



Australian Government

Services Australia

Assessing medical evidence for Mobility Allowance (MOB) 008-05020010

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Background

s22 (Out of Scope)

This document explains how to assess if a customer's disability, illness or injury meets the medical criteria for Mobility Allowance (MOB).

Requirements of claiming MOB or completing a review

Customers claiming MOB are required to provide a completed [Medical Report – Mobility Allowance \(MA002\)](#), unless there is pre-existing medical information (for example, rehabilitation report) on their record which indicates a substantial difficulty in using public transport.

Customers **must**:

- complete their details as per **Step 1** of the MA002
- make sure the remainder of the form is completed by their treating doctor

Customers who have been selected for a review must organise for their treating doctor to complete the [Medical Report – Mobility Allowance Review \(MA002RM\)](#). Pre-existing medical information on the customer's record can be used to assist in determining ongoing medical eligibility.

The treating doctor provides information about the customer's illnesses, injuries or disabilities and their ability to use public transport (buses, trains, trams or ferries). The completed medical report can be:

- lodged or uploaded by the customer, or
- mailed by the doctor directly to Services Australia

Public transport

To be [eligible for MOB](#), the customer must have a disability, illness or injury that prevents them from using public transport, without substantial assistance, permanently or for an extended period (1 year or more).

For the purposes of MOB, substantial assistance means greater assistance than a recipient might reasonably expect on a casual basis from a member of the public or transport staff.

The inability to use public transport is assessed using information supplied by the customer and their treating doctor.

Medical evidence

Generally, customers claiming MOB need to provide a [Medical Report – Mobility Allowance Review \(MA002RM\)](#), completed by their treating doctor (medical practitioner).

If a person is claiming MOB because they are permanently blind or have a visual impairment, which prevents them from using public transport without substantial assistance, a Medical Report - Mobility Allowance (MA002) may be accepted from an optometrist and/or ophthalmologist. If completed by an optometrist, the report must clearly state that it has been supported by the treating ophthalmologist.

If the customer's disability or any information held on the customer's record about the disability clearly indicates they require substantial assistance to use public transport, no further medical evidence is required. For example, a customer's Disability Support Pension claim or review may show the extent of a customer's disability and the permanent or long-term need of an aid to assist mobility, such as a wheelchair, walking stick or frame.

For people from rural or remote areas who may have limited access to doctors, a community nurse can complete medical evidence.

Assessing medical evidence

When assessing a customer's medical evidence for MOB, check for:

- **physical disability.** For example, their ability to walk 400 metres, stand or sit in a bus or train with the usual movement and confines experienced in public transport, or cross the streets and negotiate the kerbs, and
- **psychiatric or intellectual disability.** For example, their ability to relate to others, money handling or recognising landmarks and areas

Information in a current and valid assessment of the customer's work capacity (such as an Employment Services Assessment (ESAt)/Job Capacity Assessment (JCA) report), can also be used along with all other medical evidence to indicate possible eligibility.

An ESAt or JCA report includes information regarding ability to use public transport. The following statement is included at the end of the medical section: 'The client's medical condition/s does/does not prevent them from using public transport without substantial assistance'. The Assessor is required to select an option.

This information alone does not mean the customer is eligible for MOB. It indicates the customer may be eligible for MOB subject to meeting all eligibility criteria. A person claiming MOB needs to provide sufficient medical evidence to indicate the extent of the person's inability to use public transport without substantial assistance.

A Medical Report - Mobility Allowance (MA002) or Medical Report - Mobility Allowance Review (MA002RM) completed by their treating doctor should be sufficient for this purpose.

If there is insufficient medical information to make a determination, contact the customer or their treating doctor to request additional evidence.

Other assistance

Customers who receive MOB may also be entitled to receive assistance under [Continence Aids Payment Scheme \(CAPS\)](#) and the Essential Medical Equipment Payment.

The [Resources](#) page contains links to Mobility Allowance (MOB) forms.

Related links

[Online Claim for Mobility Allowance](#)

[Eligibility for Mobility Allowance \(MOB\)](#)

[Processing claims for Mobility Allowance \(MOB\) in Process Direct](#)

[Change of circumstances for Mobility Allowance \(MOB\) customers](#)

[Accepting paper Mobility Allowance \(MOB\) claims, reviews and claims for MOB Advance Payment](#)

Process

For Mobility Allowance National Team (AMW) only. This page contains the process for assessing medical information for Mobility Allowance (MOB).

On this Page:

[Assessing medical information for MOB](#)

[Determining rate of difficulty and making assessment](#)

Table 1

Step	Action
1	<p>Customer cannot use public transport without substantial assistance + Read more ...</p> <p>A customer must have a disability, illness or injury that prevents them from using public transport (buses, trains, trams or ferries) without substantial assistance. This needs to be permanent or for an extended period of 12 months or more.</p> <p>For the purposes of MOB, substantial assistance means greater assistance than a recipient might reasonably expect on a casual basis from a member of the public or transport staff.</p> <p>An assessment of the person's inability to use public transport is based on information provided by the customer and their treating doctor.</p> <p>If the customer has a current and valid Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA) report, go to the s47E(d) workflow and select the relevant ESAt/JCA report to view in the customer's record.</p> <p>For example, a Disability Support Pension claim or review may show the extent of a customer's disability and the permanent or long-term need of an aid to assist mobility, such as a wheelchair, walking stick or frame.</p> <p>An ESAt or JCA report includes information regarding ability to use public transport. The following statement is included at the end of the medical section: 'The client's medical condition/s does/does not prevent them from using public transport without substantial assistance'. The Assessor is required to select an option.</p> <p>This information alone does not mean the customer is eligible for MOB. It indicates the customer may be eligible for MOB subject to meeting all eligibility criteria. Sufficient medical evidence needs to be available to indicate the extent of the person's inability to use public transport without substantial assistance.</p> <p>Does the customer's disability, or any information about the disability already held such as a current and valid assessment of the customer's work capacity, clearly indicate the customer's medical condition prevents them from using public transport without substantial assistance permanently or for an extended period?</p> <ul style="list-style-type: none"> • Yes, the customer is medically qualified for MOB. Go to Step 9 in Table 2 • No, go to Step 2
2	<p>Medical Report + Read more ...</p> <p>Has the customer provided a current Medical Report - Mobility Allowance (MA002) or Medical Report - Mobility Allowance Review (MA002RM) form?</p> <ul style="list-style-type: none"> • Yes, go to Step 4 • No, go to Step 3
3	<p>Assess the customer's condition + Read more ...</p> <p>Does the customer's disability or any previous information provided by them (for example, in the customer's electronic MIFE), clearly indicate they require substantial assistance to use public transport?</p> <ul style="list-style-type: none"> • Yes, go to Step 5 in Table 2 • No, issue Medical Report - Mobility Allowance Review (MA002). Procedure ends here
4	<p>Examine the MA002 or MA002R + Read more ...</p> <p>If a person is claiming MOB on the basis they are permanently blind or have a visual impairment, which prevents them from using public transport without substantial assistance, a Medical Report - Mobility Allowance (MA002) from an optometrist and/or ophthalmologist may be accepted to support the claim. If completed by an optometrist, the report must clearly state it has been supported by the treating ophthalmologist.</p> <p>Does the treating doctor's assessment of the medical condition match with the customer assessment of the nature and severity of the disability?</p>

- **Yes**, go to [Step 1 in Table 2](#)
- **No**, [go to Step 5](#)

5	<p>Clarify the customer's condition + Read more ...</p> <p>If the nature and/or severity of the customer's condition is not clear, discuss the customer's condition with the treating doctor whose name and phone number are included on the MA002 or MA002Rm.</p> <p>If contact attempts to the customer's treating doctor are unsuccessful, advise the customer additional information is required before the claim or review can be finalised. Check if there is any evidence they have not already provided or are able to access.</p> <p>After further investigation or discussion with the treating doctor, is the customer assessed as being unable to use public transport without substantial assistance?</p> <ul style="list-style-type: none"> • Yes, record a DOC or Note on the customer's record clearly indicating the level of difficulty as per discussion with the treating doctor, including details of who provided the information. See Step 4 in Table 2 • No, go to Step 6 in Table 2
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Determining rate of difficulty and making assessment

Table 2

Step	Action
1	<p>Consider the rate of difficulty + Read more ...</p> <p>Has the doctor given the customer a rating of much difficulty or above for at least 2 of the skills and abilities listed in either schedule?</p> <ul style="list-style-type: none"> • Yes, go to Step 3 • No, go to Step 2
2	<p>Moderate difficulty + Read more ...</p> <p>Has the doctor given the customer a rating of moderate difficulty or above across a range of skills and abilities listed in either schedule?</p> <p>To define 'range', judgement must be used - that is, it may be across 2 or more skills and abilities, however consider the overall impact.</p> <ul style="list-style-type: none"> • Yes, go to Step 3 • No, go to Step 6
3	<p>Severe difficulty + Read more ...</p> <p>If the customer has much difficulty performing more than 1 activity or moderate difficulty performing a wider range of skills and activities, an overall assessment of the nature of the disabilities and their impact on the customer's mobility indicates they are generally unable to use public transport without substantial assistance.</p>
4	<p>Permanent or temporary inability to use public transport + Read more ...</p> <p>Has the doctor stated on the MA002 or MA002Rm or verified by phone the inability to use public transport is likely to last for an extended period (1 year or more)?</p> <ul style="list-style-type: none"> • Yes, go to Step 9 • No, go to Step 5
5	<p>Existing medical evidence + Read more ...</p> <p>Is there existing medical evidence, for example, in the customer's electronic MIFE that indicates the inability to use public transport without substantial assistance is likely to last for an extended period (1 year or more)?</p>

	<ul style="list-style-type: none"> • Yes, go to Step 9 • No, go to Step 8
6	<p>Making an assessment + Read more ...</p> <p>According to the medical evidence, has the doctor taken the full range of disability into account when making their assessment?</p> <ul style="list-style-type: none"> • Yes, go to Step 8 • No, go to Step 7
7	<p>Doctor has not taken the full range of disabilities into account when making their assessment + Read more ...</p> <p>In this event, contact the:</p> <ul style="list-style-type: none"> • treating doctor for clarification. Discuss the extent of the illness, injury or disability, and the likely duration of the inability to use public transport, or • customer to provide further evidence <p>After discussion, or receipt of the requested evidence, is the Service Officer satisfied the customer has a disability and because of their disability, the customer is unable to use public transport without substantial assistance permanently or for an extended period (1 year or more)?</p> <ul style="list-style-type: none"> • Yes, go to Step 9 • No, go to Step 8
8	<p>Customer does not meet medical criteria + Read more ...</p> <p>Code the new claim for Mobility Allowance (MOB) to reject the claim or if the customer is already receiving MOB, complete the review to cancel the payment.</p> <ul style="list-style-type: none"> • record the details on a DOC or Note on the customer's record • contact the customer to advise of the outcome. If contact is unsuccessful, record details of attempts in the DOC or Note • check a rejection or cancellation letter has been automatically issued to advise the outcome <p>Procedure ends here.</p>
9	<p>Customer meets medical criteria + Read more ...</p> <p>If the customer meets the medical criteria for MOB:</p> <ul style="list-style-type: none"> • code the new claim for Mobility Allowance, or • complete the Mobility Allowance (MOB) review

References

Policy

[Social Security Guide, 1.2.5.40, Mobility Allowance \(MOB\) - Description](#)

[Social Security Guide, 3.6.6.10, Qualification for MOB](#)

[Social Security Guide, 3.6.6.30, Assessment of Medical Criteria for MOB](#)

Legislation

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

[Social Security Act 1991](#)

- part 2.21, division 1, Qualification for and payability of mobility allowance
- section 19, Mobility Allowance definitions

For standard rate, see [Social Security Act 1991, section 1035, Qualification for Mobility Allowance \(rate specified in subsection 1044\(1\)\)](#).

Resources

Forms

[Claim for Mobility Allowance form \(MA001\)](#)

[Medical Report - Mobility Allowance Review \(MA002RM\)](#)

[Review of Mobility Allowance \(MA003m\)](#)

Services Australia website

[Claim for Mobility Allowance form \(MA001\)](#)

[Review of Mobility Allowance form \(MA003m\)](#)

[Medical Report - Mobility Allowance form \(MA002\)](#)



Australian Government

Services Australia

Assessing Mobility Allowance (MOB) claims 008-05020000

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Background

s22 (Out of Scope)

This document outlines the information relating to assessing Mobility Allowance (MOB) claims.

Assessing medical information for MOB

The medical report assists in assessing if a customer's disability, illness or injury meets the medical criteria for MOB. To be eligible for MOB, the customer must have a disability that prevents them from using public transport, without substantial assistance, permanently or for an extended period (1 year or more). The customer's inability to use public transport is assessed using both information supplied by the customer and their treating doctor. For people from rural or remote areas who may have limited access to doctors, a community nurse can complete medical evidence.

If a person is claiming MOB because they are permanently blind or have a visual impairment which prevents them from using public transport without substantial assistance, the treating doctor's report (MA002) may be accepted from an optometrist and/or ophthalmologist to support the claim. If completed by an optometrist, the report must clearly state that it has been supported by the treating ophthalmologist.

If the customer's disability or any information held about their disability clearly indicates they require substantial assistance to use public transport, no further information is required. A customer's physical condition, psychiatric or intellectual disability, or both may be used to assess MOB.

Coding a new claim for MOB

Coding information from the MOB claim is a part of the assessment process. Code all information relating to the claim. This includes:

- Details of any medical condition.
- Work, training or study the customer is undertaking, and
- Any income from employment including hours worked. It is important the type of employment income is recorded correctly

This information is needed to determine whether a customer is eligible for the standard or higher rate of MOB. Income from employment may also affect any income tested Centrelink payment received by the customer.

If the customer fails to meet one or more of the qualification criteria for MOB, the claim is rejected automatically when the details are coded.

Rejecting a MOB claim

A customer's claim for MOB must be rejected if MOB eligibility criteria is not met. Send a letter to the customer advising them of the reason for the rejection, as well as their review and appeal rights.

Record all information provided with the claim to ensure the correct rejection code is used and the customer receives the correct letter.

Contents

[Verification of Mobility Allowance \(MOB\) activities](#)

[Processing claims for Mobility Allowance \(MOB\) in Process Direct](#)

[Rejecting a Mobility Allowance \(MOB\) claim](#)



Australian Government

Services Australia

Change of circumstances for Mobility Allowance (MOB) customers 008-05050000

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Background

s22 (Out of Scope)

This document explains how to reassess continuing eligibility for MOB and the rate at which it is payable, if a customer notifies changes to their circumstances.

Rates of payment

MOB is [payable at 2 rates](#) (standard and higher). Both rates are indexed to the Consumer Price Index (CPI) each year.

Notification requirements

Customers who receive MOB must notify Services Australia within 14 days of a change in their circumstances. This includes if they:

- leave Australia
- become able to use public transport without substantial assistance
- are no longer able to satisfy the [MOB travel test](#)
- have a change to their:
 - work and/or training details
 - eligibility for a qualifying payment - that is, JobSeeker Payment (JSP), Youth Allowance (YA) (job seeker), Austudy, Parenting Payment (PP) or Disability Support Pension (DSP)
 - voluntary work details
 - job search activities in their Job Plan, or they stop or are suspended from their Job Plan with the Employment Services Provider
 - registration status with an Employment Services Provider
- are receiving the higher rate of Mobility Allowance, and:
 - reduce the hours they work at the relevant minimum wage to less than 15 hours
 - reduce the hours they are looking for work in their Job Plan with the Employment Services Provider to less than 15 hours per week
 - stop undertaking activities to prepare them to look for work of 15 hours or more per week with an Employment Services Provider
- have been provided with a car from the Department of Veterans' Affairs (DVA) under the Vehicle Assistance Scheme or the Motor Vechicle Compensation Scheme
- are imprisoned or in psychiatric confinement
- change their personal details such as their address
- become a participant with the National Disability Insurance Scheme (NDIS)

Notification requirements for MOB customers

Customers receiving MOB must comply with their notification requirements. All customers generally have 14 days to notify Services Australia of a change in circumstances. Exceptions apply to Centrelink International Services (CIS) customers and customers notifying of bereavement events, where the notification period is 28 days.

Be aware of the type of disability a person has and its implications, as it may affect their ability to comply with their notification requirements. In these cases, offer the customer suitable ways of complying with their notification obligations taking into account their circumstances (via online services, phone, fax, post, email or by appointing a correspondence nominee).

Reassessment of MOB

If a customer advises of one or more of these changes:

- update their record with **all** of the changes and
- reassess their ongoing eligibility for MOB

A change in circumstances may mean the customer's rate is increased if they become eligible for the [higher rate of MOB](#). This will be paid automatically.

Payment of MOB stops if a customer no longer satisfies the qualification criteria. If they are no longer eligible for the higher rate, they may still be eligible for the standard rate. The date of cessation depends on why the customer no longer qualifies. Payment of MOB at either the standard or higher rates can continue for a grace period after the disqualifying event, depending on the circumstances.

National Disability Insurance Scheme (NDIS)

NDIS participants are not eligible for MOB. MOB ceases to be payable from the date that the customer becomes a participant with the scheme. See [Eligibility for MOB](#).

Customers whose MOB has been cancelled due to them becoming an NDIS participant are eligible for a MOB Health Care Card (HCC).

The [Resources](#) page contains links to relevant MOB forms online.

Contents

[Disability notification issues](#)

Related links

[Cancellation, suspension and rejection codes for Mobility Allowance \(MOB\) including Period of Grace](#)

[Suspension of Mobility Allowance \(MOB\)](#)

[Cancellation and Period of Grace for Mobility Allowance \(MOB\)](#)

[Restoration of Mobility Allowance \(MOB\)](#)

[Eligibility for Mobility Allowance \(MOB\)](#)

[Rates for Mobility Allowance \(MOB\)](#)

Process

This document explains how to reassess continuing eligibility for MOB and the rate at which it is payable, if a customer notifies changes to their circumstances.

On this page:

[Assessing changes in circumstances for MOB](#)

[Recording changes in circumstances for MOB](#)

Assessing changes in circumstances for MOB

Table 1

Step	Action
1	<p>Change of circumstances for MOB + Read more ...</p> <p>If a customer notifies more than one change to their circumstances, record all changes in the same activity. This is so the system can, if appropriate:</p> <ul style="list-style-type: none"> cancel for the correct reason and send the correct letter, and apply the correct period of grace <p>Any rate adjustment will occur following the assessment. If the MOB payable is increased from the standard rate to the higher rate, the customer will start receiving the higher rate from the date of effect.</p> <p>Access the correct customer record. To access the s47E(d) screens in the s47E(d) system, key s47E(d) in the s47E(d) field. Press s47E(d)</p> <p>Is MOB current?</p> <ul style="list-style-type: none"> Yes, go to Step 2 No, determine if MOB can be restored. Procedure ends here
2	<p>Check if the change will result in cancellation of MOB + Read more ...</p> <p>Changes in circumstances that will result in a cancellation of MOB include when the customer:</p> <ul style="list-style-type: none"> becomes a participant with the National Disability Insurance Scheme (NDIS). If customer advises they are still receiving MOB and have become a participant with the NDIS, do not cancel MOB manually. Create a Fast Note for the Mobility Allowance National Team (AWM) to follow up <ul style="list-style-type: none"> select Auto text, use Disabilities > Mobility Allowance > Mobility Allowance Action Required include the date of commencement include NDIS number (if known) so record can be corrected can now use public transport without substantial assistance. See Assessing medical evidence for Mobility Allowance (MOB) receives a Department of Veterans' Affairs (DVA) car under the Vehicle Assistance Scheme is on the higher rate and stopped working 15 hours or more per week or looking for such work under a Job Plan with an Employment Services Provider - losing qualification for the higher rate will result in the customer being automatically reassessed to see if they qualify for the standard rate: <ul style="list-style-type: none"> if no longer eligible for MOB, the customer will have a 12 week period of grace (POG) and MOB will then cancel if the customer is still eligible for the standard rate, there will be a 12 week POG and then reversion to standard rate will occur in either case, an auto letter advising the customer that their Job Plan has expired will be sent to the customer. See Rates for Mobility Allowance (MOB). the maximum period a plan may exist for the purposes of a higher rate is 6 calendar months is on the standard rate and their combined hours of participation in qualifying activities have reduced to below 32 hours per 4 weeks is no longer required to travel to undertake employment, job search activities, voluntary work or training (Failed Travel Test). See References page for link to the Social Security Guide, 3.6.6.60 Travel Test for MOB for applying the Travel Test receives JSP, YA (job seeker) or Austudy and is exempted from mutual obligation requirements due to a medical certificate or any other reason is imprisoned or in psychiatric confinement has died <p>Does the customer's change of circumstance cancel MOB?</p> <ul style="list-style-type: none"> Yes, after the Period of Grace ends. See Cancellation and Period of Grace for Mobility Allowance (MOB). Procedure ends here No or unsure, go to Step 3
3	<p>Change in personal details in Process Direct or Customer First + Read more ...</p> <p>Is the customer advising changes to their personal details such as name, address, relationship status or family details?</p>

- **Yes**, see the relevant procedure:
 - [Change of address or rent details](#)
 - [Changing name, sex and/or gender details](#)
 - [Change of relationship status, dependent child or family details](#). Procedure ends here
- **No**, [go to Step 4](#)

4	<p>Customer advises new circumstances + Read more ...</p> <p>If the customer is advising:</p> <ul style="list-style-type: none"> • unable to attend employment, training and/or voluntary work due to illness or on leave/absent for other reasons, go to Step 5 • new medical information, see Step 3 in Table 2 • they are planning to go overseas, either temporarily or permanently, see Mobility Allowance (MOB) customer going overseas. Procedure ends here • their qualifying payment JSP, YA, Austudy, Parenting Payment (PP) or Disability Support Pension (DSP) has been cancelled or suspended, see Step 1 in Table 2 • change in employment, training and/or voluntary work details, see Step 5 in Table 2
5	<p>Customer is unable to attend activity/on leave + Read more ...</p> <p>MOB eligibility continues if the customer is undertaking paid work and:</p> <ul style="list-style-type: none"> • their hours worked combined with periods of paid leave meets the 32 hours every 4 weeks rule • the leave is paid leave including sick leave, rostered days off, recreation leave and long service leave. Note: Parental leave paid under the Paid Parental Leave Act 2010, does not qualify • the hours worked are not combined with unpaid leave (for example, unpaid parental leave, compassionate leave) <p>MOB eligibility continues if the customer is undertaking vocational training and the leave is:</p> <ul style="list-style-type: none"> • a regular absence from the course as long as they are attending for 32 hours every 4 weeks, or • normal course holidays, as long as they continue to be registered for the course <p>There are no absence/leave provisions for customers undertaking voluntary work.</p> <p>Does the customer meet one of the above eligible circumstances?</p> <ul style="list-style-type: none"> • Yes, the customer remains eligible for MOB. Record the details on a DOC and tell the customer to contact the agency to notify when leave has ended. Procedure ends here • No, go to Step 6
6	<p>Customer not eligible for MOB + Read more ...</p> <p>The customer is no longer eligible for MOB as they are absent from gainful employment and have not met the eligible circumstances. To cancel MOB on the s47E(d) screen, on the following fields:</p> <ul style="list-style-type: none"> • s47E(d) • s47E(d) key the date the customer started leave/stopped participating in their activity. The customer is placed into a Period of Grace • s47E(d) <small>key ^{s47E(d)}</small> to prevent a request for verification being issued to the customer <p>Additional updates to consider based on the customer's activity:</p> <ul style="list-style-type: none"> • make sure employment details are updated on s47E(d) screen to accurately reflect changes in employment circumstance • if the customer recommences work or resumes attending the course for 32 hours or more during the Period of Grace, verification is required before restoring MOB <p>Procedure ends here.</p>

Recording changes in circumstances for MOB

Step	Action
1	<p>Qualifying payment cancelled or suspended + Read more ...</p>  <p>JSP, YA (job seeker), PP or DSP customers whose payment is suspended or cancelled for employment related reasons will continue to receive the higher rate of MOB if they continue to work 15 hours or more per week.</p> <p>If the customer's JSP, YA (job seeker), PP or DSP is suspended for reasons other than a return to work, the customer is not eligible for the higher rate of MOB. Their qualifying payment must be 'current' to qualify for the higher rate.</p> <p>A MOB reassessment (REA) activity shows on the s47E(d) screen when the customer's qualifying payment has been cancelled or suspended. The activity will contain:</p> <ul style="list-style-type: none"> • Keyword, NSS • User ID, *B2 • Message, XXX/YYY - ZZZ - update Mobility Allowance employment or training details: <ul style="list-style-type: none"> ◦ XXX is JSP, YAL, or AUS ◦ YYY is the payment status, and ◦ ZZZ is the reason for the change in payment status <p>Check the reason for cancellation or suspension to see if it can quickly be resolved and payment restored. For example, if JSP/CAN - DNL, it can be assumed payment will be restored within a few days.</p> <p>Is the qualifying payment to be restored?</p> <ul style="list-style-type: none"> • Yes, finalise the REA activity from the s47E(d) screen when the payment is restored. Record the action taken on a DOC. Procedure ends here • No, go to Step 2
2	<p>Qualifying payment to remain cancelled or suspended + Read more ...</p>  <p>Check the customer's eligibility for MOB as their new circumstances may entitle them to a different rate of MOB, or payment under different qualifying activity.</p> <p>This may be met if they are working, or undertaking vocational training. For example, if JSP/CAN - RTW, it is necessary to check if the customer is eligible to continue to receive MOB based on the 32 hour over four weeks employment rule, if receiving standard rate, or 15 hours per week employment rule if receiving higher rate.</p> <p>If MOB is currently in a POG due to the suspension or cancellation but customer continues to work 15 hours or more per week, code details of hours on the s47E(d) screen to make sure ongoing payment of the higher rate. See Rates for Mobility Allowance (MOB) for coding details.</p> <p>Does the customer meet the eligibility for MOB under a new qualifying activity?</p> <ul style="list-style-type: none"> • Yes, and: <ul style="list-style-type: none"> ◦ the customer is currently in a POG, update relevant screens to allow continuation of MOB. Procedure ends here ◦ the customer's MOB has cancelled. The customer will need to lodge a new claim to test their MOB eligibility. Procedure ends here • No, the MOB remains in POG and will cancel at the end of the period: <ul style="list-style-type: none"> ◦ record details of the contact with the customer on a DOC ◦ finalise the s47E(d) from the s47E(d) screen via the s47E(d) screen ◦ the customer will receive a letter stating why MOB was cancelled and advising them of their review and appeal rights. Procedure ends here
3	<p>New medical information + Read more ...</p>



Tell the customer to provide new medical information. Record the information on a **DOC**. Procedure ends here.



Check the customer still satisfies the medical criteria by [assessing the medical information for MOB](#) provided on the Medical Report - Mobility Allowance (MA002) or Mobility Allowance Review - Medical Report (MA002R) or any other medical evidence provided.

For a link to the forms, see the [Resources](#) page.

If the customer is now receiving Disability Support Pension (Blind) or Age Pension (Blind), they automatically meet the medical criteria for MOB.

In the **s47E(d)** screen, in the following fields:

s47E(d)

On the **s47E(d)** screen, the **s47E(d)** field **must** also be changed/restated on a new line as a result of this activity, key:

s47E(d) or permanent inability to use public transport
or inability to use public transport for an extended period
for no inability to use public transport. Determine and enter the correct value

Is the customer still medically eligible for MOB?

- **Yes**, record the details on a **DOC**. Record any other changes of circumstance. Finalise the activity via the **s47E(d)** screen. An automatic letter will issue to the customer. Procedure ends here
- **No**, [go to Step 4](#)

4

Customer is no longer medically qualified for MOB + Read more ...



If the customer is no longer medically qualified for MOB due to:

- **no inability to use public transport** being recorded on the **s47E(d)** screen, record the details on a **DOC** and finalise the activity. The system will automatically cancel MOB using the correct code. A letter will be issued to the customer, advising of the outcome. Procedure ends here
- **no disability**, [cancel MOB](#) with reason code **CME** (medical ineligibility) as the system will not automatically cancel the payment. A letter will be issued to the customer, advising of the outcome. Procedure ends here

5

Update **s47E(d)** screen + Read more ...

If changing an existing activity, **s47E(d)** the relevant employer, training organisation or voluntary work organisation from the **s47E(d)** screen. Press **s47E(d)**

If creating a new activity, record details of the organisation on the **s47E(d)** screen by keying **s47E(d)** in the **s47E(d)** field.

To update an existing activity or complete a new one, in the following fields:

s47E(d)

- is being received, participation is verified through the link with the Department of Employment and Workplace system. If verified, the ~~s47E(d)~~ field will be updated to ~~s47E(d)~~
- is not being received and participation has been verified, in the:
 - ~~s47E(d)~~
 - ~~s47E(d)~~ (eligibility for MOB is based on participation in Disability Employment Services (DES), not the number of hours)

Press ~~s47E(d)~~

Does any current activity display ~~s47E(d)~~ in the ~~s47E(d)~~ field?

- **Yes**, [go to Step 6](#)
- **No**, [go to Step 7](#)

6

Do not complete the MOB activity when verification action is outstanding + Read more ...

If ~~s47E(d)~~ is coded in the ~~s47E(d)~~ field, the Mobility Allowance Verification of Work (including voluntary work) and looking for work activities (**MA005E**) or Mobility Allowance Verification of Training (**MA005T**) form is automatically issued to the customer overnight.

The customer has:

- 21 days to return the initial form
- an additional 21 days to return a reminder form before MOB is suspended, and
- an additional 21 days of suspension before MOB cancels (with no Period of Grace)

Resubmit/Hold the activity via the ~~s47E(d)~~ screen for an appropriate date in the future. MOB will automatically suspend/cancel if the customer does not return the verification form.

If the activity is completed by mistake, pending outstanding verification action, then payments under a period of grace (POG) will start. This must not occur as there is no legislative basis to pay under a POG as a result of unverified hours.



Procedure ends here.

When the verification form (or other appropriate information) is returned:

- the form is scanned on date of receipt. See [Accepting Mobility Allowance \(MOB\) claims, reviews and claims for MOB Advance Payment at a non-processing Service Centre](#)
- process the MA005E or MA005T when received. See [Mobility Allowance \(MOB\) employment and/or training reviews](#)

Procedure ends here.

7

Check the Customer Results field on the ~~s47E(d)~~ screen + Read more ...

This field shows if the customer satisfies the 32 hour rule for standard rate MOB. For detailed information about the higher rate, see [Higher rate of Mobility Allowance \(MOB\)](#).

Record all details on a **DOC** and finalise the activity. If sufficient verified hours:

- are being undertaken, payment of MOB continues
- are not being undertaken, MOB will be **cancelled** after the relevant [period of grace](#) (POG) and an automatic advice will be issued

References

Policy

Qualification and payability of Mobility Allowance (MOB)

[Social Security Guide 3.6.6, MOB - Qualification & Payability](#)

[Social Security Guide, 3.6.6.10, Qualification for MOB](#)

[Social Security Guide, 3.6.6.20, Payability of MOB](#)

[Social Security Guide, 3.6.6.30, Assessment of Medical Criteria for MOB](#)

[Social Security Guide, 3.6.6.40, Assessment of Gainful Employment for Standard Rate MOB](#)

[Social Security Guide, 3.6.6.50, Assessment of Vocational Training for Standard Rate MOB](#)

[Social Security Guide, 3.6.6.51, Assessment of Vocational Training for Higher Rate MOB](#)

[Social Security Guide, 3.6.6.52, Assessment of Independent Living Skills/Life Skills Training for Standard Rate MOB](#)

[Social Security Guide, 3.6.6.53, Assessment of Voluntary Work for Standard Rate MOB](#)

[Social Security Guide, 3.6.6.54, Assessment of 32 Hours every 4 Weeks Rule for Standard Rate MOB](#)

[Social Security Guide, 3.6.6.55, Assessment of Continuing Basis for Standard Rate MOB](#)

[Social Security Guide 3.6.6.60 Travel test for MOB](#)

Notification obligations

[Social Security Guide, 3.6.6.80, Notification & Recipient Obligations for MOB](#)

Continuation of MOB

[Social Security Guide, 3.6.6.90, Continuation of MOB during Leave from Employment & Training](#)

Termination of MOB

[Social Security Guide, 3.6.6.100, Termination of MOB](#)

Legislation

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

[Social Security Act 1991](#)

- part 2.21, division 1, Qualification for and payability of mobility allowance
- section 19, Mobility Allowance definitions
- section 1035, Qualification for Mobility Allowance (rate specified in subsection 1044(1))
- section 1045, Qualification for mobility advance

[Social Security \(Administration\) Act 1999](#)

- section 118, Date of effect of adverse determinations - general rule

Resources

Forms

[MA002\(R\)M - Medical Report - Mobility Allowance Review](#)

[MA005\(E\)M - Mobility Allowance Verification of Work \(including voluntary work\) and looking for work activities](#)

[MA005\(T\)M - Mobility Allowance Verification of Training](#)

Services Australia website

[Medical Report - Mobility Allowance form \(MA002\)](#)



Australian Government

Services Australia

Eligibility for Mobility Allowance (MOB) 008-05030000

Currently published version valid from 30/05/2024 3:51 AM

Background

s22 (Out of Scope)

This document outlines information to assist when assessing a customer's eligibility for Mobility Allowance (MOB) including the general qualifications that apply to all MOB claims.

Basic eligibility for all MOB customers

To qualify for Mobility Allowance (MOB), at either the standard or higher rate, the customer **must** meet the **basic eligibility requirements**, including **all** the following:

- meet the [residence requirements for MOB](#) and be in Australia at the time of lodging the claim
- be aged 16 years or older (there is no upper age limit)
- have a disability, illness or injury that prevents them from using public transport without substantial assistance, permanently or for an extended period of time (12 months or more). **Note:** the availability of public transport has no impact on this criteria
- meet the [Mobility Allowance travel test](#) by showing they need to travel as part of their employment, vocational training, voluntary work or job seeking activities
- have not been provided with a car from Department of Veterans' Affairs (DVA). **Note:** purchasing a GST free vehicle does not affect qualification for MOB. (For information on purchasing GST-free cars, customers should be referred to the Australian Taxation Office)
- not be in prison or psychiatric confinement in connection with a conviction, and
- not be receiving a funded package of support from the National Disability Insurance Scheme (NDIS). Customers who are receiving an NDIS funded package of support are not eligible for MOB and any [new MOB claims](#) from customers participating in NDIS will be rejected

Rates of MOB

MOB is for people in employment who cannot use public transport without substantial assistance because of their disability, illness or injury. This includes workers, voluntary workers, students or job seekers.

A customer may receive the [standard or higher rate of MOB](#). A higher rate of Mobility Allowance (MOB) is available for eligible customers receiving Disability Support Pension (DSP), JobSeeker Payment (JSP), Youth Allowance (YA) (job seeker) or Parenting Payment (PP).

Standard rate of MOB

To qualify for the **standard** rate of MOB, the customer must meet the basic qualification and **also satisfy one** of the following:

- be in employment, vocational training, voluntary work or an Independent Living/Life Skills course, or a combination of these activities, for 32 hours or more per 4 weeks on a continuing basis (3 months or more)
- be participating in job search activities under an agreement with an Employment Service Provider (including Disability Employment Services (DES) - Employment Support Service)
- be participating in Disability Employment Services (DES) - Disability Management Service, or

- be receiving JobSeeker Payment (JSP), Youth Allowance (YA) (job seeker) or Austudy payment, and satisfy the mutual obligation requirements or Activity Test requirements linked with these payments

Some customers may also be eligible for the higher rate of Mobility Allowance (MOB).

Higher rate of MOB

To qualify for the **higher** rate of MOB the customer must meet the basic qualification and **also** satisfy **one** of the following:

- receiving Disability Support Pension (DSP), JobSeeker Payment (JSP), Youth Allowance (YA) (job seeker) or Parenting Payment (PP), and working 15 or more hours per week at or above the relevant minimum wage
- receiving DSP, JSP, YA (job seeker) or PP and working 15 or more hours per week under the [Supported Wage System \(SWS\)](#)
- receiving JSP, YA (job seeker), or PP with compulsory mutual obligation requirements, looking for work of 15 or more hours per week at or above the relevant minimum wage, registered with an Employment Services Provider, and have a Job Plan, or
- receiving DSP, or PP without compulsory mutual obligation requirements, or DSP participation requirements, placed with a provider funded by the Department of Employment and Workplace Relations or Department of Social Services, and have an agreement with their Employment Services provider to voluntarily look for work of 15 hours per week or more at or above the minimum wage

Customers who are self-employed may be eligible only if the work is for wages. JSP/YA or PP customers do not satisfy the looking for work component if they have an exemption from mutual obligation requirements. See [Rates for Mobility Allowance \(MOB\)](#).

Eligibility when higher rate of MOB ceases

When a customer **no longer qualifies** for the higher rate, but is still eligible for the standard rate, the decrease will occur automatically once the period of grace has ended. This may happen because the customer:

- reduces the hours they work to less than 15 hours or ceases to work 15 hours or more per week at or above the relevant minimum wage
- stops or changes job searching activities under an agreement with providers to seek work of less than 15 hours per week, or
- has mutual obligation requirements and there is a change in the activities included in a Job Plan, to make the customer ready to look for work of less than 15 hours per week at or above the relevant minimum wage (this includes changes to activities such as Disability Employment Services (DES), Pre-vocational Assistance, vocational training or voluntary work)
- If a customer is no longer eligible for JSP, YA (job seeker), PP or DSP due to an **increase in income or hours worked**, they may still continue to receive the higher rate of MOB while they continue to meet the activity requirements for the higher rate, unless they receive another income support payment

Change in rate of MOB when transfer to other payment

Customers eligible for the higher rate of MOB may be disadvantaged if they [transfer to Age Pension](#) as they may only be eligible to receive the standard rate.

Income and assets and period of grace rules

MOB is not income or asset tested, however, if a customer's working hours and/or income vary, (that is, from open employment or Supported Wage System (SWS) to supported employment), the customer's payment of MOB may vary between the [standard or higher rate](#).

If the customer no longer qualifies for MOB, their payment is cancelled as per period of grace rules. The procedure [Cancellation and Period of Grace for Mobility Allowance \(MOB\)](#) contains information about period of grace.

Exemptions from mutual obligation requirement and MOB customers on leave

Customers with an exemption from Activity Test or mutual obligation requirement do not qualify for the standard rate of MOB if their only qualifying activity is their obligations for JobSeeker Payment (JSP), Youth Allowance (YA) (job seeker) or Austudy.

Customers may remain qualified for MOB while on sick leave, recreation leave, etc. as long as they continue to be employed and receive income from their employer. Customers who fall sick, and do not receive income from an employer, do not meet the qualification requirements for MOB.

Community service order, Advance payments and Health Care Card

Customers who are doing court ordered voluntary work due to a community service order are not seen as providing voluntary work willingly and without obligation. Therefore, they do not qualify for MOB if this work is their only qualifying activity. MOB customers can get a [lump sum advance payment](#) equal to 13 fortnightly payments once in a 12 month period.

MOB customers receive a Health Care Card (HCC). Dependents of MOB customers are not entitled to concessions on the HCC, they must test their own eligibility.

The [Resources](#) page contains links to online forms, the FairWork Ombudsman website for determining minimum wage, Payment and Service Finder and Centrelink online accounts. It also contains a list of codes for mutual obligation requirement exemptions which may disqualify customers in receipt of JSP, YA or Austudy.

Contents

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

Related links

[Mobility Allowance \(MOB\)](#)

[Rates for Mobility Allowance \(MOB\)](#)

[Processing claims for Mobility Allowance \(MOB\) in Process Direct](#)

[Assessing medical evidence for Mobility Allowance \(MOB\)](#)

[Cancellation and Period of Grace for Mobility Allowance \(MOB\)](#)

[Rates and Thresholds](#)

[Health Care Card \(HCC\)](#)

[Lump sum advance payments of Mobility Allowance \(MOB\)](#)

 Assessing eligibility for MOB This image provides a summary of the steps for assessing eligibility for Mobility Allowance (MOB) and determining the appropriate rate of payment.

□

Process

This document outlines information to assist when assessing a customer's eligibility for Mobility Allowance (MOB) including the general qualifications that apply to all MOB claims.

On this page:

[Requirements for determining eligibility for MOB](#)

[Assessing eligibility for MOB](#)

Requirements for determining eligibility for MOB

Table 1

Step	Action
1	<p>Disability requirements + Read more ...</p> <p>The customer must satisfy the medical criteria for MOB and provide a Medical Report for Mobility Allowance (MA002) completed by their Health Professional (HP) or any other medical evidence when they submit their claim.</p> <p>Does the customer have a physical, psychiatric or intellectual disability that prevents them from using public transport, without substantial assistance, permanently or for an extended period of time (one year or more)?</p> <ul style="list-style-type: none"> • Yes, go to Step 2 • No, the customer does not qualify for MOB. Procedure ends here
2	<p>Age requirements + Read more ...</p>

	<p>Is the customer aged 16 years or over and not in prison or in psychiatric confinement in connection with a conviction?</p> <ul style="list-style-type: none"> • Yes, go to Step 3 • No, the customer does not qualify for MOB. Procedure ends here
3	<p>Residence requirements + Read more ...</p> <p>Does the customer meet the residence requirement for MOB and were they in Australia at the time of lodging the claim?</p> <ul style="list-style-type: none"> • Yes, go to Step 4 • No, the customer does not qualify for MOB. Procedure ends here
4	<p>Vehicle assistance + Read more ...</p> <p>The purchase of a GST free vehicle does not affect qualification for MOB. For information on purchasing GST-free cars, refer customers to the Australian Taxation Office.</p> <p>Has the customer received a car under the Vehicle Assistance Scheme or the Motor Vehicle Compensation Scheme from the Department of Veterans' Affairs (DVA)?</p> <ul style="list-style-type: none"> • Yes, the customer does not qualify for MOB. Procedure ends here • No, go to Step 5
5	<p>National Disability Insurance Scheme (NDIS) + Read more ...</p> <p>Is the customer receiving a Package of Support from the NDIS?</p> <ul style="list-style-type: none"> • Yes, the customer does not qualify for MOB. Procedure ends here • No, go to Step 6
6	<p>Mobility Allowance (MOB) travel test + Read more ...</p> <p>The customer must be required to travel as part of their work, training, voluntary work or job search activities. Note: the References page contains a link to the Guide, section 3.6.6.10, Qualification for MOB, which contains detailed information about applying the Mobility Allowance travel test.</p> <p>Customers in receipt of a payment with mutual obligation requirements are considered to meet the Mobility Allowance travel test.</p> <p>Does the customer meet the Mobility Allowance travel test?</p> <ul style="list-style-type: none"> • Yes, go to Step 7 • No, the customer does not qualify for MOB. Procedure ends here <p>Note: customers with an exemption from Activity Test or mutual obligation requirements are not qualified for the standard rate of Mobility Allowance (MOB) if their only qualifying activity is their obligations for JobSeeker Payment (JSP), Youth Allowance (YA) (job seeker) or Austudy.</p>
7	<p>Eligible payments + Read more ...</p> <p>Is the customer receiving JobSeeker Payment (JSP), Youth Allowance (YA) (job seeker), Parenting Payment (PP) or Disability Support Pension (DSP)?</p> <ul style="list-style-type: none"> • Yes, invite claim for MOB. See Step 5 in Table 2 • No, go to Step 8
8	<p>Lost qualification due to income + Read more ...</p> <p>Is the customer receiving the higher rate of MOB and has lost qualification to JSP, YA, PP, DSP solely due to increased income?</p>

- **Yes**, the customer may continue to receive the higher rate while they maintain qualification in all other respects and does not claim another income support payment. Coding the income will automatically ensure that the payment continues when appropriate. See [Rates for Mobility Allowance \(MOB\)](#). Procedure ends here
- **No**, check eligibility for the standard rate. See [Step 1 in Table 2](#)

Assessing eligibility for MOB

Table 2

Step	Action
1	<p>JobSeeker Payment (JSP), Youth Allowance (job seeker) and Austudy + Read more ...</p> <p>Is the customer receiving JSP, YA (job seeker) or Austudy, and satisfying mutual obligation requirements associated with these payments?</p> <ul style="list-style-type: none"> • Yes, invite claim for MOB at the standard rate. Go to Step 6 • No, go to Step 2
2	<p>Disability Employment Services (DES) + Read more ...</p> <p>In Process Direct:</p> <p style="color: red;">s47E(d)</p> <p>Is the customer participating in Disability Employment Services (DES) - Disability Management Service?</p> <ul style="list-style-type: none"> • Yes, invite an online claim for MOB at the standard rate. Go to Step 6 • No, go to Step 3
3	<p>Community Development Program (CDP) + Read more ...</p> <p>Customers living in a Department of Employment and Workplace Relations designated remote area, are referred to CDP, not Workforce Australia or DES. The CDP provider will assist job seekers with similar services to DES and Workforce Australia.</p> <p>Is the customer participating in Community Development Program (CDP)?</p> <ul style="list-style-type: none"> • Yes, invite an online claim for MOB at the standard rate. Go to Step 6 • No, go to Step 4
4	<p>The 32 hour rule for standard rate of MOB + Read more ...</p> <p>The customer must undertake at least one of the following for 32 hours or more over a 4 week period:</p> <ul style="list-style-type: none"> • gainful employment • vocational training (including independent living/life skills training) • voluntary work, or • a combination of these activities <p>The activities must be expected to last at least 3 months or more.</p> <p>In calculating the number of hours do not include periods of time that are not part of working hours, that is, unpaid lunch breaks. This includes voluntary work where such breaks are taken on personal time.</p> <p>Customers in paid employment remain qualified for MOB as long as their contract of employment has not been terminated, and they receive income from their employer; for example, during paid periods of workers' compensation, recreation or sick leave, flexitime, rostered days off and long service leave. The customer must notify of any absences. See Change of circumstances for Mobility Allowance (MOB) customers.</p>

Independent Living/Life Skills customers are not required to have the activity continue 3 months or more. However, the hours spent on **recreational activities** as part of Independent Living/Life Skills training do not count towards the hours for MOB purposes.

Does the customer fulfil the 32 hour rule?

- **Yes**, invite an online claim for MOB at the standard rate. [Go to Step 6](#)
- **No**, [go to Step 5](#)

5	<p>Job Search activities + Read more ...</p> <p> In Process Direct, select Participation Summary > Job plan > View plan</p> <p>Is the customer undertaking job search activities including as part of an agreement with an Employment Services Provider?</p> <ul style="list-style-type: none"> • Yes, invite an online claim for MOB at the standard rate. Go to Step 6 • No, the customer does not qualify for the standard rate of MOB. Procedure ends here
6	<p>Invite the customer to claim MOB online + Read more ...</p> <p> Customers can claim MOB at any time without first visiting or calling Services Australia. Customers can access the Payment and Service Finder on Services Australia's website to assist them in determining if MOB is an appropriate payment for their circumstances and to start their claim. Customers can also start their claim directly by accessing their Centrelink online account. The Resources page contains links to Payment and Service finder and Centrelink online accounts.</p> <p>If a customer is unwilling or unable to complete an online claim, they are to be issued with the Claim for Mobility Allowance form (MA001) and a Medical Report - Mobility Allowance form (MA002).</p> <p>If eligible for MOB, a Health Care Card (HCC) will be issued. This will remain current for 26 weeks.</p>

References

Policy

Description of terms

[Social Security Guide, 1.2.5.40, Mobility Allowance \(MOB\) - description](#)

[Social Security Guide, 1.1.C.320, Continuing basis \(MOB\)](#)

Qualification and payability for Mobility Allowance (MOB)

[Social Security Guide, 3.6.6.10, Qualification for MOB](#)

[Social Security Guide, 3.6.6.20, Payability of MOB](#)

[Social Security Guide, 3.6.6.30, Assessment of medical criteria for MOB](#)

[Social Security Guide, 3.6.6.40, Assessment of gainful employment for standard rate MOB](#)

[Social Security Guide, 3.6.6.50, Assessment of vocational training for standard rate MOB](#)

[Social Security Guide, 3.6.6.51, Assessment of vocational training for higher rate MOB](#)

[Social Security Guide, 3.6.6.52, Assessment of independent living skills/Life skills training for standard rate MOB](#)

[Social Security Guide, 3.6.6.54, Assessment of 32 hours every 4 weeks rule for standard rate MOB](#)[Social Security Guide, 3.6.6.55, Assessment of continuing basis for standard rate MOB](#)[Social Security Guide, 3.6.6.90, Continuation of MOB during leave from employment & training](#)[Social Security Guide, 3.6.6.100, Termination of MOB](#)[Social Security Guide, 1.1.J.40, Job search activities \(standard rate MOB\)](#)

Minimum wage

[Social Security Guide, 1.1.R.133, Relevant minimum wage \(DSP, MOB, Partial capacity to work & CA\)](#)

Supplementary benefits for MOB

[Social Security Guide, 3.6.6.70, Supplementary benefits & assistance for MOB recipients](#)

Notification obligations for MOB

[Social Security Guide, 3.6.6.80, Notification & recipient obligations for MOB](#)[Social Security Guide, 3.1.3, Notification & recipient obligations](#)

MOB customer - qualification for Health Care Card (HCC)

[Social Security Guide, 3.9.1.10, Qualification for HCC - automatic issue](#)

Legislation

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

[Social Security Act 1991](#)

- part 2.21, division 1, Qualification for and payability of mobility allowance
- section 19, Mobility Allowance definitions
- section 1035, Qualification for Mobility Allowance (rate specified in subsection 1044(1))
- section 1045, Qualification for mobility advance
- section 1061ZK(7), This section applies to a person on a day if, on that day, the person is receiving mobility allowance

[Social Security \(Administration\) Act 1999, section 29, General rule](#)

Resources

Forms

[Claim for Mobility Allowance form \(MA001\)](#)[Medical Report - Mobility Allowance form \(MA002\)](#)[Mobility Allowance Verification of Training \(MA005\(T\)M\)](#)[Mobility Allowance Verification of Work \(including voluntary work\) and looking for work activities \(MA005\(E\)M\)](#)

External websites

[FairWork Ombudsman - Minimum Wages](#)

Customers can claim MOB at any time without first visiting or calling Services Australia. Customers can access the Payment and Service Finder on the agency's website to check if MOB is an appropriate payment for their circumstances and to start their claim. Customers can also start their claim directly by accessing their Centrelink online account.

[Payment and Service Finder](#)

[Centrelink online accounts](#)

Codes for exemptions from mutual obligation or Activity Test Requirement

Table 1: this table lists codes for exemptions from mutual obligation requirement that will disqualify a customer from Mobility Allowance (MOB) if their only qualifying activity is JobSeeker Payment (JSP), Youth Allowance (YA) or Austudy.

Item	Description
1	<p>Customer Overseas</p> <p>Exemption from mutual obligation requirements: Customer Overseas</p> <p>Code: s47E(d)</p>
2	<p>Austudy/ABSTUDY first three weeks</p> <p>Exemption from mutual obligation requirements: Austudy/ABSTUDY first 3 weeks</p> <p>Code: s47E(d)</p>
3	<p>Bereavement period</p> <p>Exemption from mutual obligation requirements: Bereavement Period</p> <p>Code: s47E(d)</p>
4	<p>Caring responsibilities</p> <p>Exemption from mutual obligation requirements: Caring Responsibilities</p> <p>Code: s47E(d)</p>
5	<p>Community Service Order</p> <p>Exemption from mutual obligation requirements: Community Service Order</p> <p>Code: s47E(d)</p>
6	<p>Claiming Disability Support Pension (DSP)</p> <p>Exemption from mutual obligation requirements: Claiming DSP</p> <p>Code: s47E(d)</p>
7	<p>Expectant mother</p> <p>Exemption from mutual obligation requirements: Expectant Mother</p> <p>Code: s47E(d)</p>
8	<p>Incapacitated (via s47E(d) screen)</p> <p>Exemption from mutual obligation requirements: Incapacitated via s47E(d) screen</p> <p>Code: s47E(d)</p>
9	<p>Jury Duty</p> <p>Exemption from mutual obligation requirements: Jury Duty</p> <p>Code: s47E(d)</p>
10	Major personal crisis

	Exemption from mutual obligation requirements: Major personal crisis Code: s47E(d)
11	Major personal disruption at home Exemption from mutual obligation requirements: Major personal disruption at home Code: s47E(d)
12	Refugee first six months Exemption from mutual obligation requirements: Refugee first 6 months Code: s47E(d)
13	Refugee in first 13 weeks in Australia Exemption from mutual obligation requirements: Refugee in first 13 weeks in Australia Code: s47E(d)
14	Rehab - incapacitated (via s47E(d) screen) Exemption from mutual obligation requirements: Rehab - incapacitated via RHB screen Code: s47E(d)
15	Remote location Exemption from mutual obligation requirements: Remote Location Code: s47E(d)
16	Sunset Widows Allowance Exemption from mutual obligation requirements: Sunset Widows Allowance Code: s47E(d)

Scenario - Mobility Allowance Travel test

Table 2: this table contains a scenario where it is to be determined if a customer satisfies the Mobility Allowance travel test.

Item	Scenario
1	<p>Ian is 19 years old and in receipt of Disability Support Pension (DSP) (Blind). Ian is doing Year 12 studies by correspondence part-time (10 hours per week). Ian expects to finish in 6 months and thereafter, hopes to find part-time work in a call centre. Ian is permanently unable to use public transport without substantial assistance due to a disability. As part of Year 12 study, a parent drives Ian to the local library regularly to do research on the computer, which has been set up with large font. Does Ian satisfy the Mobility Allowance travel test?</p> <p>Answer: Even though a parent drives Ian to the local library for the purpose of studying, Ian is permanently unable to use public transport and therefore passes the Mobility Allowance travel test.</p>



Australian Government

Services Australia

Mobility Allowance (MOB) 008-05000000

Currently published version valid from 19/08/2023 12:21 AM

Background

s22 (Out of Scope)

This document outlines basic information relating to Mobility Allowance (MOB) and provides links to more detailed resources.

On this Page:

Government intent

Services Australia provides financial support in the form of Mobility Allowance (MOB) for people with disability, illness or injury who are unable to use public transport without substantial assistance and who participate in approved activities.

Eligibility for MOB

To be eligible for MOB a customer must:

- be aged 16 or above
- satisfy residence requirements
- be unable to use public transport without substantial assistance because of a disability, illness or injury, and
- need to travel to and from home for paid work, voluntary work, study or training or to look for work

Eligibility for MOB entitles the customer to a Health Care Card (HCC), issued at grant, and reissued in July each year. Dependents of MOB recipients are not included in the HCC entitlement.

A change in the customer's relationship status has no effect on the rate of MOB paid, or their eligibility for MOB.

Income and asset test

MOB is not income or assets tested and can be paid at 2 different rates. [A customer may qualify](#) for the standard rate or the higher rate if they meet certain additional work related requirements.

Claiming MOB

Customers can claim MOB at any time without first visiting or calling Services Australia.  Customers can access the [Payment and Service Finder](#) on the Services Australia website to assist them in determining if Mobility allowance is an appropriate payment for their circumstances and to start their claim. Customers can also start their claim directly by accessing their [Centrelink online account](#).

Once registered, to start an online claim for MOB, customers must:

- Sign into myGov and access their linked Centrelink services
- Select the **Payments and Claims > Make a claim:**
 - select **Make a claim**, and
 - select the **Disabled, ill or injured** Title

- Answer some streaming questions on the Check Eligibility screen to check if MOB is the most suitable payment for their circumstances. If the customer would not be eligible for MOB based on their answers to these questions, the [online claim](#) will refer them to the appropriate life event to complete a different online claim, if available

If a customer is [unable or unsuitable to complete an online claim](#), for example visually impaired or does not have access to suitable technology to complete an online claim, issue the MOB paper claim. Alternatively, they can access an accessible / electronic version of the Claim for Mobility Allowance form (MA001) on the Services Australia website. They can also use assistive technology to complete the form. The [Resources](#) page contains a link to the (MA001).

Nominees do not have access to lodge online claims. Therefore, issue correspondence nominees with a paper-based claim form to lodge a claim for MOB on behalf of their principal.

National Disability Insurance Scheme (NDIS)

From 1 July 2013, people who become a participant in the National Disability Insurance Scheme (NDIS) are not eligible for MOB. See [Eligibility for Mobility Allowance \(MOB\)](#).

From 1 July 2013, if a customer's MOB is cancelled due to becoming a participant with the NDIS, the customer remains entitled to receive the Health Care Card (HCC). The HCC automatically re-issues every 12 months to the customer unless the National Disability Insurance agency (NDIA) advise they are no longer a participant with the NDIS.

Note: NDIS My Way participants in Western Australia continue to qualify for MOB. See [Cancellation and Period of Grace for Mobility Allowance \(MOB\)](#).

Lump sum advance payment of MOB

Mobility Allowance (MOB) customers can receive a [lump sum advance payment of MOB](#), equal to 13 fortnightly payments, once in each 12 month period.

The [Resources](#) page contains links to the Payment and Service Finder, Centrelink Online Accounts, online forms and pay scales for determining minimum wage.

Contents

[Claiming Mobility Allowance \(MOB\)](#)

[Assessing Mobility Allowance \(MOB\) claims](#)

[Eligibility for Mobility Allowance \(MOB\)](#)

[Rates for Mobility Allowance \(MOB\)](#)

[Change of circumstances for Mobility Allowance \(MOB\) customers](#)

[Mobility Allowance \(MOB\) customer going overseas](#)

[Mobility Allowance \(MOB\) cancellations, suspensions and restorations](#)

References

This page contains links to policy and legislation.

Policy

[Guide to Social Security Law, 3.6.6, MOB - Qualification & Payability](#)

[Guide to Social Security Law, 3.6.6.10, Qualification for MOB](#)

[Guide to Social Security Law, 3.6.6.20, Payability of MOB](#)

[Guide to Social Security Law, 3.6.6.30, Assessment of Medical Criteria for MOB](#)

[Guide to Social Security Law, 3.6.6.40, Assessment of Gainful Employment for Standard Rate MOB](#)

[Guide to Social Security Law, 3.6.6.50, Assessment of Vocational Training for Standard Rate MOB](#)

[Guide to Social Security Law, 3.6.6.52, Assessment of Independent Living Skills/Life Skills Training for Standard Rate MOB](#)

[Guide to Social Security Law, 3.6.6.53, Assessment of Voluntary Work for Standard Rate MOB](#)

[Guide to Social Security Law, 3.6.6.54, Assessment of 32 Hours every 4 Weeks Rule for Standard Rate MOB](#)

[Guide to Social Security Law, 3.6.6.55, Assessment of Continuing Basis for Standard Rate MOB](#)

[Guide to Social Security Law, 3.6.6.70, Supplementary Benefits and Assistance for MOB Recipients](#)

[Guide to Social Security Law, 3.6.6.80, Notification and Recipient Obligations for MOB](#)

[Guide to Social Security Law, 3.6.6.90, Continuation of MOB during Leave from Employment & Training](#)

[Guide to Social Security Law, 3.6.6.100, Termination of MOB](#)

[Guide to Social Security Law, 1.1J.30, Job search activities \(higher rate MOB\)](#)

[Guide to Social Security Law, 1.1J.40, Job search activities \(standard rate MOB\)](#)

[Guide to Social Security Law, 1.2.5.40, Mobility Allowance \(MOB\) - Description](#)

[Guide to Social Security Law, 5.4.5, MOB Advance Payment](#)

[Guide to Social Security Law, 1.1.R.133, Relevant minimum wage \(DSP, MOB, Partial capacity to work & CA\)](#)

Legislation

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

[Social Security Act 1991](#)

- part 2.21, division 1, Qualification for and payability of mobility allowance
- section 19, Mobility Allowance definitions
- section 1035, Qualification for Mobility Allowance (rate specified in subsection 1044(1))
- section 1045, Qualification for mobility advance

Resources

Services Australia Website links

[Payment and Service finder](#)

[Centrelink online accounts](#)

Forms

[Claim for Mobility form \(MA001\)](#)

[Medical Report – Mobility Allowance form \(MA002\)](#)

[MA002\(R\) m – Medical Report – Mobility Allowance Review](#)

[MA003M – Review of Mobility Allowance](#)

[MA005\(E\)M – Mobility Allowance Verification of Work \(including voluntary work\) and looking for work activities](#)

[MA005\(T\)M – Mobility Allowance Verification of Training](#)



Australian Government

Services Australia

Mobility Allowance (MOB) cancellations, suspensions and restorations

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Background

s22 (Out of Scope)

This document outlines information about the cancellations, suspensions and restorations of Mobility Allowance (MOB).

Cancellation of MOB

Payment of Mobility Allowance (MOB) must stop when a customer no longer meets the eligibility criteria. The date the payment stops depends on the reason they are no longer eligible. However, payments can continue for a short period of time after the eligibility stops. This is known as the Period of Grace (POG).

Reasons for MOB **stopping** can include:

- ceases working
- imprisoned or in psychiatric confinement
- becomes a participant of the National Disability Insurance Scheme (NDIS)
- no longer undertaking job search activities
- can use public transport without substantial assistance
- no longer meets the travel test
- leaves Australia permanently

If a Disability Support Pension (DSP), Parenting Payment (PP), JobSeeker Payment (JSP) or Youth Allowance (YA) (job seeker) customer's employment income or hours cancels their payment, they will retain the higher rate of MOB where they meet eligibility criteria. If they cease to qualify for the higher rate for any other reason, they will be reassessed to see if they qualify for the standard rate of MOB.

See [Cancellation and Period of Grace for Mobility Allowance \(MOB\)](#) for more information.

Suspension of MOB

Payments should **only be suspended** if:

- a request was issued to the customer prior to any suspension action being considered. The request must have included:
 - details as to the information / action required
 - timeframe for response (noting this must be reasonable)
 - consequences of non-compliance, and
 - reference to the relevant Act the request is made under, and
 - the appropriate time for response has passed

If payment is suspended, a letter must be issued to the customer. This advice must include:

- reason payment was suspended
- date of effect
- payment type

- relevant section of the legislation, and
- the customer's review and appeal rights

Mobility Allowance (MOB) automatically suspends if a customer fails to return a review or provide the verification requested within the required timeframe.

See [Suspension of Mobility Allowance \(MOB\)](#) for more information.

Restoration of MOB

Restoration of Mobility Allowance (MOB) may be appropriate when a customer's payment is suspended, in a period of grace or cancelled. If the payment is suspended, it can be restored where:

- the date of suspension is within 13 weeks
- the reason for the suspension has been resolved. For example, the forms have been lodged or new address given
- no other circumstances have changed

A new claim is required if the payment is cancelled:

- whereabouts unknown
- for specific portability reason codes

See [Restoration of Mobility Allowance \(MOB\)](#) for more information for details of codes.

Cancellation, suspension and rejection codes

A decision reason code is recorded on the system when a decision is made to:

- cancel or suspend a customer's MOB
- reject a claim for MOB

Decision reason codes are recorded when customers are placed in a Period of Grace (POG). Some of these actions occur automatically on the customer's record due to an update being made to their circumstances. For example, ceases looking for work for 15 hours or more per week under an Agreement. Other are coded manually. For example, no longer meets the travel test.

See [Cancellation, suspension and rejection codes for Mobility Allowance \(MOB\) including Period of Grace reasons](#) for details of codes.

Mobility Allowance MOB letters

The majority of MOB letters automatically issue for specific events. Some of the letters offer additional options to include more text, such as appointment details or requesting extra information.

Letter Q390 - Advice of rejection, cancellation or suspension of MOB.

Letter Q391 - Notification that as the customer is deceased, the payments are to cease.

Contents

[Suspension of Mobility Allowance \(MOB\)](#)

[Restoration of Mobility Allowance \(MOB\)](#)

[Cancellation and Period of Grace for Mobility Allowance \(MOB\)](#)

[Cancellation, suspension and rejection codes for Mobility Allowance \(MOB\) including Period of Grace reasons](#)

Training & Support

Add the course number to the **Search** field in the [Learning Portal](#) (LMS) in ESSentials:

- **CLK01111** - Suspensions, cancellations & restoration