

s22 (Out of Scope)



Australian Government

Services Australia

Restricted portability assessment procedure for Centrelink International Services staff 061-01110050

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Background

s22 (Out of Scope)

This document details how Centrelink International Services (CIS) staff determine if a customer in receipt of a payment which allows travel for an approved reason is payable while they are outside Australia and for how long. It also explains the actions Service Officers and customers take.

Approved temporary absence portability reasons

Some payments can be payable outside Australia for specific reasons. Approval of portability for these reasons is limited to CIS. These [approved reasons](#) fall into 2 distinct categories with different periods of payment depending on the type.

[Approved temporary absence](#) reasons are:

- to attend an [acute family crisis](#) (AFC)
- for [humanitarian reasons](#) (HUM)
- to get [medical treatment not available in Australia](#) (MED)

[Required duration absence](#) reasons are:

- to attend a training camp with the [Australian Defence Force Reserves](#) (MIL)
- to do [overseas study](#) that is part of a full-time Australian course (Overseas Full Time Study (OFS))

A customer travelling for an approved temporary absence may be paid for the period required to deal with the reason for absence. This should generally be no longer than two to three weeks. Payments can be portable for up to six weeks (four weeks maximum for DSP). However, it would be an exceptional situation that would require a customer's attendance outside Australia for the maximum period of portability. Staff should only grant two to three weeks initially.

A customer travelling for a required duration absence may be paid for as long as the circumstances require.

Initially, the Service Officer talking to the customer assesses whether the customer is travelling outside of Australia for one of the [approved reasons](#). If approval is a possibility, staff must refer the case to CIS. CIS staff will decide whether the:

- customer's situation fits within the strict guidelines, and
- verification of the reason for the absence is acceptable

Note: CIS are not responsible for assessing Overseas Full-time Study (OFS), except for DSP customers. For all other customers, the Students Processing area assesses OFS.

Payments portable for an approved reason

Not all payments are portable for an [approved reason](#). Similarly, the payments portable for an approved reason vary according to the reason for travel.

For a summary of which type of absence may apply to which payment, see the Portability table on the [Resources](#) page.

DSP customer paid under an international agreement travelling to a third country

If a DSP customer is paid by virtue of an [international agreement](#) and they travel outside the agreement country, the agreement:

- might impose its own portability rules, or
- it may refer to autonomous portability rules

If an agreement refers to autonomous rules, a DSP customer will be subject to the same time limits as an autonomous DSP customer departing Australia if they:

- are paid by virtue of that agreement, and
- leave the agreement country for a third country

This means third country portability:

- will generally be limited to 28 days in a rolling 12 month period, and
- may be granted if travelling for an approved temporary absence reason of up to 28 days

For more information, see [Portability of payments paid under international agreements](#).

Acceptable proof of the absence

If the customer is travelling for an [approved reason](#) the CIS Service Officer will determine whether the payment can continue before getting [acceptable proof of the absence](#). In most cases, CIS will tell the customer an assessment will happen once they give evidence.

s47E(d)

If a Service Officer makes an approval before receipt of evidence, the customer must supply supporting documentation on their return. Services Australia will raise a debt if the customer does not supply documentation or it is not acceptable.

In all other cases, for both approved temporary absence reasons and required duration absence reasons, the customer should give [acceptable proof of the absence](#) **before** approving payment. This is to prevent raising unnecessary overpayments because of unacceptable evidence.

Where a Service Officer has not granted a pre-approval, payment will stop from the date of departure, unless the customer is:

- receiving a limited portability payment, and
- still has a period of general portability available

Once the customer gives [acceptable proof of the absence](#), a Service Officer will make an assessment and issue arrears to the customer if eligible.

Unable to return to Australia

The customer should contact CIS if:

- the agency granted portability for an [approved reason](#), and
- they cannot return to Australia by the approved end date

If they do not contact the agency, their payment will stop.

If more time overseas is required, the CIS Service Officer can discuss their circumstances to determine if they may extend the [approved reason](#).

Services Australia has the [discretion to extend the period of portability](#) under certain circumstances, if:

- the customer is unable to return to Australia for a reason other than an [approved reason](#) (for example, they are hospitalised themselves), or
- they are still required overseas at the end of the maximum portability period

If a customer remains outside Australia after their payment has stopped for a portability related reason, [continuation of payment on their return to Australia](#) may be possible. Generally, the agency can restore their payment if they return to Australia within 13 weeks of their payment stopping.

Portability interview

The **s47E(d)** will correctly assess the customer's entitlement to payment while outside Australia. If the script is available, code the absence from Australia using the script.

Service centre and Smart Centre staff handle the portability interview and any departure coding where a customer clearly does not satisfy an [approved reason](#) for travel. The **s47E(d)** will guide service centre and Smart Centre staff when it is necessary to refer to CIS.

Designated CIS staff have the delegation to approve and record payment overseas for an approved reason.

Portability period

A customer's portability period starts on the day they leave Australia. For portability purposes, a customer is not considered to be inside Australia for any part of the day they departed Australia regardless of the time of departure. If the customer is [travelling outside Australia on a cruise](#) the date of departure is the date the ship leaves the last Australian port.

The day a customer returns to Australia is not included as part of their absence as they are considered to be inside Australia on that day (regardless of the time of return) and therefore no longer affected by portability. If they leave and return on the same day (for example, airline crew) this is not considered a departure from Australia for portability purposes.

The [Resources](#) page contains contact details, Services Australia website links and a table of which payments can be granted portability for an approved reason.

Related links

[Changing details of a customer's travel to and/or from Australia](#)

[Coding departures and returns for customers leaving Australia](#)

[Coding specialist portability assessments for Centrelink International Services \(CIS\) staff](#)

[Completing the Accommodation Details \(AC\) screen and assessing Rent Assistance](#)

[Discretion to extend the portability period](#)

[Exempting a job seeker from their mutual obligation requirements when going overseas](#)

[Leaving Australia and portability of payments](#)

[Advising verbally of an unfavourable decision](#)

[Overseas absences for acute family crisis](#)

[Overseas absences for Australian Defence Force Reserves](#)

[Overseas absences for eligible medical reasons](#)

[Overseas absences for humanitarian reasons](#)

[Portability of Add-ons](#)

[Portability of payments](#)

[Portability of payments paid under International Agreements](#)

[Restricted portability for payment during overseas absences where customer has special circumstances](#)

[Returning to Australia](#)

[Student studying outside Australia](#)

[Translation of documents](#)

[View/update overseas travel online](#)

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

[Coding and viewing the RSCD, TOAD and TOAS portability screens](#)

Process

For Centrelink International Services (CIS) staff only

This page contains information for Centrelink International Services (CIS) staff to:

- determine if a customer can be paid while outside Australia for an approved reason
- record the decision manually if the **s47E(d)** is not available

On this page:

[Determination of required process](#)

[Notification of an approved absence](#)

[Making a decision before evidence is received](#)

[Assessment of evidence received](#)

[Actioning return of evidence review](#)

Determination of required process

Table 1: This table describes the process for a CIS Officer to determine which assessment procedure is required.

Step	Action
1	<p>Centrelink International Services Staff + Read more ...</p> <p>Is the Service Officer in Centrelink International Services (CIS)?</p> <ul style="list-style-type: none"> • Yes, go to Step 2 • No, this procedure does not apply, see Leaving Australia and portability of payments and select the correct procedure from those payments listed. Procedure ends here
2	<p>Determine the process to follow + Read more ...</p> <p>If the customer wishes to discuss travel for an approved reason, see Step 1 in Table 2.</p> <p>If the customer has given evidence to support travel for an approved reason, see Step 1 in Table 4.</p> <p>To action a return of evidence review relating to travel for an approved reason, see Step 1 in Table 5.</p>

Notification of an approved absence

Table 2: This table describes the initial assessment by a CIS Officer to determine if an overseas absence for an approved reason can be considered.

Step	Action
1	<p>Confirm that the departure is temporary + Read more ...</p> <p>Restricted portability payments can only be granted if the overseas absence is temporary.</p> <p>Ask the customer their intended travel dates.</p> <p>Is the absence temporary?</p> <ul style="list-style-type: none"> • Yes, go to Step 2 • No, this procedure does not apply. See Leaving Australia and portability of payments and select the correct procedure from those payments listed. Procedure ends here
2	<p>Check if customer is leaving for an approved reason + Read more ...</p> <p>Ask the customer why they are travelling overseas. Note: some approved reasons apply to certain payment types only. See the Portability - payment type and approved reason table on the Resources page.</p> <p>For help with this decision, see:</p> <ul style="list-style-type: none"> • Overseas absences for acute family crisis • Overseas absences for humanitarian reasons • Overseas absences for eligible medical reasons • Overseas absences for Australian Defence Force Reserves <p>Note: if assessing travel for overseas full-time study, see Student studying outside Australia. Procedure ends here.</p> <p>Is the reason for travel an approved reason?</p> <ul style="list-style-type: none"> • Yes, go to Step 3 • No, see Step 1 in Table 3
3	<p>Acute family crisis (AFC) + Read more ...</p> <p>Is the absence for an acute family crisis?</p> <ul style="list-style-type: none"> • Yes, go to Step 4 • No, see Step 1, Table 3
4	<p>Discuss the circumstances surrounding the acute family crisis + Read more ...</p>

	<p>If a person has to suddenly leave Australia because of an acute family crisis, it must be for the purpose:</p> <ul style="list-style-type: none"> • of visiting a family member who is: <ul style="list-style-type: none"> ○ critically ill ○ hospitalised with an illness which is serious • relating to: <ul style="list-style-type: none"> ○ the death of a family member, or ○ a life-threatening situation facing the family member which is beyond their control <p>The acute family crisis provisions do not cover providing ongoing care for a family member. If the purpose of the trip is to visit an ill family member, it is understandable that a person may briefly give some care or help during the visit. If the purpose of the trip is to visit and then take on caring responsibilities, only grant payment for the time considered a visit.</p> <p>The customer must give evidence of the crisis. They can give evidence:</p> <ul style="list-style-type: none"> • before departure • from overseas, or • upon return to Australia <p>Do the circumstances of the crisis meet the acute family crisis criteria and has the customer said they have, or can obtain, evidence?</p> <ul style="list-style-type: none"> • Yes, go to Step 5 • No, go to Step 2 in Table 3
5	<p>Family member definition + Read more ...</p> <p>A family member is defined under section 23(14) of the Social Security Act as a partner, parent, sister, brother or child of the relevant person.</p> <p>Is the customer travelling for an acute family crisis affecting a family member as per S23 (14) SSA?</p> <ul style="list-style-type: none"> • Yes, see Step 1 in Table 3 • No, go to Step 6
6	<p>Alternative family member assessment + Read more ...</p> <p>The definition of a family member may also cover someone who, in the opinion of the delegate, has fulfilled a similar role as a family member. s47E(d)</p>

	<p>s47E(d)</p> <p>The Service Support Manager or Business Manager of CIS hold the delegation for family member portability decisions. If appropriate, make a submission to the delegate.</p> <p>Before doing the family member assessment interview, discuss and consider the following with the customer:</p> <p>s47E(d)</p> <p>Likely outcome of discussion:</p> <ul style="list-style-type: none"> • no assessment required where a person is clearly not like a family member. For example, customer lived with extended family, including: <ul style="list-style-type: none"> ○ a grandparent who gave occasional care, and ○ parents who gave day to day care and responsibility • person may be considered to be fulfilling a role like that of a family member and customer wishes to undergo assessment <p>There is no point in proceeding with a family member determination if the customer would clearly not qualify.</p> <p>Could the person in the AFC situation potentially be considered as fulfilling a role similar to that of a family member?</p> <ul style="list-style-type: none"> • Yes, go to Step 7 • No, see Step 2 in Table 3
7	<p>Submission for a family member assessment + Read more ...</p> <p>For the delegate to consider a submission, give as much information as possible. Discuss with the customer what circumstances they consider the person fulfilled in a role similar to a family member.</p>

	<p>Run the s47E(d) Fast Note, this has the mandatory interview questions. s47E(d)</p> <p>Note: this Fast Note automatically completes a DOC on the customer record when s47E(d) is selected. Include detailed information about the discussion before finalising.</p> <p>Once the interview is complete:</p> <ul style="list-style-type: none"> Complete a s47E(d) webform. The CIS Service Support Officer (SSO) will forward it to the delegate for their consideration. Note: be clear in the submission whether the recommendation is that the person is 'like a family member' or 'not like a family member' When the delegate returns their response, continue with this process <p>Is the delegate's recommendation that the person has fulfilled the role of a family member?</p> <ul style="list-style-type: none"> Yes, see Step 1 in Table 3 No, see Step 2 in Table 3
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Making a decision before evidence is received

Table 3: This table describes the information the customer needs to give and whether the approved reason decision can be made before getting evidence.

Step	Action
1	<p>Customer to give evidence for the approved reason + Read more ...</p> <p>Absence is temporary and is for an approved reason.</p> <p>In order for payment to be approved, evidence is needed which supports the reason for travel. See acceptable proof of the absence to help in telling customer what type of information is acceptable.</p> <p>Once the customer gets the evidence, they can lodge it using  online services or at their local service centre.</p> <p>Can the customer get acceptable proof of the absence either immediately or on their return to Australia?</p> <ul style="list-style-type: none"> Yes, go to Step 3 No, go to Step 2

2	<p>Customer cannot receive payment for approved reason portability + Read more ...</p> <p>The customer cannot receive payment overseas because the:</p> <ul style="list-style-type: none"> • overseas absence is not for an approved reason • person is not considered to be a family member, or • customer cannot give satisfactory evidence for an approved reason <p>The customer's payment will stop from the date of departure, unless the customer is receiving Disability Support Pension (DSP) and still has a period of general portability available:</p> <ul style="list-style-type: none"> • If available, run the s47E(d) and include the following details of the decision in the Notes field: <ul style="list-style-type: none"> ○ reason why customer is travelling overseas ○ relevant names and dates of reason for travel ○ reason why payment cannot be made ○ any other information given by customer • Explain the decision to the customer and tell them about the continuation of payment on their return to Australia • Determine if the customer has to contact when they have returned to Australia • If customer has income from employment income, see Recording and correcting employment income details <p>Is the Portability Script working?</p> <ul style="list-style-type: none"> • Yes, run the s47E(d) . Procedure ends here • No, go to Step 8
3	<p>Absence because of the death of a family member + Read more ...</p> <p>Usually payment would not be considered until the customer gives evidence supporting the reason for travel. However, if the customer is travelling because of the recent death of a family member, payment can be considered before getting evidence. The reason for this is that it is unlikely the customer would give evidence not deemed to be acceptable on return to Australia.</p> <p>Is the customer travelling because of the death of a family member?</p> <ul style="list-style-type: none"> • Yes, go to Step 5 • No, go to Step 4

4	<p>Would customer be put in severe financial hardship with loss of payment? + Read more ...</p> <p>s47E(d)</p> <p>Many customers are in crisis and removing their only source of income at this time is not ideal. If the reason for travel would clearly meet grounds for payment, approval before sighting evidence can be considered in limited circumstances.</p> <p>s47E(d)</p> <p>Is customer travelling for an approved reason and would be in financial hardship with the cessation of payment?</p> <ul style="list-style-type: none"> • Yes, go to Step 5 • No, go to Step 7
5	<p>Assessing if payment to be made before evidence can be provided + Read more ...</p> <p>Tell the customer that if they do not give acceptable proof on return to Australia, the agency will raise an overpayment for the full amount paid to them while overseas.</p> <p>Does the customer want to be paid before giving evidence?</p> <ul style="list-style-type: none"> • Yes, customer to give evidence on return to Australia, go to Step 6 • No, go to Step 7
6	<p>Payment to be approved before receipt of evidence + Read more ...</p> <p>Reason for travel supports payment overseas before getting evidence. Risk of raising overpayment because of unacceptable evidence is minimal.</p> <ul style="list-style-type: none"> • Determine the length of time payment is to be approved overseas. See specific negotiated period. • If available, run the s47E(d) and include the following details of the decision in the s47E(d) field: <ul style="list-style-type: none"> ○ Reason why customer is travelling overseas ○ Relevant names and dates of reason for travel ○ Reason why payment has been approved before getting evidence ○ Reason why determined length of time was approved

	<ul style="list-style-type: none"> ○ Risk of overpayment discussed ○ Any other information given by customer • Portability Script will code the approved portability on the s47E(d) screen • Note: if the decision is for a customer in receipt of Farm Household Allowance (FHA), the CIS Service Officer must code the s47E(d) screen, They must then call the FHA hotline (132 316) to tell them a decision has been made. The FHA Service Officer is responsible for finalising the assessment and making sure correct payment is made • To make sure payment suspends after the approved portability period, s47E(d) s47E(d) • Explain the decision to the customer, making sure the customer is aware that payment will suspend on the last day of the specific negotiated period. Tell them about continuation of payment on their return to Australia Note: if DSP customer has any general portability period remaining they will not suspend at the end of the approved portability period • Determine if the customer must contact when they have returned to Australia • If customer has income from employment income, see Recording and correcting employment income details
7	<p>Evidence is required before considering payment + Read more ...</p> <p>Tell the customer the agency will make a decision once acceptable proof of the absence has been given. If evidence supports payment for an approved absence, back-payment will be made.</p> <p>Note: create a Fast Note if:</p> <ul style="list-style-type: none"> • the customer has already given evidence, or • uploads evidence while on the phone (using online account document upload), and • the Service Officer is either: <ul style="list-style-type: none"> ○ not trained in evidence-based assessments, or ○ the assessment is complex and cannot be made over the phone

	<p>s47E(d)</p> <p>Close other associated work items/scanned images. This will be allocated to a suitably skilled officer for processing.</p> <p>The customer's payment will stop from the date of departure, unless the customer is receiving Disability Support Pension (DSP) and still has a period of general portability available:</p> <ul style="list-style-type: none"> Run the s47E(d) and include the following details of the decision in the s47E(d) field: <ul style="list-style-type: none"> Reason why customer is travelling overseas Relevant names and dates of reason for travel Any other information given by customer Explain the decision to the customer and tell them about continuation of payment on their return to Australia Determine if the customer must contact when they have returned to Australia Check the s47E(d) screen for a review for the return of evidence set by the s47E(d). If one exists, this must be cancelled If customer has income from employment income, see Recording and correcting employment income details
8	<p>Record details of the decision and finalise + Read more ...</p> <p>If not already recorded, add a manual DOC and include:</p> <ul style="list-style-type: none"> Date of departure and return Destination country Reason why customer is travelling overseas Relevant names and dates of reason for travel Any other information given by customer Decision (Rejected/Pre-Approved/Pending evidence) <p>Code the s47E(d) screen with travel details. See Coding specialist portability assessments for Centrelink International Services (CIS) staff.</p> <p>Other things to consider:</p> <ul style="list-style-type: none"> If an approved absence has been approved before the customer gives evidence, in Customer First, create a manual review on the s47E(d) screen and complete the fields as follows:

	<p>s47E(d)</p> <ul style="list-style-type: none"> The review will mature on the Due Date coded in the s47E(d) activity. Workload Management will allocate the review for manual action Record the change of address on s47E(d) screen if the customer gives new address details Note: it is not mandatory for the customer to give an address outside Australia when the period of travel is temporary Record the overseas telephone number and email address if given by the customer If the customer has stopped paying rent, board, or lodgings, stop Rent Assistance from the relevant date. For help with coding, see Completing the Accommodation Details (AC) screen and assessing Rent Assistance Ask the customer if they would like to nominate an agent to act on their behalf while overseas and, if so, document the details
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Assessment of evidence received

Table 4: This table describes the action for a CIS Officer when evidence has been given to support travel for an approved reason.

Step	Action
1	<p>Assessing the record and evidence provided + Read more ...</p> <p>For a CIS Service Officer:</p> <ul style="list-style-type: none"> not trained in assessing RPG evidence, or

- **not trained** in assessing RPG evidence who has been allocated evidence as a Work Item
- **trained** in assessing RPG evidence, **assigned to call taking**, and has received an RPG phone call from a customer who:
 - has given evidence (for example, they are calling to check on the progress of their assessment) and further investigation is needed to make a decision, or
 - is providing evidence immediately (for example, using online services upload whilst on the phone) and further investigation is needed to make a decision

Create a **Fast Note**. Select **s47E(d)**

. Close other associated work items/scanned images. This will be allocated to a suitably skilled officer for processing.

Procedure ends here.

To approve a payment for restricted portability, a CIS Service Officer:

- **trained** in assessing RPG evidence, and
- **assigned to processing, must:**
 - examine all evidence given by the customer together with information on the customer's record. This is to determine whether the payment may be portable for the requested approved reason

This includes the following:

- Check [scanned images](#) for evidence. **Note:** evidence may require translation, see [Translation of documents](#)
- Check **s47E(d)** for previous discussions about reason for travel
- Check customer's travel patterns
- Check payment type/status at time of departure
- Check for previous restricted portability
- Consider contacting customer for more information if needed

For help with this decision, see:

- [Overseas absences for acute family crisis](#)
- [Overseas absences for humanitarian reasons](#)
- [Overseas absences for eligible medical reasons](#)
- [Overseas absences for Australian Defence Force Reserves](#)

	<p>Note: if assessing travel for overseas full time study, see Student studying outside Australia. Procedure ends here.</p> <p>Does the evidence and information on the customer's record support a decision to pay the customer for an approved reason overseas?</p> <ul style="list-style-type: none"> • Yes, go to Step 2 • No, go to Step 9
2	<p>Acute family crisis + Read more ...</p> <p>Is the absence for an acute family crisis?</p> <ul style="list-style-type: none"> • Yes, go to Step 3 • No, go to Step 8
3	<p>Family member definition + Read more ...</p> <p>A family member is defined under section 23(14) of the Social Security Act as a partner, parent, sister, brother or child of the relevant person.</p> <p>Is the customer travelling for an acute family crisis affecting a family member as per S 23(14) SSA?</p> <ul style="list-style-type: none"> • Yes, go to Step 8 • No, go to Step 4
4	<p>Alternative family member assessment + Read more ...</p> <p>The definition of a family member may also cover someone who, in the opinion of the delegate, has fulfilled a similar role as a family member. s47E(d)</p> <p>The Service Support Manager or Business Manager of CIS hold the delegation for family member portability decisions.</p> <p>A family member recommendation may have been discussed in the initial portability interview. Look for DOC titled s47E(d) .</p> <p>Is there a s47E(d) DOC on the record?</p> <ul style="list-style-type: none"> • Yes, go to Step 7 • No, go to Step 5
5	<p>Discussion for a family member assessment + Read more ...</p> <p>Contact must be made with customer to determine whether the person who was suffering the crisis can be deemed to be like a family member.</p>

	<p>Discuss with the customer what circumstances they consider the person fulfilled in a role similar to a family member.</p> <p>s47E(d)</p> <p>Likely outcome of discussion:</p> <ul style="list-style-type: none"> • no assessment required where a person is clearly not like a family member. For example, customer lived with extended family, including: <ul style="list-style-type: none"> ○ a grandparent who gave occasional care, and ○ parents who gave day to day care and responsibility • person may be considered to be fulfilling a role like that of a family member and customer wishes to undergo assessment <p>There is no point in proceeding with a family member determination if the customer would clearly not qualify.</p> <p>Will a submission for a family member assessment be made?</p> <ul style="list-style-type: none"> • Yes, go to Step 6 • No, go to Step 9
6	<p>Submission for family member assessment + Read more ...</p> <p>For the delegate to consider a submission it must give as much information as possible. Discuss with the customer what circumstances they consider the person fulfilled in a role similar to a family member.</p> <p>Run the s47E(d) Fast Note, this has the mandatory interview questions. s47E(d)</p>

	<p>Note: this Fast Note automatically completes a DOC on the customer record when s47E(d) is selected, to include information about the discussion before finalising.</p> <p>Once the interview is completed:</p> <ul style="list-style-type: none"> Complete a s47E(d) webform. The CIS Service Support Officer (SSO) will forward it to the delegate for their consideration. Note: be clear in the submission whether the recommendation is that the person is 'like a family member' or 'not like a family member' Put the activity on hold (hold to self) while waiting for the delegate to respond <p>When the delegate responds, go to Step 7</p>
7	<p>Recommendation of family member determination + Read more ...</p> <p>Read the delegate's decision.</p> <p>Is the delegate's decision that the person is an approved family member for the purposes of an acute family crisis?</p> <ul style="list-style-type: none"> Yes, go to Step 8 No, go to Step 9
8	<p>Grant application for payment under approved absence portability + Read more ...</p> <p>Assessment of record and/or evidence given does support payment overseas for an approved absence. Determine the length of time payment is to be approved. See specific negotiated period.</p> <p>If decision is not fully favourable (that is, not granting for maximum period/entire absence overseas) contact the customer. Give them the opportunity to supply more information or evidence before finalising assessment. See Advising verbally of an unfavourable decision (CLK).</p> <p>Once decision is finalised:</p> <ul style="list-style-type: none"> s47E(d) Include detailed information to support decision, including: <ul style="list-style-type: none"> Description of evidence given How evidence supports that travel was for an approved reason Reason why determined length of time was approved Any other factors relevant to the decision

	<ul style="list-style-type: none"> • s47E(d) • Note: if the decision is for a customer in receipt of Farm Household Allowance (FHA), the CIS Service Officer must code the s47E(d) screen. They must then call the FHA hotline (132 316) to tell them a decision has been made. The FHA Service Officer is responsible for finalising the assessment and making sure correct payment is made. • For information on implementing decision, see Coding specialist portability assessments for Centrelink International Services (CIS) staff <p>Procedure ends here.</p>
9	<p>Reject application for payment under approved absence portability + Read more ...</p> <p>Assessment of record and/or evidence given does not support payment overseas for an approved absence.</p> <p>Contact the customer to advise them of the outcome. See Advising verbally of an unfavourable decision (CLK). If appropriate, give them the opportunity to supply more information or evidence before finalising assessment.</p> <p>Once decision is finalised:</p> <ul style="list-style-type: none"> • s47E(d) <p style="text-align: right;">Include detailed</p> <p>information to support the decision including:</p> <ul style="list-style-type: none"> ○ Description of evidence given ○ Why evidence/record does not support that travel was for an approved reason ○ Any other factors relevant to the decision <ul style="list-style-type: none"> • s47E(d) • s47E(d)

Actioning return of evidence review

Table 5: This table describes CIS Service Officer actions when actioning a review after return of evidence where payment was made before getting evidence.

Step	Action
1	Return of evidence review for approved reason + Read more ...

	<p>The s47E(d) creates this review when travel has been selected as an approved reason. The review will become due 2 weeks after the planned return date to allow time for the customer to give evidence on their return to Australia.</p> <p>Action required:</p> <ul style="list-style-type: none"> • If customer was not pre-approved for restricted portability, cancel the review • If customer was pre-approved for restricted portability, go to Step 2
2	<p>Check Document Tools for the return of supporting evidence + Read more ...</p> <p>Has documentation/evidence been given?</p> <ul style="list-style-type: none"> • Yes, evidence may require translation, see Translation of documents, go to Step 3 • No, go to Step 4
3	<p>Check if evidence verifies reason for travel + Read more ...</p> <p>For help with this decision, see Overseas absences for acute family crisis.</p> <p>Does evidence verify the pre-approval decision?</p> <ul style="list-style-type: none"> • Yes, create a DOC with detailed information including: <ul style="list-style-type: none"> ○ Description of evidence given ○ How evidence supports that travel was for an approved reason ○ Any other factors relevant to the decision ○ Finalise review ○ Procedure ends here • No, go to Step 4
4	<p>Evidence not provided or does not verify pre-approved payment + Read more ...</p> <p>Customer has not given evidence or the evidence does not verify the pre-approved portability payment for an approved reason.</p> <p>Contact the customer to give them the opportunity to supply more information or evidence before finalising assessment. See Advising verbally of an unfavourable decision (CLK).</p> <p>If customer cannot give more supporting evidence, create an overpayment for the period already paid overseas because of an approved reason.</p> <p>Note: consider placing review on hold for an additional period of time before creating an overpayment, if:</p>

	<ul style="list-style-type: none"> • customer has not yet returned to Australia, and • there are no contact details recorded whilst they are overseas <p>On the s47E(d) screen: s47E(d)</p> <p>Make sure the debt covers the correct period and send for investigation. s47E(d)</p> <p>Create a Fast Note explaining the reason for the debt - s47E(d)</p> <p>The Fast Note will auto-close as the debt shell will be allocated for processing.</p> <p>Finalise the review and close any scanned images.</p>
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References

Policy

[Social Security Guide, 7.1.2.10, General rules of portability](#)

[Social Security Guide, 7.1.2.20, Application of portability rules \(portability table\)](#)

Legislation

Links to the Federal Register of Legislation site go to an 'All versions' page. Select the 'Latest' version.

[Social Security Act 1991](#)

- section 1212C, Meaning of temporary absence
- section 1212A, Meaning of acute family crisis
- section 1218D, Extension of a person's portability period-life-saving medical treatment overseas
- section 1212B, Meaning of humanitarian purpose
- section 1212, Meaning of terms used in this Part
- section 1218, Exception-full time students outside Australia for purposes of Australian course
- section 1218A, Reserve service
- section 603(1), Relief from activity test - general

Resources

Contact details

[Centrelink International Services \(CIS\) - contact details for staff](#)

Services Australia website

[Payments while outside Australia](#)

[Travelling overseas with PBS Medicine](#)

Portability - payment type and approved reason

Payment types which can be granted portability for an approved reason

Payment	Approved reasons
ABSTUDY	AFC, MED, MIL, OFS
Austudy	AFC, MED, MIL, OFS
Carer Payment	OFS
Disability Support Pension	AFC, MED, HUM, OFS
Farm Household Allowance	AFC, MED, HUM, MIL
JobSeeker Payment	AFC, MED, HUM, MIL
Parenting Payment	MIL, OFS
Special Benefit	AFC, MED, HUM
Youth Allowance (JSK)	AFC, MED, HUM, MIL
Youth Allowance (STU)	AFC, MED, MIL, OFS
Only for holder of specific visa numbers 309,785,790,820	
Family Tax Benefit	AFC, MED, HUM
Child Care Subsidy	AFC, MED, HUM
Parental Leave Pay	AFC, MED, HUM

Double Orphan Pension	AFC, MED, HUM
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Training & Support

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

- s47E(d) - Travelling Outside Australia
- s47E(d) - Portability for Job Seekers
- s47E(d) - Portability of DSP