

s22 (out of scope)



Australian Government

Services Australia

Special Benefit (SpB) for Australian Citizen Child (ACC) and Australian permanent resident children 003-08010010

Currently published version valid from 25/06/2025 2:04 AM

Background

s22 (out of scope)

If you have concerns about a child's safety, conduct the [risk and referral process](#).

This document explains when SpB may be paid to an SpB child, whose custodial parent/s or guardian is precluded from receiving any social security payment due to the parent/s residence status. It provides details on eligibility, how to process claims and conduct reviews.

SpB child eligibility

In certain circumstances, SpB may be paid to a child under 16 years:

- who is either
 - an Australian citizen
 - the holder of a permanent visa
 - the holder of a temporary protection visa
- and resides in Australia
- and whose custodial parent or guardian cannot receive any social security payment because they are not a permanent resident of [Australia](#)

If the child meets the above points they are referred to as an 'SpB child'.

Note: check that the custodial parent/guardian is not eligible for or has already received the one off payment of JobSeeker Payment (JSP) or Youth Allowance (YA) as detailed in [New Zealand 10 year residence exemption](#).

Family eligibility criteria

- SpB can **only** be paid if the family is in [financial hardship](#)
- If the child is school age, they must be homeless or at severe risk of homelessness if SpB is rejected or cancelled

- If the parent/s is working, the employment income above the JSP maximum rate (including add-ons that may be payable) reduces the SpB rate dollar for dollar
- The custodial parent must have taken all reasonable action to pursue child support from the non-custodial parent, unless an exemption to pursue child support has been granted by a social worker due to family and domestic violence or other circumstances
- Child support received or paid for the express purpose of supporting the child reduces the rate of SpB dollar for dollar
- The custodial parent must be the payment and correspondence nominee for the SpB child. As the nominee, the parent or guardian has the responsibility for notifying of changes in their circumstances as if they were in receipt of the payment themselves

Custodial parents or guardians seeking to claim Special Benefit must complete the Claim for Special Benefit for a child form (SU721). The SU721 form is available on the Services Australia's website. The SU721 is a PDF fillable form that customers can complete and return by post or deliver to a service centre.

There is no online claim option for these customers.

Intent to claim for vulnerable customers

Customers are considered to be vulnerable if they experienced a vulnerable circumstance at any time in the 8 weeks before contact and this was the reason they were unable to submit their claim on the contact date. See [Intent to claim for vulnerable customers](#).

Residence checks for an SpB child

If not already present on the **s47E(d)** screen with an **IMM** or **IMC** channel then see below:

- For Australian citizenship see - [Proof of Australian citizenship](#)
- For all other types of residence see - [Activating the Department of Home Affairs datalink and contingency procedures if datalink is unavailable](#)

Reviews

SpB reviews occur every 13 weeks, triggered by an activity on the **s47E(d)** ^{s 47E(d)} screen on the customer's record. When processing a SpB review, check if the SpB child, custodial parent or guardian or family has a change of circumstances or a notifiable event has occurred that may affect the child's continuing entitlement.

Change of circumstances

Outside of the review process, the custodial parent or guardian must notify of any change of circumstance that may affect the child's ongoing eligibility for SpB. For example, change in parental income, change in child or parent's residence status, change of address, change in care, or change in parental relationship.

SpB rate

The only child or the youngest child will be paid at the 'single, with dependent child' rate of JobSeeker Payment (JSP).

The older children will be paid up to the maximum 'single, no children, aged under 18, at home' rate of Youth Allowance (YA).

This may also include Rent Assistance (RA), paid to one of the qualifying children.

If the SpB child's custodial parent is receiving the Status Resolution Support Services (SRSS) payment the rate will be equivalent to the Family Tax Benefit (FTB) rate (excluding RA) see the [Process](#) page.

See [Resources](#) page for table summary of factors that may further affect a customer's rate of payment.

Hierarchy of income

The system reduces the rate of SpB based on the coding on the SpB child's record.

If the SpB child has free board and/or lodging, reduce the SpB rate:

- To do this, on the ^{s47E(d)} screen code either:
 - Free Board and Lodgings (FBL)
 - Free Lodgings (FLD)
- If the child gets the 'YA living at home' rate, SpB will not reduce further

Social work intervention

^{s47E(d)}

For ACC/Permanent resident/TPA children in the custody of a non-permanent resident custodial parent/guardian, obtain an accurate assessment of the customer's circumstances to provide a range of [services or referrals](#) to the customer. If the customer or their non-resident custodial parent are experiencing vulnerability, such as affected by FDV, and are not yet engaged with appropriate support services, [offer a social work referral](#) for support.

Reassessment of SpB ACC claims

A customer can apply for a formal review of the decision to reject their claim at any time.

If they apply more than 13 weeks after the rejection notice was given, payment or concession may be affected by date of effect rules. See [Customer initiated review of decisions](#). A new claim will be required for reviews lodged more than 13 weeks after the rejection letter was sent.

No additional evidence or information is required before an application for a formal review can be made.

If a customer [applies for a formal review](#), record the application.

All outstanding documents must be supplied before SpB processing staff can [re-index the original claim](#).

See [Request to reassess a rejected claim](#) when SpB ACC claim is rejected for:

- not supplying documents (FSD)
- not lodging (DNL)
- not reporting on time (FRP), or
- Proof of Identity (POI)

Note: if the customer has failed to supply all documents at the time of the request for reassessment, the original claim must not be reindexed.

The [Resources](#) page has links to contact details for Child Support, the Services Australia website for information on Special Benefit and links to forms.

Related links

[Eligibility and new claim procedures for Special Benefit \(SpB\)](#)

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

[Processing Special Benefit \(SpB\) claims](#)

[Special Benefit \(SpB\) discretionary decisions](#)

[Special Benefit \(SpB\) reviews](#)

[Documents required for Centrelink new claims](#)

[Rates of payment for Special Benefit \(SpB\)](#)

[Rate of Family Tax Benefit \(FTB\)](#)

[Social worker involvement with Special Benefit \(SpB\)](#)

[Risk identification and management of threats to the safety or welfare of a child](#)

[Assisting a customer aged under 16](#)

[Family and domestic violence](#)

[Requested documentation not provided resulting in rejection of new claim](#)

[Indexing, re-indexing, and cancelling claim activities](#)

[Request for an explanation or application for a formal review](#)

Process

If you have concerns about a child's safety, conduct the [risk and referral process](#).

This document explains when SpB may be paid to a child who is an Australian Citizen Child (ACC) or an Australian permanent resident, whose custodial parent/s is precluded from receiving any social security payment due to the parent/s residence status.

Claims

On this page:

[Claim lodgement, supporting documents and information](#)

[Review claim and documents](#)

[Claim processing](#)

[SpB ACC rates/Income impacts](#)

[Claim finalisation](#)

Claim lodgement, supporting documents and information

Table 1: All staff can undertake these steps

Step	Action
1	<p>Quick eligibility check + Read more ...</p> <p>Check:</p> <ul style="list-style-type: none"> • If the custodial parent or guardian is <ul style="list-style-type: none"> ○ eligible for Family Tax Benefit (FTB) or an income support payment ○ partnered to an Australian citizen/permanent resident/SpB temporary visa holder who can apply for FTB and/or an income support payment for the child ○ currently receiving Child Care Subsidy (CCS) for the child. Note: CCS and SpB cannot be paid at the same time. Advise customer to use Payment Finder, on the Services Australia website, to determine the appropriate payment. • If the SpB child's residence is unable to be confirmed <p>Do any of the above apply?</p> <ul style="list-style-type: none"> • Yes to any of the above, advise the custodial parent/guardian their child may not meet eligibility requirements for SpB, however they can still test eligibility, go to Step 2

	<ul style="list-style-type: none"> • No to all, go to Step 2
2	<p>Custodial parent or guardian lodges a claim for SpB + Read more ...</p> <p>Check the form is completed, signed, dated, and all supporting documents have been supplied including:</p> <ul style="list-style-type: none"> • Bank statement/balances including the SpB child's account, if one exists • The child's Australian Birth Certificate, current passport, Medicare card, or Australian Citizenship. Code the identity dashboard as part of the identity confirmation process • Custodial parent or guardian identification as a nominee if nominee identification is not confirmed • rental agreement, lease agreement or rent certificate • Proof of income, if any, such as payslips, profit/loss statement along with a completed MOD F form • Any relevant document or information to verify the parent/guardian's circumstances or income and assets, if any <p>Check the child record has been converted to an adult record. If not see Searching for a customer on the system.</p> <p>A correspondence and payment nominee arrangement must be established at time of claim lodgement</p> <p>Check the nominee form has been completed and add the nominee to the SpB child's record see Adding or rejecting a nominee request.</p> <p>Scan the claim form SU721 and supporting documents on the custodial parent's record.</p> <p>s47E(d)</p>
3	<p>Claim has been previously rejected (FRC/FSD/POI) + Read more ...</p>

	<p>A rejected claim (FRC/FSD/POI) can be re-indexed if the customer has provided all requested documents and/or information within 13 weeks of the date the notice was given to reject the claim.</p> <p>The customer must lodge a new claim if all requested documents/information are lodged outside 13 weeks of the date the notice was given to reject the claim.</p> <p>Contact SpB Local Peer Support (LPS) to consult if unsure.</p> <p>See:</p> <ul style="list-style-type: none"> • Request to reassess a rejected claim • Cancelling claim activities and re-indexing claims
--	---

Review claim and documents

Table 2: For SpB processing staff

Step	Action
1	<p>s47E(d)</p> <p>Review scanned SpB claim SU721, supporting documents and information</p> <p>Select the s47E(d) icon.</p> <p>Check the date the document was scanned.</p> <p>Note: there may also be older documents not related to the claim that present.</p> <p>s47E(d)</p> <p>If the child's record exists:</p> <ul style="list-style-type: none"> • convert the child/ren's record to an adult record, if needed • link the child record to the custodial parent or guardian's record • process the nominee form • create a SOA shell on the child's record to start processing and coding (this step is required for claim that has not been indexed manually). Ensure the DOR (date of receipt) is the same date as the scanned SU721 in the parent or guardian's record <p>If no records exist for the child, create one.</p> <p>See</p> <ul style="list-style-type: none"> • Searching for a customer on the system • Adding a customer to the system

	<ul style="list-style-type: none"> • Linking a child to a customer's record • Adding or rejecting a nominee request • Indexing, re-indexing, and cancelling claim activities <p>Note: create SOA shell for each child if there are multiple children for whom the parent or guardian is claiming</p>
2	<p>Review claim before processing + Read more ...</p> <p>Available funds</p> <ul style="list-style-type: none"> • if the custodial parent or guardian's available funds are over the limit, the claim may be rejected. See Table 5 Claim finalisation <p>Circumstances leading to claiming</p> <ul style="list-style-type: none"> • If further information is required issue a Request for Information (RFI) and make an outbound contact to the custodial parent or guardian <p>Full time student</p> <ul style="list-style-type: none"> • School age child - SpB can be paid to a full-time student if they are homeless or at risk of homelessness • SpB is not payable to a full-time student if: <ul style="list-style-type: none"> ○ the family is living in stable accommodation, and/or ○ the custodial parent or guardian is providing the child with continuous support <p>s47E(d)</p> <p>See:</p> <ul style="list-style-type: none"> • Eligibility and new claim procedures for Special Benefit (SpB) • Special Benefit (SpB) discretionary decisions
3	<p>Review residence status of custodial parent or guardian's and SpB child + Read more ...</p> <p>Residence status for the custodial parent or guardian:</p> <ul style="list-style-type: none"> • Residence - check if the custodial parent or guardian holds a qualifying visa for an income support for themselves or is partnered to someone who has one. Make sure the custodial parent or guardian's (non-permanent resident) latest visa information have been provided. See Activating the Department of Home Affairs datalink and contingency procedures if datalink is unavailable

	<ul style="list-style-type: none"> Non-custodial parent's s47E(d) screen (to check if the non-custodial parent is a permanent resident) Check if the custodial parent or guardian (non-permanent resident) is eligible for any other income support payment. For specific payment residence information, see Australian residence requirements for payments A non-protected SCV (444 Visa) parent is eligible for FTB, however, they may test their eligibility for SpB for the ACC. FTB and SpB cannot be paid at the same time as the young person cannot be a dependent child if they receive a social security benefit To qualify for SpB, they must be in financial hardship and unable to obtain or earn a sufficient livelihood for themselves and any dependants If help is needed contact LPS If another payment is more appropriate for a custodial parent, the child's SPB claim should be rejected COP another payment is more appropriate. See Table 5 Claim finalisation <p>Residence status for the SpB child</p> <ul style="list-style-type: none"> Check the s47E(d) screen to confirm that the child is either an Australian citizen, holding a permanent resident visa or the holder of a temporary visa that qualifies customer for some payments Note: the s47E(d) confirmation must be from an active datalink with Department of Home Affairs, unless the residence has been verified by another method. See Activating the Department of Home Affairs datalink and contingency procedures if datalink is unavailable The child's Australian citizenship status can also be verified via the child's: <ul style="list-style-type: none"> Citizenship certificate Australian passport Australian birth certificate showing the resident parent's name Note: a child born in Australia, with one parent who is a permanent resident of Australia, is automatically granted Australian citizenship. This applies even if the parent who is a permanent resident had separated from the non-resident parent before the child's birth If the child does not meet the above residence requirements the claim should be automatically rejected by the system. See Table 5 Claim finalisation
4	s47E(d)

	s47E(d)
--	---------

	<p>s47E(d)</p> <ul style="list-style-type: none"> • Determine what other documents are needed before progressing the claim and placing the claim on hold if required • Confirm the child/ren linked to the custodial parent or guardian including nominee details • Confirm the custodial parent or guardian is coded as the payment and correspondence nominee on the child's record • All claims for the same family unit who are also claiming must be managed using a case management/hold to user (HTU) approach to ensure consistent outcomes. Check for any sibling of the same family unit currently on SpB to work out the rate of payment
5	<p>Request information + Read more ...</p> <p>If all information has been provided, go to Step 7</p> <p>If more information is required, contact the custodial parent or guardian by phone.</p> <p>Select relevant option:</p> <p>Successful contact + Read more ...</p> <ul style="list-style-type: none"> • Verbally request the required information • Go to Step 6 <p>Unsuccessful contact + Read more ...</p> <ul style="list-style-type: none"> • Create a request of information (RFI) using the manual RFI letter template • Save the letter as a PDF file: <ul style="list-style-type: none"> ○ Check that font colour is black and is set as Arial ○ Select File ○ Select Save As ○ Select Desktop for file destination ○ Change the Save as type: field to PDF ○ Select Save • Upload the saved RFI PDF onto the custodial parent/guardian's and to child record before mailing the letter. Other Service Officers will be able to

	<p>view the letter details and what documents or information have been requested in the event parent or guardian contacts</p> <ul style="list-style-type: none"> • Mail the letter to the custodial parent/correspondence nominee on the same day it is created • Delete PDF from desktop • Go to Step 6
6	<p>Record details and place claim on hold + Read more ...</p> <ul style="list-style-type: none"> • Place the claim on hold with the appropriate due date. See Requesting information (CLK) • Document both the custodial parent or guardian and child's record • On the custodial parent or guardian's record a s47E(d) <ul style="list-style-type: none"> ○ Update template text with action or information as needed • On the child's record a s47E(d) DOC should display when the SOA shell is created. Annotate the s47E(d) DOC with the following and any additional information: <ul style="list-style-type: none"> ○ Custodial Parent(s) Details: Name(s) and CRN(s) ○ Name and CRN of all children in care of same custodial parent(s) (from youngest to oldest) ○ Details of what has been requested to be provided either verbally or from the Manual RFI letter if one has been issued <p>Procedure ends here until information supplied.</p>
7	<p>Preliminary coding + Read more ...</p> <p>Use the information from the scanned SU721 to manually update the new claim activity (SOA) in Process Direct:</p> <ul style="list-style-type: none"> • From the s47E(d) screen, select s47E(d) to start coding and assess the claim • s47E(d) • When assessing claims lodged via paper claim check all required screens are updated as part of the new claim activity (SOA) • Update the custodial parent's record to reflect their circumstance. For example, rent details, savings, earnings and or other income

	<p>On the child's record</p> <p>Check the child/s record contains confirmed data on the following screens:</p> <ul style="list-style-type: none"> • s47E(d) screen - code Australian residence • s47E(d) screen - code if Australian citizenship is verified through Birth Certificate with resident parent's name. See Recording legal residence status • s47E(d) screen - address must match s47E(d) screen <p>On the custodial parent/guardian and/or partner's record</p> <p>The following screens must be coded on the parent's or guardian's record</p> <ul style="list-style-type: none"> • s47E(d) screen - code Australian residence • s47E(d) screen - code confirmed data after s47E(d) update • s47E(d) screen - address must match s47E(d) screen
8	<p>Identity + Read more ...</p> <p>If the Identity Status is:</p> <ul style="list-style-type: none"> • Confirmed, go to Table 3 • Not Confirmed, see Identity Confirmation s47E(d) in Process Direct. s47E(d) <p>s47E(d)</p> <p>○ Go to Table 3</p>

Claim processing

Table 3

Step	Action
1	Claim status + Read more ...

	<p>The SpB child's claim status will determine what actions staff will take before processing the claim. The claim status must be in s47E(d) ' before the claim can be assessed.</p> <p>Is the claim status s47E(d) '?</p> <ul style="list-style-type: none"> • Yes, go to Step 2 • No, and is s47E(d) change the status to s47E(d) '. Go to Step 2
2	s 47E(d)
3	s 47E(d)
4	<p>Child's details + Read more ...</p> <p>Check the contact details are current and match the detail within the claim. Confirm the:</p> <ul style="list-style-type: none"> • Preferred/interpreter language • Address details • Tax File Number (TFN) s47E(d)

	<p>Note: do not update the parent/guardian's details on the child's record.</p>
5	<p>Custodial parent or guardian's details + Read more ...</p> <p>Check the contact details and match the detail within the claim</p> <p>Confirm the:</p> <ul style="list-style-type: none"> • s47E(d) screen including if lease agreement is verified • s47E(d) screen - if the account is held by the custodial parent/guardian and/or their partner (if partnered) • s47E(d) screen for income from employment or self-employment • s47E(d) screen - other assets owned but the custodial parent/guardian and/or partner • s47E(d) where relevant • s47E(d) screen to reflect the custodial parent/guardian's current marital status including if S24 has been applied where applicable (such as, the custodial parent/guardian's Australian partner is in prison) <p>Before processing child claims. Ensure the custodial parent/guardian is not entitled to another income support payment (ISP). See Table 2 Steps 3 and 6.</p> <p>The SPB ACC claim should be rejected when the parent/guardian:</p> <ul style="list-style-type: none"> • is receiving or eligible to receive another ISP go to Table 5 • has other suitable means of support including maintenance/child support go to Table 5 <p>Available funds</p> <p>Confirm the total amount of liquid assets held by the parent/guardians, code along with any liquid funds the child may have in their own name. The total amount is to be coded on the s47E(d) screen in the child's claim.</p> <p>Parent or guardian income</p> <p>The s47E(d) screen must be updated on the child's record when:</p> <ul style="list-style-type: none"> • Parent/guardian's and or their partner's excess income from employment, self-employment income if any • Child support for the child/ren of same family unit is received • Other income from other sources is received by the parent/guardian <p>Each line on the s47E(d) screen must contain the Description outlining the income type coded.</p> <p>Details of how to code parental income on child's record is provided in Table 4</p>

6	<p>Coding of s47E(d) screen + Read more ...</p> <p>If custodial parent or guardian is paying rent they may be eligible for Rent Assistance (RA). If RA is to be paid and verification of rent has:</p> <ul style="list-style-type: none"> • been provided, apply the appropriate verification code, see Processing proof of rent for the Verification field on the s47E(d) screen • not been provided, see Table 1 in Determining proof of rent for the Verification field on the s47E(d) screen <p>No rent paid s47E(d)</p> <p>Where free board and/or lodgings is received the rate of payment is reduced as follows:</p> <ul style="list-style-type: none"> • two-thirds of the rate of SpB payable if both board and lodging are provided, or • one-third of the rate of SpB payable if only lodging or only board is provided <p>Is the SpB ACC child eligible to receive rent assistance?</p> <ul style="list-style-type: none"> • Yes, go to Table 4 • No, code s47E(d) and continue with claim processing, go to Table 4
---	--

SpB ACC rates/Income impacts

Table 4

Step	Action
1	<p>Determining the base rate of payment + Read more ...</p> <p>The rate of Special Benefit (SpB) paid is not a set amount as it takes into account the customers individual circumstances and the degree of support needed.</p> <p>The rate of SpB cannot exceed the rate at which Youth Allowance (YA), Austudy or JobSeeker Payment (JSP) would be payable if they were qualified for that payment.</p>

	<p>The factors considered when determining SpB rate include:</p> <p>s47E(d)</p> <p>s47E(d) See Rates of payment for Special Benefit (SpB)</p> <p>For ACC, the rate will vary based on if they are:</p> <ul style="list-style-type: none"> • the youngest/only child • an older sibling of another SpB current child, and/or • if the custodial parent or guardian (non-permanent resident) is receiving SRSS <p>To confirm if non-permanent resident parent is receiving SRSS within the parent record, check Customer First under s47E(d) (financial customer care):</p> <ul style="list-style-type: none"> • s47E(d) will show if the customer is receiving SRSS • This will also show the date of payment and relevant amount <p>Coding the s47E(d) screen</p> <ul style="list-style-type: none"> • If the child claiming SpB is the: <ul style="list-style-type: none"> ○ youngest or only child, go to Step 2 ○ the sibling of the youngest child, go to Step 3 • If the custodial parent is receiving SRSS, go to Step 4
2	<p>SpB child is the youngest or only child in the family unit is paid the single with dependent child rate of JSP + Read more ...</p> <p>Code the JSP rate payable on the s47E(d) screen:</p> <p>Youngest/only SpB child:</p> <p>s47E(d)</p>

	s 47E(d)
3	<p>Any child who is not the youngest (when the youngest is also receiving SpB): + Read more ...</p> <p>Is to be paid the YA single, no children, aged under 18 at home rate</p> <p>s47E(d)</p> <p>Go to Step 4</p>
4	<p>Custodial parent is receiving Status Resolution Support Services (SRSS) + Read more ...</p> <p>To confirm if the custodial parent is receiving SRSS:</p> <ul style="list-style-type: none"> • go to the custodial parent or guardian's record in Customer First, if in receipt of SRSS they will have a benefit status of NRR/CUR • in Workspace select s47E(d) . This will show the date of payment and relevant amounts <p>If a child is in the care of a custodial parent or guardian who is receiving an SRSS payment, they should be paid SpB at the rate equivalent to the Family Tax Benefit (FTB) rate that the non-permanent resident would otherwise have been entitled to for that child.</p> <p>Note: if the child is a holder of 785 or 790 visa in the care of a custodial parent who is receiving SRSS, SpB is paid under TPA category on a manual rate equal to the rate of FTB the parent would otherwise have received.</p>

	<p>Use the Payment Finder to determine the amount of FTB the parent would receive if eligible.</p> <p>Rent Assistance should not be included if the custodial parent is receiving Rental Assistance Allowance as part of their SRSS payment.</p> <p>Do not include parental employment income or child maintenance in the calculation.</p> <p>The following is paid to the:</p> <ul style="list-style-type: none"> • Youngest/only child: <ul style="list-style-type: none"> ○ The child's share of FTB Part A ○ FTB Part B ○ Rent assistance when the custodial parent or guardian is not receiving Rental Assistance Allowance as part of their SRSS • Any siblings of the youngest SpB child (when the youngest is also receiving SpB) <ul style="list-style-type: none"> ○ The child's share of FTB Part A <p>Code the s47E(d) screen as follows:</p> <p>s47E(d)</p> <p>If the custodial parent/guardian is not receiving Rental Assistance Allowance as part of SRSS to code the s47E(d) screen, go to Step 5.</p>
5	<p>Accommodation circumstances + Read more ...</p> <p>Staff must update the s47E(d) screen to reflect any rent verification information.</p> <p>For more information see:</p> <ul style="list-style-type: none"> • Rent Assistance (RA) verification,

- [Qualification for payment of Rent Assistance \(RA\)](#)
- [Type of Rent field on the](#) s47E(d) [screen](#)

Staff **must not** code the manual RA on the s47E(d) when the:

- custodial parent or guardian is currently receiving RA with FTB for one child in the family unit (that is, if the custodial parent on a 444 non-protected visa holder)
- custodial parent is receiving [Rental Assistance Allowance](#) with SRSS payment

s47E(d)

Record the information on the s47E(d) screen. The system will apply the reduced rate if the s47E(d)

s47E(d)

s47E(d)

For multiple SpB children where a custodial parent is paying rent, code the rent paid on the youngest SpB child's record on the s47E(d) screen, see [Table 4](#) to code RA on the s47E(d) screen.

Code all other SpB children as follows:

s47E(d)

See [Rates of payment for Special Benefit \(SpB\)](#)

6	<p>Reasonable action to get child support + Read more ...</p> <p>A custodial parent or guardian must take all reasonable action to get child support from the non-custodial parent, unless a child support exemption has been granted by a social worker, or where the custodial parent or guardian is applying for an exemption.</p> <p>Check if:</p> <ul style="list-style-type: none">• s 47E(d)•• s 47E(d)• s 47E(d)<ul style="list-style-type: none">○ s47E(d)○• s 47E(d)<ul style="list-style-type: none">○ Manually add the s47E(d) to the s47E(d)○ s47E(d)○ s 47E(d)
---	--

	<p>s 47E(d)</p> <p>Go to Step 7</p>
7	<p>Other income coding + Read more ...</p> <ul style="list-style-type: none"> • Child support, go to Step 8 • Parental income/Self-employment, go to Step 9 • Child income, go to Step 10
8	<p>The custodial parent or guardian receives child support + Read more ...</p> <p>Select relevant option:</p> <p>Child Support Unit confirms the assessed amount or custodial parent/guardian privately collects their child support + Read more ...</p> <p>Do not code the Child Support assessed amount from the s47E(d) screen on the s47E(d) screen.</p> <p>s 47E(d)</p> <p>s47E(d)</p> <p>s 47E(d)</p> <ul style="list-style-type: none"> • s47E(d) •

	<p>○ s47E(d)</p> <p>Go to Step 9</p> <p>Maintenance paid as a lump sum arrears payment + Read more ...</p> <p>A lump sum payment that is not from remuneration is taken to be ordinary income received over a 12-months period.</p> <p>Code s47E(d) screen:</p> <ul style="list-style-type: none"> • s47E(d) • • • <p>If the custodial parent/guardian advises the child support lump sum represents a period of more than a 12-month period, ask customer if they can provide a breakdown of the relevant period and amount. If help is needed, contact LPS.</p> <p>For the purposes of the available funds test, where a lump sum arrears of child support results in available funds being more than \$5,000, the recipient will be provided with 13 weeks to deplete their funds before it is considered as available funds.</p> <p>Go to Step 9</p> <p>Child support for children from different relationships + Read more ...</p> <p>General rule is that when the custodial parent/guardian receives maintenance for children from a different relationship, the funds are to be used to support that child and coded on that particular child's record.</p> <p>However, if the custodial parent/guardian receives a large substantial amount of child support for one child but small amount of child support for the other child/ren, contact the custodial parent to establish if the family is in genuine hardship. Considerations include whether the money is used only to support that child, is the money then used to support the other child such as rent and food, is the child attending a private school.</p> <p>If assistance is required, contact Local Peer Support (LPS).</p> <p>Contact Technical Peer Support and submit a Level 2 Enquiry including CRN and details for escalation.</p> <p>Go to Step 9.</p>
9	<p>Parental income + Read more ...</p> <p>If a custodial parent/guardian is working or has self-employment income, any income greater than the maximum rate of JSP including add ons (that would normally be payable to them) will have a direct deduction (dollar for dollar) from</p>

	<p>their SpB rate. Any parental income received, the full gross amount must be coded on s47E(d) screen of the parent(s)/guardian record. See Recording and correcting employment income details.</p> <p>If there is more than one SpB child, then the impacting income is deducted from the child with the highest rate first, usually the youngest child, then any excess income is deducted from subsequent children until the rate is zero for the family unit.</p> <p>Note: if the custodial parent(s)/guardian is self-employed assess the self-employment from the MOD F and code the s47E(d) screen on the custodial parent(s) record. Self-employment income above the JSP maximum rate will have a direct deduction (dollar for dollar) reduction from the SpB rate. Code this excess amount on the child's s47E(d) screen. If help is needed contact LPS</p> <p>Is there any income based on the above, which needs to be coded?</p> <ul style="list-style-type: none"> • Yes, code on the s47E(d) screen: <ul style="list-style-type: none"> ○ Go to Step 10 • No, go to Step 10
10	<p>Tax File Number (TFN) + Read more ...</p> <p>s47E(d)</p> <p>Note: if the custodial parent/guardian is working or self-employed request their TFN. However, this should not delay finalising the SpB child's claim.</p> <p>Go to Step 11.</p>
11	<p>Code savings + Read more ...</p> <p>If the SpB child has their own bank account code the bank account details on the s47E(d) screen. See Coding income and assets for Centrelink payments and services.</p>

	Go to Step 12.
12	<p>Payment destination + Read more ...</p> <p>The custodial parent/guardian must be the payment and correspondence nominee.</p> <p>Do not code the ^{s47E(d)} screen as this will be automatically populated by the payment nominee arrangement as coded on the ^{s47E(d)} screen.</p> <p>Check the information displaying on the ^{s47E(d)} screen aligns with the current nominee arrangement.</p> <p>Note: if the SpB child has their own bank account the SpB payment must still be paid to the payment nominee. See:</p> <ul style="list-style-type: none"> • Payment destination • Adding or rejecting a nominee request <p>Go to Step 13.</p>
13	<p>SPL^{s47E(d)} screen + Read more ...</p> <p>Code the following on the ^{s47E(d)} screen:</p> <p>^{s47E(d)}</p> <ul style="list-style-type: none"> • Code the available funds as a family unit's amount of available funds (round down to the nearest whole dollar) • Note: the custodial parent/guardian's available funds are coded on the child's ^{s47E(d)} screen for this category. • ^{s47E(d)} <p>See Cancellation, suspension and rejection reason codes for Newstart System (NSS)</p> <p>Go to Step 14.</p>
14	<p>SPL^{s47E(d)} screen + Read more ...</p> <p>On the ^{s47E(d)} screen:</p> <ul style="list-style-type: none"> • The Eligibility End Date: field will prepopulate 13 weeks from the start date. <p>Note:</p>

	<ul style="list-style-type: none"> ○ the eligibility end date can be coded earlier than 13 weeks if it is assessed the customer will qualify for another payment at that time ○ if backdating the claim there may be an error advising the correct eligibility end date to be updated • The Calculated Claim Date: field is provided by the system • The Calculated Start Date: field is provided by the system • The Manual Claim Date: and the Manual Start Date: fields are only to be updated if the calculated dates above are incorrect: <ul style="list-style-type: none"> ○ This might be the case if the customer had lodged another claim in the 13 weeks before their SpB claim, which had been deemed an inappropriate claim ○ These fields cannot be updated with a date that is more than 15 weeks earlier than the date of receipt ○ Enter Manual Start Date comment, e.g. backdated to an inappropriate claim <p>Go to Table 5.</p>
--	--

Claim finalisation

Table 5

Step	Action
1	<p>Finalising the claim + Read more ...</p> <p>If claim is to be:</p> <ul style="list-style-type: none"> • rejected, go to Step 2 • granted, go to Step 4
2	<p>Rejecting claims + Read more ...</p> <p>Select relevant options</p> <p>Streamline rejection + Read more ...</p> <p>Full claim coding is not required if the claim is to be rejected for the following reasons:</p> <ul style="list-style-type: none"> • s47E(d) failed to supply documents. If the customer has intentionally provided incorrect information (for example, completely unrelated documents or images) the claim must be rejected • s47E(d) - failed to reply to correspondence

- s47E(d) - another payment is more appropriate
- s47E(d) - customer receiving precluding payment

To code the streamline reject:

s47E(d)

- if the customer has provided **verified** information, the following screens must be updated as part of the Streamline reject, **after** the Streamline reject box has been selected:

s47E(d)

Auto rejection + Read more ...

The system will automatically reject a claim if any of the following criteria have not been met.

- s47E(d) - No temporary visa
- s47E(d) - Not residing in Australia
- s47E(d) - Customer not in Australia at time of lodgement
- s47E(d) - No permanent visa
- s47E(d) - Non-protected special category visa (SCV) holder
- s47E(d) Income is too high
- s47E(d) - Partner excess income precludes customer payment
- s47E(d) - not considered in hardship

In Process Direct, select **s47E(d)** . The system will automatically reject the claim and insert the appropriate code.

Manual rejection + Read more ...

A manual rejection may be required in the following circumstances:

- s47E(d) - Another income support payment is more appropriate
- s47E(d) - Not considered in hardship
- s47E(d) - Other means of support available

	<ul style="list-style-type: none"> • s47E(d) - Other (for example, for study requirements not met) <p>To code the manual rejection:</p> <p>s47E(d)</p> <p>Note: if rejecting s47E(d), send a manual letter to the customer. See Creating a Q134 letter.</p> <p>Multiple reasons for rejection + Read more ...</p> <p>The system will determine the most appropriate rejection reason (based on a hierarchy) for auto rejection. The claim can also be manually rejected where appropriate.</p> <p>If the Service Officer notices that more than one reason could result in the rejection of the SpB claim, they must:</p> <ul style="list-style-type: none"> • provide the customer with all of the reasons their claim would be rejected, and • clearly document all the rejection reasons on customer's record <p>If the customer wants to appeal the decision to reject their claim, all of the rejection reasons can be addressed in the one appeal.</p>
3	<p>Contacting custodial parent/guardian/nominee + Read more ...</p> <p>When making an unfavourable decision provide the nominee with an explanation of the decision and an opportunity to provide further information or evidence relevant to the decision.</p> <p>If the nominee is registered for electronic messaging, issue a pre-call SMS s47E(d) s47E(d)</p> <p>Make 2 genuine attempts to contact the nominee before finalising the claim (place the claim on hold to next business day and DOC the record).</p> <p>Is the contact successful?</p> <ul style="list-style-type: none"> • Yes, inform the nominee of: • the decision to reject the claim and reason(s) for rejection • their Review rights and, if needed, record a request for a review of the decision • an auto DOC will be created, go to Step 5

	<ul style="list-style-type: none"> • No, after 2 unsuccessful contact attempts, document the date and time of contacts, then go to Step 4
4	<p>Pre-grant check + Read more ...</p> <p>For a non-protected SCV (444) parent receiving FTB for the ACC, this must be cancelled before finalising the SpB claim for the child. (Parent/guardian can still be in receipt of FTB for other children in their care and not in receipt of SpB.) If the non-protected SCV (444) parent is receiving FTB and Rent Assistance (RA) for another child, RA cannot be paid to the SpB child at the same time.</p> <p>Before cancelling FTB for the non-protected SCV (444) parent, check that 2 genuine attempts to contact have been made.</p> <p>To request cancellation of FTB:</p> <ul style="list-style-type: none"> • Create a s47E(d) on the FTB recipient record. Select s47E(d) • Advise name of relevant child and request FTB to be cancelled as they are claiming SpB as an ACC • Place the claim on hold for 5 business days using reason: Third party to claim <p>Once advice received FTB has been cancelled, check the rate details on screens including:</p> <ul style="list-style-type: none"> • s47E(d) - check payments are starting from the right date. Make sure 'Number of months in past' is changed to '999' to view all potential arrears • s47E(d) - check if there are any arrears, debts, or incorrect rate that should not apply and remedy before finalising the claim <p>Go to Step 5.</p>
5	<p>Finalise the claim + Read more ...</p> <p>Select s47E(d)</p> <p>A claim finalisation DOC is automatically generated on the record. It has information about the claim outcome.</p> <p>A dialogue box will appear, prompting the decision maker to record any additional notes in the DOC. Include the details of any contacts or unsuccessful contacts, including the date and time.</p> <p>Note: detail any calculations that impact on the eligibility/payability in grant/rejection DOCs to help network staff understand the outcome when explaining to the parent/guardian.</p>

	<p>Select s47E(d) to complete the claim. A confirmation dialogue box will appear.</p> <p>Select s47E(d)</p> <p>If a checklist of scans shows on the record, mark as complete using the tick boxes to close scans off the customer's record.</p> <p>Copy SU721 claim and all relevant scanned documents for claim showing on custodial Parent/Guardian record to child's record. See Locating digital images via Document Tools in Customer First.</p>
6	<p>Coding required on the custodial parent/guardian record + Read more ...</p> <p>Code the following information on the parent/guardian's record where applicable:</p> <ul style="list-style-type: none"> • s47E(d) DOC with: <ul style="list-style-type: none"> ○ all SpB ACC child/ren ○ rate of payments ○ partner's details (if partnered) • FTB for custodial parent or guardian cancelled • Relevant income and assets • Bank balances of all bank accounts held by the parent/guardian including any trust account for the children • Correct address and accommodation details, including whether they are verified or not

Reviews

On this page:

[13 week reviews - processing](#)

[Review ongoing eligibility](#)

13 week reviews - processing

Table 1

Step	Action
1	<p>Begin 13 week review + Read more ...</p> <p>The way the custodial parent/guardian completes their review will determine how it is found on the system. Service Officers will need to identify if the review is completed:</p> <ul style="list-style-type: none"> • online, go to Step 2

	<ul style="list-style-type: none"> on a paper review form BC048m, go to the s47E(d) screen, and: s47E(d) go to Table 2
2	<p>Check online review details + Read more ...</p> <p>The system will auto complete the review and calculate a new Eligibility End Date (EED) if all the following apply:</p> <ul style="list-style-type: none"> the custodial parent/guardian has completed the review online they advised there is no change to circumstances no follow-up actions have been created <p>If the review requires manual follow up:</p> <p>To view the SpB online review details provided by the custodial parent: s47E(d)</p> <p>Compare the information in the s47E(d) DOC on the child's record with the custodial parent's responses in the s47E(d) and update accordingly.</p> <ul style="list-style-type: none"> Check DOCs on the child's record, there may be DOCs for: <ul style="list-style-type: none"> address accommodation requested information Check the information the custodial parent has provided as an update or change in circumstance: <ul style="list-style-type: none"> The child may have one or many action items in the DOC that needs manual processing

	<ul style="list-style-type: none"> ○ If there is not enough detail to process the review, contact the custodial parent or guardian to discuss and make the appropriate updates
--	---

Review ongoing eligibility

Table 2

Step	Action
1	<p>Age of child + Read more ...</p> <p>If the child has turned 16 or is turning 16 years they will need to apply for a payment in their own right such as:</p> <ul style="list-style-type: none"> • Youth Allowance (YA) (student) • YA (job seeker) <ul style="list-style-type: none"> ○ Age eligibility for JobSeeker Payment (JSP) and Youth Allowance (job seeker) • ABSTUDY • Disability Support Pension (DSP) <p>Depending on the claim type, they can start or lodge a claim up to 13 weeks before the child turns 16 years of age.</p> <p>Check the age of the child:</p> <p>If the child is under 16 and their 16th birthday is more than 13 weeks away, go to Step 2</p> <p>If the child is 16 or is turning 16 years within 13 weeks:</p> <p>Update s47E(d)</p> <ul style="list-style-type: none"> • Go to s47E(d) screen • If customer has turned 16 years now <ul style="list-style-type: none"> ○ s47E(d) • If customer is turning 16 years within 13 weeks <ul style="list-style-type: none"> ○ s47E(d) • Make 2 genuine attempts to contact the custodial parent/guardian to discuss claims and to submit an Assisted Customer Claim where possible. If they are subscribed to SMS, send a pre-call SMS before calling them <p>Successful contact + Read more ...</p>

	<p>Submit Assisted Customer Claim (ACC) to test eligibility for YA/ABSTUDY. See Claim lodgement of Centrelink claims</p> <p>If unable to submit an ACC, advise the custodial parent to assist the child to test their eligibility for another payment online or to contact Services Australia if they want to complete the claim later. This will assist with avoiding a gap in payment.</p> <p>Unsuccessful contact + Read more ...</p> <p>Send a manual letter to both child and nominee (custodial parent) to apply for another payment. See Resources page in Special Benefit (SpB) reviews for letter templates.</p> <p>While the child is transitioned to another payment if SpB is suspended or cancelled due to a review not processed payment may be restored.</p> <p>Note: if the custodial parent is a non-protected (SCV) 444 visa holder the appropriate payment option is Family Tax Benefit (FTB) only. Advise the custodial parent to claim FTB in these cases.</p> <p>Procedure ends here.</p>
2	<p>Residence of the custodial parent + Read more ...</p> <p>On the custodial parent/guardian's record s47E(d) screen.</p> <p>If the custodial parent/guardian does not have an eligible visa go to Step 3.</p> <p>If the custodial parent/guardian has been granted a visa and is now eligible for payment: + Read more ...</p> <p>Check if the custodial parent/guardian is current on an income support payment or FTB, if</p> <ul style="list-style-type: none"> • Yes, cancel SpB for the child <ul style="list-style-type: none"> ○ Date of cancellation would be the custodial parent's payment start. ○ If a debt shell is created document the reason of the overpayment. • No, contact the custodial parent to tell them they should claim another payment (FTB and income support payment as appropriate) <ul style="list-style-type: none"> ○ Where a custodial parent/guardian who has been granted a visa subject to NARWP for an income support payment, the NARWP can be waived for SpB as the cancellation of the child's SpB is considered a substantial change in circumstances. <p>Make 2 genuine attempts to contact the custodial parent/guardian. If they are subscribed to SMS, send a pre-call SMS before calling them.</p> <p>Successful contact + Read more ...</p>

	<ul style="list-style-type: none"> • Tell the custodial parent/guardian they must apply for another more appropriate payment and that the child's SpB will stop • Invite the custodial parent/guardian to test their eligibility for FTB or another income support payment. See Intent to claim for vulnerable customers • If the appropriate payment is SpB, run Assisted Customer Claim and process the SpB claim • Cancel SpB for the child • extend the s47E(d) screen for the day they are residentially qualified for another payment or the next payday + 14 days • DOC the record to clearly explain the SPB ACC child is no longer entitled to SpB and the parent/guardian has been advised to make a claim for the appropriate payment • Procedure ends here <p>Unsuccessful contact + Read more ...</p> <p>Send a manual letter to advise the custodial parent/guardian to test their eligibility for FTB or another payment. See Resources page in Special Benefit (SpB) reviews for letter templates</p> <p>Extend s47E(d) screen. s47E(d)</p> <p>Upon lodgement of a claim, the custodial parent can ask to have their claim assessed urgently for income support payment or FTB due to hardship, see Immediate new claim and non-new claim priority processing</p> <p>Note: SpB for the child must be cancelled before FTB can be assessed.</p> <p>While the custodial parent/guardian is transitioning to another payment if the child's SpB is suspended or cancelled due to a review not processed payment may be restored to avoid financial hardship.</p> <p>Procedure ends here.</p>
3	<p>Child Care Subsidy (CCS) + Read more ...</p> <p>CCS and SpB cannot be paid at the same time.</p> <p>Check if the custodial parent/guardian is receiving Child Care Subsidy for the SpB child.</p> <p>If they are receiving CCS and SpB at the same time, contact the parent/guardian to determine the appropriate payment.</p> <p>The parent/guardian can use Payment Finder to check rates.</p> <p>Consult with SpB Local Peer Support (LPS) if unsure.</p>

4	<p>Nominee arrangements + Read more ...</p> <p>Check s47E(d) screen to confirm the custodial parent is coded as the payment and correspondence nominee.</p> <p>If not coded check document tools to ensure the SS313 form has been scanned to the custodial parent's or child's record. If the form is scanned then process the nominee form and code the s47E(d) screen.</p> <p>If no information is recorded or the SS313 form is not completed correctly then issue a manual Request for Information. See Resources page for letter templates.</p> <p>See Adding or rejecting a nominee request</p>
5	<p>Information in the online review or BC480 paper review + Read more ...</p> <p>Review all information provided</p> <p>Update the information on the child or custodial parent record/guardian, if required.</p>
6	<p>Personal and contact details + Read more ...</p> <p>Check and update these screens on the child's record:</p> <ul style="list-style-type: none"> • s47E(d) • Payment destination is reflecting the payment nominees bank account. If they advise their account details are incorrect, see Changing payment destination <ul style="list-style-type: none"> ○ The payment destination should be the payment nominees bank account details ○ If the SpB child has their own bank account the payment destination must still be the payment nominees bank account <p>Check and update these screens on the custodial parent's record:</p> <ul style="list-style-type: none"> • s47E(d) • • • • • • • If they advise their account details are incorrect, see Changing payment destination
7	<p>Custodial parent/guardian's relationship change + Read more ...</p>

	<p>s 47E(d)</p> <ul style="list-style-type: none"> • Yes, extend s47E(d) screen. s47E(d) Procedure ends here • No, refer to Local Peer Support (LPS) for escalation
8	<p>Child Support + Read more ... s 47E(d)</p> <ul style="list-style-type: none"> • s 47E(d) <p>See Conducting a social work child support exemption due to fear of family and domestic violence or other circumstances</p> <p>On the custodial parent/guardian's record check:</p> <ul style="list-style-type: none"> • Notes/DOCs on the custodial parent/guardian's record to see child support actions taken or if exemptions for maintenance • s47E(d) screen for any details about Child Support assessment • s47E(d) screen - this is the screen the child support amount received is recorded • If the amount on s47E(d) screen is different to the amount received by customer: <ul style="list-style-type: none"> ○ contact the custodial parent/guardian to confirm the actual amount of child support being received for the express purpose of supporting the SpB child ○ If the customer is subscribed to SMS, send a pre-call notification before each contact attempt

- If contact is successful code the information on s47E(d) screen and doc the record.
- If contact is unsuccessful issue a RFI and place the review on hold

Child support paid as a lump sum + Read more ...

If child support is paid as a lump sum arrears payment, annualise the amount and code on s47E(d) screen in the SpB child record.

s 47E(d)

On the s47E(d) screen frequency put Annual. If the lump sum amount represents a period of more than 52 weeks, refer to [Local Peer Support \(LPS\)](#) for escalation for further advice.

s 47E(d)

s47E(d)

	<ul style="list-style-type: none">• Add the following to the s47E(d) s 47E(d)◦ s47E(d)• s47E(d) <p>s 47E(d)</p>
9	s 47E(d)

	<p>s 47E(d)</p> <ul style="list-style-type: none"> • s47E(d) • When contacting custodial parent/guardian, make every reasonable and genuine effort to ensure contact is successful • If the custodial parent/guardian is subscribed to SMS, send a pre-call notification before each contact attempt. Following creation of the SMS, s47E(d) • s47E(d) <p>. To cancel SpB, go to Step 24</p> <ul style="list-style-type: none"> • Refer to social worker if it is unclear if the child is homeless or at risk of homeless
10	<p>Employment income + Read more ...</p> <p>Select relevant option:</p> <p>Child personal income + Read more ...</p> <p>If the custodial parent/guardian has declared the SpB child is working, the income must be coded on the s47E(d) screen with the appropriate frequency. See Recording and correcting employment income details.</p> <p>A SpB child with their own bank account must provide their bank statements as they may have casual employment and SpB dollar for dollar deduction will apply.</p>

	<p>All personal income from any source for SpB is assessed on a direct deduction basis. The direct deduction Income Test reduces the rate of SpB on a dollar for dollar basis. There is no allowable income free area and no taper.</p> <p>Custodial parents/guardian income + Read more ...</p> <p>If a custodial parent/guardian is working and has income greater than the maximum rate of JSP that would otherwise apply to them, then the SpB child's payment should be reduced applying the direct deduction income test for each dollar of income above the maximum rate of JSP.</p> <p>The maximum rate of JSP includes any add-ons that may otherwise be payable, for example, Rent Assistance.</p> <p>Is there any income based on the above, which needs to be coded?</p> <ul style="list-style-type: none"> • Yes, code the following on the s47E(d) screen: s47E(d) • No, go to Step 11
11	<p>Foreign income and assets + Read more ...</p> <p>All updates are coded on the custodial parents record and excess income is coded on the s47E(d) screen on the SpB child's record.</p> <p>If the custodial parent/guardian advises their foreign income and assets details check and update these screens if needed: s47E(d)</p> <p>For help with coding, see Foreign income and assets.</p> <p>If more documents are needed to verify details:</p> <ul style="list-style-type: none"> • contact the custodial parent/guardian, or

	<ul style="list-style-type: none"> • issue a Request for information to assess your Special Benefit letter <p>If pension details are coded but need updating, check related DOCs and update the ^{s47E(d)} screen.</p> <p>To update a foreign pension (for a non-agreement country) on a custodial parent/guardian's record, see Foreign pension coding</p>
12	<p>Real estate/business + Read more ...</p> <p>If the custodial parent/guardian is adding or updating these details, they need to provide a Real Estate Details (MOD R) or Business Details (MOD F) form.</p> <p>If a MOD R and/or MOD F has:</p> <ul style="list-style-type: none"> • been provided, see: <ul style="list-style-type: none"> ◦ Assessing and coding the Real estate details Mod R ◦ Assessing and coding the Business details for sole traders and partnerships Mod F • not been provided: <ul style="list-style-type: none"> ◦ Contact the custodial parent and tell them the documents must be provided ◦ Issue RFI Request for information to assess your Special Benefit ◦ DOC the record <p>Contact the custodial parent/guardian to check if the real estate is a readily realisable asset (within their control to use the funds for ongoing expenses). See SpB available funds test.</p> <p>Note: if the custodial parent/guardian's business is consistently running at a loss, the SpB child's eligibility will need to be reassessed. A person who perseveres with an unprofitable venture cannot qualify for Special Benefit. See Eligibility and new claim procedures for Special Benefit (SpB).</p> <p>Is it considered a realisable asset?</p> <ul style="list-style-type: none"> • Yes, include the asset amount as part of the available funds test. ^{s47E(d)} • No, update the real estate details and DOC the record
13	<p>Other assets and income + Read more ...</p> <p>If the custodial parent/guardian advises other assets or share details:</p>

	<ul style="list-style-type: none"> • check related DOCs • update the s47E(d) screen if needed • if more details are needed to complete updates, Request for information to assess your Special Benefit and contact the custodial parent • consider if it is reasonable to expect the custodial parent to realise (convert to cash) any of these assets, if it is within their control or beyond their control <p>If the custodial parent/guardian is updating share details, update these screens.</p> <ul style="list-style-type: none"> • s47E(d) • <p>For help with updates, see:</p> <ul style="list-style-type: none"> • Updating shares and securities • Managed investments - adding a new investment • Managed investments - updating existing investments <p>Other income</p> <p>Income earned or received in kind or financial support received by the SpB child or custodial parent/guardian then update the s47E(d) screen if needed.</p>
14	<p>Compensation + Read more ...</p> <p>The custodial parent/guardian will need to provide a Compensation and Damages (MOD C) if they advise either they or the SpB child has received compensation, or their compensation details are incorrect and require an update.</p> <p>If the MOD C has:</p> <ul style="list-style-type: none"> • not been provided <ul style="list-style-type: none"> ○ contact the customer and advise documents must be provided ○ issue a Request for information to assess your Special Benefit ○ extend s47E(d) noting time to respond ○ hold the review activity with a resubmit date of the new EED ○ DOC the record • been provided, see Coding Compensation and damages (MOD C) to request a clearance or Role of staff outside Compensation Teams <p>Note: compensation has the direct dollar for dollar deduction applied. Code the custodial parent/guardian's compensation amount on the s47E(d) screen in the SpB</p>

	Child's record. If the SpB Child receives compensation, it will be coded as part of the compensation clearance process.
15	s 47E(d)
16	<p>Accommodation details + Read more ...</p> <p>Rent assistance and rent verification - staff actions</p> <p>Staff must:</p> <ul style="list-style-type: none"> • Check the child and custodial parents/guardian address details are matching • Check the child's s47E(d) screen • s47E(d)

	<ul style="list-style-type: none"> ○ s47E(d) • Check if the rent is verified. Ensure coding is correct. See Completing the s47E(d) screen and assessing Rent Assistance (RA) • If rent verification status is s47E(d) or s47E(d)) on the s47E(d) screen check document tools to determine if the custodial parent has provided a; <ul style="list-style-type: none"> ○ Rental agreement/Lease agreement, or ○ Rent certificate • If it has been provided then code the customers record as per Completing the s47E(d) screen and assessing Rent Assistance (RA) • If the information has not been provided manually issue a Rent Certificate • s47E(d) • s47E(d) See NSS system coding for manual rate of payment • DOC the record <p>If the custodial parent/guardian gets the Status Resolution Support Services (SRSS) payment, check the child is receiving SpB at the FTB rate with no RA. See Status Resolution Support Services (SRSS) Social Service Plan for more details, and the payment list.</p> <p>If the custodial parent/guardian is receiving FTB for another non SpB child the RA should be paid as part of the FTB.</p> <p>s 47E(d)</p>
17	<p>s47E(d) + Read more ...</p> <p>Check the s47E(d) screen to make sure that all SpB children in the family unit are getting the correct rate, see Table 4 in the New Claim Tab.</p> <p>Note: also check the s47E(d) and if rent is not verified, staff must code the s47E(d) to end date the Rent Assistance (RA). If this is not updated RA will continue to be paid incorrectly. As outlined in Step 15</p>

18	<p>s47E(d) + Read more ...</p> <p>If the SpB child is:</p> <ul style="list-style-type: none"> • to maintain entitlement for the next 13 weeks, go to Step 19 • likely to lose entitlement in the next 13 weeks due to turning 16, <ul style="list-style-type: none"> ◦ contact the customer to advise they may be eligible for YA/ABSTUDY/DSP when they turn 16 years <p>Successful first contact</p> <ul style="list-style-type: none"> • update s47E(d) screen with the end date as the day before the child's 16th Birthday. • Finalise the review • Help them to submit an Assisted Customer Claim (ACC) where possible • DOC the record with actions taken and discussions held <p>Unsuccessful first contact</p> <ul style="list-style-type: none"> • Send a manual letter to advise the customer to test their eligibility for another income support payment. See Resources page in Special Benefit (SpB) reviews for letter templates • Extend s47E(d) screen. s47E(d) • Finalise the review • DOC the record advising customer turning 16, actions taken. <p>If the SpB child or custodial parent is eligible for another payment make 2 genuine attempts to contact the custodial parent/guardian. If the custodial parent/guardian is subscribed to SMS, send a pre-call SMS before calling them.</p> <p>Successful contact</p> <ul style="list-style-type: none"> • If the appropriate payment is SpB, run Assisted Customer Claim and process the SpB claim • Cancel SpB for the child • Invite the custodial parent/guardian to test their eligibility for FTB or another income support payment. See Intent to claim for vulnerable customers • DOC the record to clearly explain the SPB ACC is no longer entitled to SpB and the parent/guardian has been advised to make a claim for the appropriate payment • Procedure ends here. <p>Unsuccessful contact</p>
----	--

	<ul style="list-style-type: none"> • Send a manual letter to advise the custodial parent/guardian to test their eligibility for FTB or another payment. See Resources page in Special Benefit (SpB) reviews for letter templates • Extend s47E(d) screen. Systems s47E(d) • Upon lodgement of a claim, the custodial parent can ask to have their claim assessed urgently for income support payment or FTB due to hardship, see Immediate new claim and non-new claim priority processing • Note: SpB for the child must be cancelled before FTB can be assessed • While the custodial parent/guardian is transitioning to another payment if the child's SpB is suspended or cancelled due to a review not processed payment may be restored to avoid financial hardship <p>Go to Step 22.</p>
19	<p>The SpB Child is eligible for SpB in the next 13 weeks + Read more ...</p> <p>If the SpB status is:</p> <ul style="list-style-type: none"> • CUR - current s47E(d) • SUS - suspended or CAN - cancelled <ul style="list-style-type: none"> ◦ go to Step 20
20	<p>Restore SpB + Read more ...</p> <ul style="list-style-type: none"> • Restore SpB on the s47E(d) screen: s47E(d) • Update the s47E(d) screen: <ul style="list-style-type: none"> ◦ s47E(d) : record the current EED if the EED is in the past, or today's date if the current EED is in the future

	<ul style="list-style-type: none"> ○ s47E(d) : this date cannot be more than 13 weeks from the previous end date, or more than 15 weeks from today's date ○ Finalise the activity on the s47E(d) screen <p>Document the decision + Read more ...</p> <p>Create a s47E(d) and include:</p> <ul style="list-style-type: none"> • Special Benefit restored under SS Admin Act Section 85 • Reason for restoration (summarise on Sum: line) • DOE of restoration: • Date Last Paid To: • Is SpB Child owed any payment: YES/NO (incl. calculations) • Follow-up action is required: YES/NO • Custodial parent has been advised/reminded of the general notification provisions <p>Missing payment?</p> <p>If coding has resulted in a gap in SpB payments (missing payment), go to Step 21.</p> <p>To complete the review, go to Step 22.</p>
21	<p>SpB coding for missing payments + Read more ...</p> <p>If the s47E(d) update activity has been finalised and there is a gap in payments, reassess the record to issue the missing payments:</p> <ul style="list-style-type: none"> • go to the s47E(d) screen • reassess the record and apply the most appropriate date (the missing payment date) or previous EED in the Start date for the Review of Decision to make sure the arrears are correct. This will generally be the previous EED plus one day <p>Check the arrears equals 14 days entitlement or the remaining entitlement up to the latest entitlement period (EPED).</p>
22	<p>Finalise review and record DOC + Read more ...</p> <p>Complete all s47E(d) DOCs and digital work items.</p> <p>Record details on the s47E(d) DOC in line with minimum standards.</p> <ul style="list-style-type: none"> • If payment is to continue, include: <ul style="list-style-type: none"> ○ that the SpB review indicates continuing entitlement

	<ul style="list-style-type: none"> ○ 'Customer is unable to receive any other income support payment, SS Act Sect 729 applies' ○ if SpB was restored, 'restored under SS Admin Act section 85' ○ any change in circumstances ○ any customer contacts ○ the new EED on s47E(d) <ul style="list-style-type: none"> ● If payment is not to continue, include: <ul style="list-style-type: none"> ○ all changes ○ all appropriate cancellation reasons ○ any customer contacts <p>Make sure a letter is sent to the customer to advise the outcome.</p>
23	<p>Updating manual rate of payment + Read more ...</p> <p>Has a manual rate of payment been coded on s47E(d) screen?</p> <ul style="list-style-type: none"> ● s47E(d) <ul style="list-style-type: none"> ○ go to Step 24 <ul style="list-style-type: none"> ● No, go to Step 24
24	<p>Cancellation of SpB + Read more ...</p> <p>Before cancelling contact the customer to confirm their circumstances and advise the outcome. Adverse decisions require 2 contacts over 2 separate days, make sure 2 contacts have been made before cancelling SpB.</p>

	<p>The system will automatically cancel SpB according to the coding on the SpB child record. If manual cancellation is required:</p> <p>Go to the s47E(d)) screen: s47E(d)</p> <ul style="list-style-type: none"> For under 16 years old, see Debt raising support for customers and Waiving Centrelink debts <p>DOC the record Include the following details:</p> <ul style="list-style-type: none"> Decision made, payment type and the Act/Guide reference the decision was based on, see: <ul style="list-style-type: none"> Creating, reviewing and deleting documents (including Fast Notes and DOA DOCs) and Online Document Recording (ODR) Date of effect of the decision Reasons for the decision, including why the person was not qualified or why the payment is not payable, for decisions made under section 80 See Resources page in Special Benefit (SpB) reviews for letter templates for manual rejection letter for fulltime study
--	---

References

Policy

[Social Security Guide, 3.11.5 Exceptions - overview](#)

[Social Security Guide, 3.7.2.80, SpB for Australian citizen children & Australian permanent resident children in the custody of a non-permanent resident](#)

[Social Security Guide, 2.2.1.10, General procedures for confirming & verifying Identity](#)

[Social Security Guide, 3.7.2.20, Substantial change in circumstances for SpB](#)

Definitions for Special Benefit (SpB)

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

Legislation

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

[Social Security Act 1991](#)

- section 729, Qualification for Special Benefit
- section 746, Rate of Special Benefit

Resources

Summaries of appropriate rates of payment

Table 1

Item	Rate of payment
s 47E(d)	

s 47E(d)	

s 47E(d)	

	s 47E(d)
s 47E(d)	

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

Contact details[Child Support](#)**Forms on Services Australia website**[Claim for Special Benefit \(SU004\)](#)[Claim for Special Benefit for a child form \(SU721\)](#)**Letter templates**[Special Benefit](#)[Request for information to assess your Special Benefit](#)

See Resources page in [Special Benefit \(SpB\) reviews](#) for [other letter templates](#) including:

- Australian Citizen Children (ACC) or Australian permanent resident child - custodial parent granted an eligible visa for income support payment
- Under 16 years (USY) turning 16 years within the next 13 weeks

School age calculator[School Age Calculator Australia](#)**Services Australia website**[Special Benefit](#)**Training & Support**

Add the course number to the ^{s47E(d)} field in the ^{s 47E(d)} in ESSentials:

- ^{s 47E(d)} - Special Benefit (SpB) Introduction
- Special Benefit Reviews
- Social Work Special Benefit UTLAH
- Special Benefit Category Codes