to Step 10
10	<p>Check if the customer holds a visa subclass 403 + Read more ...</p> <p>A customer claiming Family Tax Benefit (FTB), Child Care Subsidy (CCS), Double Orphan Pension (DOP) or Stillborn Baby Payment (SBP) may qualify if they hold a visa subclass 403 (granted under the Pacific Australia Labour Mobility stream and the person has been approved for Family Accompaniment), see:</p> <ul style="list-style-type: none"> • Residence assessment for customers claiming Child Care Subsidy (CCS) • Residence assessment for customers claiming FTB • Eligibility and coding claims for Double Orphan Pension (DOP) <p>Is the customer claiming FTB, CCS, DOP or SBP and the above applies?</p> <ul style="list-style-type: none"> • Yes, the customer meets legal residence requirements. See Table 4, Step 1 to assess if they are residing in Australia, • No, go to Step 11

11	<p>Eligibility for Child Care Subsidy (CCS) + Read more ...</p> <p>A customer claiming CCS only may qualify if:</p> <ul style="list-style-type: none"> they have a partner who is: <ul style="list-style-type: none"> an Australian resident an SCV holder, or the holder of a temporary visa that qualifies customers for some payments either in Australia or temporarily absent less than 6 weeks for an approved reason they or their partner is a temporary visa holder who is experiencing hardship, or special circumstances exist <p>For help assessing hardship or special circumstances, see Residence assessment for customers claiming CCS.</p> <p>Is the customer claiming CCS only and one of the above applies?</p> <ul style="list-style-type: none"> Yes, the customer may qualify for CCS. See Table 4, Step 1 to assess if they are residing in Australia No, <ul style="list-style-type: none"> If the customer or their partner is undertaking a course of study in Australia for which they receive financial assistance from the Commonwealth, the customer may still satisfy residence requirements. See Residence assessment for customers claiming CCS Otherwise, the customer is not residentially qualified for any payment. See Table 5, Step 2 to finalise the activity
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Date of arrival - start of living in Australia

Table 2: confirming a customer's arrivals in Australia to help determine when they started residing in Australia.

Step	Action
1	<p>Check for date of arrival + Read more ...</p> <p>Check the 47E(d) screen to confirm arrivals into and departures from Australia after 1 September 1994.</p> <p>For periods before 1 September 1994, first check if the customer has already provided documentation that verifies when they started residing in Australia.</p> <p>Is the Service Officer in Centrelink International Services (CIS) and actioning a Proof of Arrival (POA) referral?</p> <ul style="list-style-type: none"> Yes, see Table 3, Step 1 No, go to Step 2
2	<p>Did the customer arrive in Australia after 1 September 1994? + Read more ...</p> <ul style="list-style-type: none"> Yes, go to Step 5 No, <ul style="list-style-type: none"> If they arrived before 1973, go to Step 3 If they arrived between 1973 and 1 September 1994, go to Step 4
3	<p>Customer arrived in Australia before 1973 + Read more ...</p> <p>Search via the digital records on the National Archives website:</p> <ul style="list-style-type: none"> Go to www.naa.gov.au Select Go to RecordSearch Select Passenger arrivals tab Enter the surname of the customer. It is not usually necessary to include extra details such as full name, year, ship, port or flight number. This may limit the search Select Search Results will display the passenger name and date of arrival Identify the correct customer by checking the linked digital information

	<ul style="list-style-type: none"> If the passenger name displays but with no date of arrival, select the digital copy of the passenger list manifesto. This will contain the date the ship/flight arrived. It is not necessary to scroll through the list to find the customer's name <p>Was the arrival found?</p> <ul style="list-style-type: none"> Yes, see Table 4, Step 1 to assess if the customer is residing in Australia No, <ul style="list-style-type: none"> If arrival was before 1965, refer the case to CIS. Go to Step 6 If arrival was between 1965 and 1972, assess the customer's residence status from the evidence available. For example, Australian birth certificate for child/children, taxation notices of assessment, overseas passport stamped for entry to Australia If there is enough information to confirm the customer has legal residence status, continue processing the claim. See Table 4, Step 1 to assess if the customer is residing in Australia. If the information confirms the customer does not have legal residence status, see Table 5, Step 2 to finalise the activity If the customer has not provided enough evidence to determine legal residence status, call them to try to obtain the details needed. <p>If unable to contact the customer by phone, request the information in writing. Place activity on hold awaiting return of the information. Procedure ends here</p>
4	<p>Arrival between 1973 and 1 September 1994 + Read more ...</p> <p>Under the Archives Act 1983, all records in this period are not open to the public. Access to these records is limited to Centrelink International Services (CIS).</p> <p>Go to Step 6.</p>
5	<p>Check immigration data + Read more ...</p> <p>If a customer has entered Australia after 1 September 1994, the information should be immediately available through the Immigration Datalink.</p> <ul style="list-style-type: none"> In Process Direct: <ul style="list-style-type: none"> Key 47E(d) in the 47E(d) to view movements in and out of Australia. If there is more than one arrival, use the earliest date Key ' 47 in the 47E(d) to view visa/citizenship information. Data provided by the Immigration Datalink will have an 47E(d) code In Customer First: <ul style="list-style-type: none"> Go to the 47E(d) screen and check for any arrival in Australia. If there is more than one arrival, use the earliest date Go to the 47E(d) screen and check the pages for relevant visa/citizenship details <p>Was a date of arrival found?</p> <ul style="list-style-type: none"> Yes, see Table 4, Step 1 to assess if the customer is residing in Australia No, see Referring inconsistencies in overseas departure and arrival information to Centrelink International Services (CIS). Procedure ends here
6	<p>Request verification of arrival by CIS + Read more ...</p> <p>Process Direct (47E(d)):</p> <p>47E(d)</p>

47E(d)

Process Direct (47E(d)):
47E(d)

Customer First

Create a 47E(d)

Include as many customer details as possible within the 47E(d) referral:
47E(d)

Place claim on hold

The agreed timeframe for a response from CIS is 10 days.

If the customer is [experiencing vulnerability, contact CIS](#) to advise that an urgent response is required.

Put the claim on hold for 14 days and check back for the response from CIS.

When CIS responds, [go to Step 7](#).

7

Was a date of arrival found by CIS? + Read more ...

- **Yes**, see [Table 4, Step 1](#) to assess if the customer is residing in Australia

- **No**, it may not always be possible to verify a customer's legal residence status due to the limitations of immigration records, especially before 1973
 - Assess the customer's residence status from the evidence available. For example, Australian birth certificate for child/children, taxation notices of assessment, overseas passport stamped for entry to Australia
 - If there is enough information to confirm the customer **has** legal residence status, continue processing the claim. See [Table 4, Step 1](#) to assess if the customer is a residing in Australia
 - If the information confirms the customer does **not** have legal residence status, see [Table 5, Step 2](#) to finalise the activity
 - If the customer has not provided enough evidence to determine legal residence status, call the customer to try to obtain the details needed.
- If unable to contact the customer by phone, [request the information](#) in writing. Place activity on hold awaiting return of the information. Procedure ends here

Verification of arrival by CIS staff

For Centrelink International Services (CIS) staff only

Table 3: verifying arrivals into Australia to determine the date the customer first became an Australian resident.

Step	Action
1	<p>Verification of Arrival request + Read more ...</p> <p>From the Verification of Arrival request, determine when the customer arrived in Australia.</p> <p>If the customer arrived:</p> <ul style="list-style-type: none"> • between 1981 and 1 September 1994, go to Step 2 • between 1973 and 1981, go to Step 3 • before 1973, go to Step 4
2	<p>Arrival between 1981 and 1 September 1994 + Read more ...</p> <p>Access the 47E(d).</p> <p>Check the records from 1981 using all known names.</p> <p>Is an arrival confirmed via the 47E(d) ?</p> <ul style="list-style-type: none"> • Yes, go to Step 5 • No, CIS cannot confirm verification of arrival. DOC this on the customer's record. Go to Step 5
3	<p>Arrival in Australia from 1973 to 1981 + Read more ...</p> <p>Examine the 47E(d) for arrival into Australia.</p> <p>Is an arrival confirmed via the 47E(d) ?</p> <ul style="list-style-type: none"> • Yes, go to Step 5 • No, CIS cannot confirm verification of arrival. DOC this on the customer's record. Go to Step 5
4	<p>Arrival into Australia before 1973 + Read more ...</p> <p>Examine the 47E(d) for arrival into Australia.</p> <p>Is an arrival confirmed via 47E(d) ?</p> <ul style="list-style-type: none"> • Yes, go to Step 5 • No, CIS cannot confirm verification of arrival. DOC this on the customer's record. Go to Step 5
5	<p>Notifying results + Read more ...</p> <p>If the claim is in:</p>

- **Process Direct**, 47E(d)
- **Customer First**, record a **DOC** on the customer's record advising 47E(d). **DOC** can be closed

Procedure ends here.

Assessing residing in Australia

Table 4: assessing if a person is living in Australia.

Step	Action
1	<p>Consider the balance between the person's ties in Australia and their ties with another country + Read more ...</p> <p>Contact may be needed with the customer when considering their circumstances to make a correct assessment. While a factor may indicate they are not residing in Australia, exceptional circumstances may prove otherwise. Contacting the customer will give them the chance to comment. It will also give the chance to advise them of any adverse decision and the potential impact on their payment.</p> <p>47E(d)</p> <p>47E(d)</p> <p>A customer's presence in Australia or their statement they intend to reside in Australia is not sufficient evidence that they are residing in Australia. 47E(d)</p> <p>Consider the customer's answers in each of the steps below as well as any other relevant information when making a decision.</p> <p>For help, use the 47E(d) on the 47E(d) home page under the 47E(d) heading. The Resources page contains a link and examples of decisions.</p>
2	<p>Frequency and duration of travel outside Australia + Read more ...</p> <p>Arrivals and departures for a customer show on the:</p> <ul style="list-style-type: none"> • 47E(d) screen, and • 47E(d) screen <p>If the customer has never left Australia, check their Country of:</p> <ul style="list-style-type: none"> • Birth: 47E(d) screen, and • Residence: 47E(d) screen <p>Where is the person spending most of their time?</p> <p>What is the reason for being overseas for long periods?</p> <p>A person does not have to be continuously present in Australia to be residing here. A person holidaying or working temporarily overseas does not necessarily cease to reside in Australia while they are away.</p> <p>47E(d)</p>

47E(d)

Note: long periods outside Australia do not preclude a person from still being a resident of Australia. 47E(d)

3

Nature of the accommodation + Read more ...

Use the following screens to determine the nature of the customer's living situation:

- 47E(d)
- 47E(d)
- 47E(d)
- 47E(d)

What is the nature of the accommodation used by the person in Australia compared to that outside Australia?

47E(d)

47E(d)

4

Nature and extent of the family relationships + Read more ...

Use the following screens to help inform a decision for family relationships:

- 47E(d)
- 47E(d)
- 47E(d)

Generally, close family relationships include the customer's partner, child/ren, parents, or siblings.

47E(d)

	47E(d)
5	<p>Employment in Australia + Read more ...</p> <p>Use the following screens to gather known existing information of a customer's employment ties:</p> <ul style="list-style-type: none">• 47E(d)• 47E(d)• 47E(d)• 47E(d) <p>47E(d)</p>
6	<p>Operating a business + Read more ...</p> <p>The following screens can provide information on any known businesses:</p> <ul style="list-style-type: none">• 47E(d)• 47E(d) <p>47E(d)</p>
7	<p>Investments + Read more ...</p> <p>Use the following screens to view any existing known investment information held for the customer:</p> <ul style="list-style-type: none">• 47E(d)• 47E(d)• 47E(d)• 47E(d)• 47E(d)• 47E(d) <p>47E(d)</p>
8	<p>Comparison of assets + Read more ...</p> <p>In addition to the 47E(d) screens at Step 7 above, use the following screens to view existing asset information held for the customer:</p> <ul style="list-style-type: none">• 47E(d)• 47E(d) <p>What assets are owned in Australia compared to the assets owned outside Australia?</p> <p>47E(d)</p>

	47E(d)
9	<p>Travel between Australia and another country + Read more ...</p> <p>The Immigration Datalink will provide details of travel since 1 September 1994 for most customers. The system will record movement information on the 47E(d) screen.</p> <p>Check the 47E(d) screen in Customer First to compare time spent in Australia to time spent overseas. Move the 47E(d) back far enough to include all the movements of interest on the 47E(d) screen.</p> <p>47E(d)</p>
10	<p>Any other details relevant to the customer's intention to remain in Australia + Read more ...</p> <p>47E(d)</p> <p>Note: regard customers who have been long term residents when they lodged their claim (such as residing in Australia for the past 20 years) as residing in Australia, even if they intend to leave Australia to live in another country in the near future.</p>
11	<p>Decide which country the customer resides + Read more ...</p> <p>Record the 47E(d)</p> <p>Considering the information, and weighing the evidence, is the customer residing in Australia on the required day for claim lodgement and/or qualification purposes?</p> <ul style="list-style-type: none"> • Yes, see Table 5, Step 1 • No, see Table 5, Step 2

Finalise residence activity

Table 5

Step	Action
1	<p>The customer has either legal resident status or a residence exemption and is residing in Australia + Read more ...</p> <p>The customer can therefore lodge a valid claim for payment (subject to meeting the lodgement requirements). However, the customer must also satisfy payment specific qualifications, e.g. qualifying residence period, NARWP, principal carer of a dependent child and/or income and assets tests.</p> <p>Note: a customer who is a non-protected SCV holder who qualifies for JobSeeker Payment (JSP) or Youth Allowance (YA) under the New Zealand 10 year residence exemption is not subject to a NARWP.</p>

	<p>Once the 47E(d) and 47E(d) screens are complete, the system will generally assess if a customer is a legal resident and/or has any NARWP or qualifying residence period, including if certain qualifying residence exemptions apply.</p> <p>47E(d)</p> <p>Go to Step 3.</p>
2	<p>Customer is not residentially qualified for any payment + Read more ...</p> <p>The customer is either not a legal resident of Australia or is not residing in Australia.</p> <p>47E(d)</p> <p>Record details on the 47E(d) and 47E(d) screens. 47E(d)</p> <p>If the customer may be entitled to payment under an international agreement, refer the claim to CIS:</p> <p>47E(d)</p> <p>No separate referral is necessary.</p> <p>Procedure ends here.</p>
3	<p>Code the customer's residence information + Read more ...</p> <p>To record the residence information completely, including checking lodgement requirements are met and assessing any qualifying residence exemptions, see the relevant procedure:</p> <ul style="list-style-type: none"> • Residence assessment for customers claiming Age Pension • Residence assessment for customers claiming Austudy • Residence assessment for customers claiming Carer Allowance (CA) • Residence assessment for customers claiming Carer Payment (CP) • Residence assessment for customers claiming Child Care Subsidy (CCS) • Residence assessment for customers claiming Commonwealth Seniors Health Card (CSHC) • Residence assessment for customers claiming Disability Support Pension (DSP) • Residence assessment for customers claiming Family Tax Benefit (FTB), Parental Leave Pay (PPL) and Dad and Partner Pay (DAP) • Residence assessment for customers claiming JobSeeker Payment (JSP) • Residence assessment for customers claiming Farm Household Allowance (FHA) • Residence assessment for adult customers claiming a Low Income Health Care Card (LIC), Foster Child Health Care Card (FST) or Ex-Carer Allowance (child) Health Care Card (EHC) • Residence assessment for customers claiming Mobility Allowance (MOB) • Residence assessment for customers claiming Parenting Payment (PP) • Residence assessment for customers claiming Pensioner Education Supplement (PES) • Residence assessment for customers claiming Special Benefit (SpB) • Residence assessment for customers claiming Youth Allowance (YA) and/or Tertiary Access Payment (TAP) • Requesting and coding additional residence data for Norfolk Island claims

References

Policy

For the general policy provisions, see:

- [Social Security Guide, 3.1.1, Residence Requirements](#)
- [Social Security Guide, 9, Citizenship, visas & assurances of support](#)

For a summary of general rules of residence requirements and the requirements for Special Benefit, Double Orphan Pension and Parent Payment, see [Social Security Guide, 8.1.6, Residence Requirements](#).

Newly Arrived Resident's Waiting Period (NARWP)

[Social Security Guide, 3.1.2.40, Newly Arrived Resident's Waiting Period](#)

[Social Security Guide, 3.1.2.45, NARWP Saving Provisions](#)

Waiting and Preclusion periods

[Social Security Guide, 3.1.2, Waiting & Preclusion Periods](#)

[Social Security Guide, 1.1.Q.35, Qualifying residence exemption](#)

[Social Security Guide, 3.1.2.70, Exemptions from Waiting Periods](#)

For the policy about Special Category Visas, see [Social Security Guide, 9.1.2.40, New Zealand Citizens](#).

Customers on Temporary Protection Visas may be eligible for Special Benefit. See [9.1.2 Visas | Social Security Guide \(dss.gov.au\)](#).

Definitions

[Social Security Guide, 1.1.A.320, Australia](#)

[Social Security Guide, 1.1.R.200, Residence](#)

[Social Security Guide, 1.1.R.210, Residence requirements](#)

[Social Security Guide, 1.1.N.70, Newly arrived resident's waiting period \(NARWP\)](#)

Paid Parental Leave

[Paid Parental Leave Guide, 2.4, PPL scheme Australian residency test & absences from Australia for PLP](#)

[Paid Parental Leave Guide, 9 Births & adoptions before 1 July 2023](#)

Family assistance

[Family Assistance Guide, 2.6.2.20, CCS - Australian Residency Exceptions](#)

[Family Assistance Guide, 2.1.2.10, Residence requirements](#)

[Family Assistance Guide, 2.1.2.20, Verifying residence/citizenship](#)

[Family Assistance Guide, 2.2.1.10, NARWP for FTB Part A](#)

Legislation

Links to the Federal Register of Legislation site go to a 'Series' page. Select the 'Latest' version.

[Social Security Act 1991](#)

- section 7, Australian residence definitions

- subsection (2), 'An Australian resident is a person who...'
- subsection (3), 'In deciding for the purposes of this Act whether or not a person is residing in Australia...'
- subsection (6), 'A person has a qualifying residence exemption for a social security pension...' will provide information relating to refugees and former refugees having an exemption from the qualifying residence requirements
- subsection (6B), 'A person is a refugee for the purposes of this section if the person...'

For the general rule relating to residence for claimants for a social security payment or concession card, see [Social Security \(Administration\) Act 1999, section 29, General rule](#).

The specific rule for Special Benefit, see [Social Security \(Administration\) Act 1999, section 30, Residence requirements for claimants for special benefit](#).

For the exceptions to the general rule, see [Social Security \(Administration\) Act 1999, section 31\(1\), Exclusion of certain claims from requirements of section 29](#).

[Social Security Act 1991, section 23, General definitions](#)

Resources

Forms

[Residence in Australia and other countries \(Mod O\)](#)

Intranet links

For useful information about residence, including templates and examples, see [47E\(d\)](#)

[Citizenship Details Request Form](#)

Australian residence examples

Table 1

Residency type	Description
Residing in Australia - Temporary absence	47E(d)
Residing in Australia - New arrival	47E(d)

	47E(d)
Not residing in Australia - Australian citizen – recent arrival	47E(d)
Not residing in Australia - Australian citizen – shares time between 2 countries	47E(d)

Request for Information (RFI) options and approved text to collect additional residence information

See [Request for Information – Process Direct](#) for complete list of available RFI's

RFI options include:

Legal residence:

- Australian citizenship at birth – parents residence status
- Australian passport or Australian Citizenship Certificate – customer
- Australian passport or Australian Citizenship Certificate – other
- Australian passport or Australian Citizenship Certificate – partner
- Disaster – Temporary visa – residence descriptions – child/children
- Disaster – Temporary visa – residence descriptions – close family
- Disaster – Temporary visa – residence descriptions – customer
- Disaster – Temporary visa – residence descriptions – other
- Disaster – Temporary visa – Special Benefit – child/children
- Disaster – Temporary visa – Special Benefit – customer
- Disaster – Temporary visa – Special Benefit – other child/children
- Evidence customer is a refugee whose parents don't live in Australia
- Residence – name on arrival - customer
- Residence – name on departure – customer
- Terrorist act – Australian resident – child/children
- Terrorist act – Australian resident – close family member
- Terrorist act – Australian resident – customer
- Terrorist act – Australian resident – other child/children
- Terrorist act – Temporary visa – child/children
- Terrorist act – Temporary visa – close family member
- Terrorist act – Temporary visa – customer
- Terrorist act – Temporary visa – other child/children

Residing in Australia:

(FCC RFI's suitable for all claim types)

- FCC Intention to reside in Australia
- FCC Residence status – both
- FCC Residence status – customer
- FCC Residence status – partner
- Residence history – customer
- Residence history - partner

See [Request for Information \(RFI\) letter](#) – Customer First – A-Z list of RFI documents available

Approved text for Requests for Information (RFI)

Table 2

Paragraph	Text
Free Text paragraph 1	Documentation or a written statement showing your accommodation circumstances in Australia, for example a lease.
Free Text paragraph 2	Documentation or a written statement showing the extent of family relationships you have in Australia and elsewhere, for example, do you have close family members in Australia, and if so where do they live?
Free Text paragraph 3	Documentation to reflect the extent of your employment and financial ties to Australia, for example bank statements, payslips.
Free Text paragraph 4	Documentation to reflect the extent of your assets in Australia and elsewhere, for example details of your interest in any house, apartment or land.
Free Text paragraph 5	Any other information you wish to provide which helps us establish where you are living.

Examples of Australian residence periods on Norfolk Island

Table 3: this table contains information about when periods residing on Norfolk Island count as periods of Australian residence.

Residing on Norfolk Island is determined using the same factors as residing in Australia. From 1 July 2016, past and current periods residing on Norfolk Island count as a period of Australian residence if the person also held [legal permanent resident status](#) at the time.

Most social security payments and concession cards require a person to be an Australian resident for a minimum period to qualify for payment. This is either a qualifying residence period and/or a Newly Arrived Resident's Waiting Period (NARWP). For more information, see [Australian residence requirements for payment](#).

Example	Description
1	<p>Australian citizen</p> <p>All periods a person resided on Norfolk Island as an Australian citizen count as a period of Australian residence.</p> <p>John was born on Norfolk Island and spent their whole life residing there. John was an Australian citizen from birth. All periods they ever lived on Norfolk Island count as a period of Australian residence.</p>
2	<p>Norfolk Island Resident before 1 July 2016</p> <p>Periods a person resided on Norfolk Island as an official Norfolk Island Resident before 1 July 2016 count as a period of Australian residence from the date of granting official Resident status. The person may be a New Zealand citizen or other foreign national.</p> <p>Alex is a New Zealand citizen and first visited Norfolk Island in 2002. Alex came back to live there in 2003 and was granted Norfolk Island Resident status under Norfolk Island law on 6 March 2010. On 1 July 2016, Alex was transitioned to an Australian permanent visa. All periods they lived on Norfolk Island after 6 March 2010 count as Australian residence.</p>
3	<p>Protected Special Category visa (SCV) holder</p> <p>All periods a person resided on Norfolk Island as a protected SCV holder count as a period of Australian residence. For more information, see the definition of protected SCV holder.</p> <p>Margery is a New Zealand citizen. Margery is a protected SCV holder because they were physically on Norfolk Island on 26 February 2001. Margery obtained Norfolk Island Resident status under Norfolk Island law in 2008 and was transitioned to an Australian permanent visa on 1 July 2016.</p> <p>All periods Margery resided on Norfolk Island pre and post 26 February 2001, can be counted as Australian residence because they are a protected SCV holder.</p> <p>Paul is a New Zealand citizen and started living on Norfolk Island in 2013. Paul is not a protected SCV holder and was not a Norfolk Island Resident under Norfolk Island law before 1 July 2016. Paul was transitioned to an SCV on 1 July 2016 and still holds this. No periods living on Norfolk Island count as Australian residence.</p>
4	<p>Temporary visa holder</p> <p>Bob is not an Australian or New Zealand citizen. In 2015, Bob was granted an Australian temporary visa and a Temporary Entry Permit to work on Norfolk Island and is still living on Norfolk Island. Bob was transitioned to a temporary Australian visa on 1 July 2016 and still holds this. No periods Bob resided on Norfolk Island count as Australian residence.</p>

Training & Support

Add the course number to the **s47E(d)** field in the **s47E(d)** in ESSentials:

- **47E(d)** - Australian Residence
- **47E(d)** - Newly Arrived Resident's Waiting Period
- **47E(d)** - Residence requirements