



Australian Government Services Australia

Assessment for Disability Support Pension (DSP) customers going overseas under the no future work capacity provisions 008-03120040

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Background

s22 (out of scope)

This procedure is under **review**. Read Operational Message [DSP - change to 28 days 'general portability'](#)

This document outlines the procedure to determine if a DSP customer travelling overseas satisfies the 'no future work capacity' portability provisions for continuing payment and how to review a customer who may no longer meet the 'no work capacity' criteria.

Role of Centrelink International Services (CIS) + Twisty...

Customers who want to test their eligibility under the ['No future work capacity' \(NWC\) portability provisions](#) must be referred to CIS. CIS will issue medical forms (if required) and refer the customer for a long-term overseas travel assessment.

CIS Service Officers determine if a DSP customer should be transferred to International Disability Officers (IDOs) for a long-term overseas travel assessment.

No future work capacity provisions + Twisty...

DSP is generally paid for up to 4 weeks in a rolling 12-month period if a customer is travelling overseas temporarily. Generally, if a customer is leaving Australia to live in another country, or if they are subject to [former resident provisions](#), DSP will cease on departure unless they meet the rules for, and can be paid under, an [international social security agreement](#).

However if a customer satisfies the ['No future work capacity' portability provisions](#), their DSP may continue indefinitely, even if they leave to live in another country. This provision does not apply to former residents until they have been in Australia for 2 years from the date of resumed residence. The NWC assessment will usually require completion of a medical review, which will include a:

- medical report by the customer's treating doctor, and
- Job Capacity Assessment (JCA) that must be conducted **before** the customer departs Australia

As the assessment must be made before the customer leaves Australia, it is necessary to arrange both the issuing of the medical report forms and booking of a JCA appointment quickly. Tell the customer that the assessment must be conducted before their departure overseas if they want DSP to be payable under the NWC portability provisions.

The customer must also be made aware that as a result of the medical assessment they may no longer be considered to satisfy the medical qualifications for DSP, which will result in the cancellation of their DSP. For this reason, the customer may decline to have the medical assessment. In this case their portability options will be limited. When the [s47E\(d\)](#) is run, a warning about possible DSP cancellation is generated. An assessment under the NWC provisions is entirely voluntary.

New medical report may be required + Twisty...

For a NWC assessment, a new medical report is required even if the customer has an existing [current and valid assessment of their work capacity](#) report, unless that report was specifically for portability purposes.

The [Medical Report Disability Support Pension Review for portability \(AUS222\)](#) form:

- contains extra portability questions
- must be completed by the customer's treating doctor in Australia, and
- returned before the customer attends their Job Capacity Assessment (JCA)

CIS will issue the AUS222 when a request is received.

JCA referral may be required + Twisty...

Only CIS staff can make a JCA referral for a customer under the NWC provisions. Do not request a JCA for these customers using another referral reason. The portability specific referrals have different questions to a medical review JCA which address the customer's long-term prognosis of impairments and work capacity. If the report is completed for the incorrect reason, it cannot be used for portability and customers can be disadvantaged.

For a NWC assessment, a JCA referral is still required, even if the customer has an existing [current and valid assessment of their work capacity](#), unless the assessment was specifically for portability purposes.

Do not refer the customer for a NWC JCA if they previously had a portability NWC assessment and met the requirements for indefinite portability.

If there is a current and valid assessment of the customer's work capacity and the customer has previously had a portability NWC assessment and has **not** met the requirements for indefinite portability, a new referral for a JCA is not required unless the customer has had a substantial change in circumstances. s47E(d)

The customer may choose to assess their eligibility again under the NWC provisions but must be made aware of the possibility of cancellation of their DSP.

Pre-referral information gathering and checking + Twisty...

As the customer needs to have a JCA appointment before leaving Australia, skilled CIS staff must book an appointment as soon as possible. Scan and attach any additional documentation received from the customer to their record. Any other medical information that becomes available after the JCA referral has been started, needs to be scanned and attached to the customer's record as soon as possible.

Historical information may also need to be scanned by the 'Create, Transfer or Retrieve a Corporate File' service i s47E(d) Requests for scanning historical medical/sensitive information can be done through the Records Management service request webform. The RMU will notify the Service Officer when the historical Medical Information File Envelope (eMIFE) has been scanned. The [Resources](#) page has a link to the webform.

Manifest DSP Customers + Twisty...

A person who is [manifestly qualified for Disability Support Pension \(DSP\)](#) generally qualifies automatically for indefinite portability under the NWC provisions.

However, the manifest medical assessment **is not** a portability assessment.

A **decision** that the customer is eligible for indefinite portability must be made **before** the customer departs Australia. In order to make this decision, the customer must have contacted Services Australia **before** leaving Australia.

A manifest DSP customer:

- who has not been previously **assessed** for indefinite portability under NWC provisions, and
- did not contact Services Australia before the departure

- will only have access to general DSP portability and their payment will generally suspend after they have used 28 days in a rolling 12-month period

If the customer contacts **after** they have departed, and did not contact before departure, they cannot be retrospectively approved for indefinite portability for that departure.

Note: the NWC decision for a manifest customer only needs to be made once. When the decision is made the first time, the coding will be done on the **s47E(d)** screen and will apply to future departures.

Reviewing the NWC determination + Twisty...

To satisfy the '[No future work capacity](#)' (NWC) [portability provisions](#), a customer is assessed in Australia as having:

- a **severe impairment**, with the level of impairment likely to remain for at least 5 years, **and**
- **no future work capacity** independent of an ongoing program of support, with this level likely to remain for at least 5 years

When a customer is identified as working, through the reporting of regular earnings or other related evidence, a review is required.

The NWC determination can be revoked if the customer is performing work that:

- provides earnings that are at or above the relevant minimum wage, and
- is independent of an ongoing program of support

Unless new medical evidence has been provided, a medical review of the customer's entitlement to DSP is not required and does **not** form part of this NWC review.

Note: a customer who is [manifestly qualified for DSP](#) automatically satisfies the NWC provisions. A manifest customer's NWC is not reviewed under this provision.

The [Resources](#) page contains links to:

- Records Management service request webform
- XOB999 letter text for 'No future work capacity' (NWC)

Related links

[Scanning Centrelink medical/sensitive documents using an MFD](#)

[Actioning automatic activities of a current Job Capacity Assessment \(JCA\) referral](#)

[Job Capacity Assessment \(JCA\) and Employment Services Assessment \(ESAt\) appointments](#)

[Disability Support Pension \(DSP\) customer going overseas](#)

[Former resident provisions](#)

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

Process

This document outlines the procedure to determine if a DSP customer travelling overseas satisfies the 'no future work capacity' portability provisions for continuing payment.

On this page:

[Administrative requirements for NWC assessments](#)

[Issue forms for NWC assessment](#)

[Returned forms for NWC assessment](#)

[Check report and finalise portability decision](#)

[Reviewing a previous NWC determination](#)

Administrative requirements for NWC assessments

Table 1: For Centrelink International Services (CIS) staff.

Expand table

Step	Action
1	Customer contacts + Read more... A customer contacts to test their eligibility under the NWC provisions. If you do not have the customer on the phone, you will need to contact them after the following eligibility checks. Note: in all cases, the s47E(d) must be used. To receive indefinite portability under the NWC provisions, a customer must have 'No future work capacity'. If they are working and reporting employment income it is possible that they will not meet the NWC

2	provisions. They may also not be entitled to DSP. See Commencing or returning to work or self-employment Disability Support Pension (DSP). If the customer is legally blind, earnings is not a factor. See Income and assets tests for blind customers. Complete checks before issuing forms, go to Step 2. Check if the customer is a former resident at planned date of departure + Read more... On the s47E(d) screen, check the following fields: • s47E(d) • Is the customer a former resident and will they be a former resident on the planned date of departure? • Yes, go to Step 3 • No, go to Step 4
3	Former resident + Read more... A former resident generally has no portability for 2 years from the date they returned to reside in Australia. A NWC assessment will not override this. Advise the customer they can undergo a NWC assessment while they are a former resident, however any NWC decision would only apply for departures after the former resident provision has expired. Does the customer still want to undergo the NWC assessment even though this will not apply while they are former resident? • Yes, go to Step 4 • No, and they are: ○ going to an agreement country that covers DSP, go to Step 10 ○ not going to an agreement country that covers DSP. Inform the customer they will not be payable overseas for this

4

departure and run the s47E(d) . Procedure ends here.

Check if customer has already met NWC provisions + Read more...

Customers who have already had a portability assessment and met the provisions of indefinite portability under the NWC rules do not need a new assessment. The assessment is valid for all future travel while DSP is current.

Check the s47E(d) screen > s47E(d) field. If **NWC**:

- is not coded, [go to Step 5](#)
- is coded, check the s47E(d)

Finalise the s47E(d) , including:

- issuing script-generated XOB101 letter, and
- **DOC** outcome

Procedure ends here.

5

Check if the customer is manifestly medically eligible for DSP + Read more...

If the customer has been granted DSP by meeting one of the current manifest eligibility conditions, they do not need to undergo an NWC JCA

assessment as they automatically meet the requirements. There must be a valid code on the s47E(d) screen.

If the customer has one of the following codes in the s47E(d) field on the s47E(d) screen, a JCA is not required:

s47E(d)

If s47E(d) is recorded for a customer who is **DSP/DSB (Blind)**, a NWC assessment is not necessary, however for indefinite portability a SA013 form is required. Send a SA013 form to be completed and returned for assessment. Procedure ends here.

If the s47E(d) field displays a discontinued manifest code s47E(d) or s47E(d) a NWC assessment is required. [Go to Step 9](#).

If the customer:

- **has** a current manifest code on the s47E(d) screen, [go to Step 6](#)
- **does not** have a manifest code on s47E(d) screen, [go to Step 9](#)

6

Customer is manifestly eligible for DSP + Read more...

A decision that the customer is eligible for indefinite portability must be made **before** the customer departs Australia. If the customer contacts after they have departed, and did not contact before departure, they cannot be retrospectively approved for indefinite portability for that departure.

Is the customer advising of a future departure?

- **Yes**, run the s47E(d) This will code s47E(d) on the s47E(d) screen. Code s47E(d) manually on the s47E(d) screen if the script is not available or the customer is a former resident. The

7	customer is entitled to indefinite portability (after the former restriction has expired, if applicable). Procedure ends here • No, go to Step 7 Determine if the manifest customer has contacted prior to departure + Read more... A NWC portability assessment is considered to have occurred (and the customer is eligible for indefinite portability) if either of the following happens before departure: • the s47E(d) is run, or • the customer advises of the departure (normally done online through the Travel Outside Australia Online Service) Note: currently the Travel Outside Australia Online Service is not advising manifest DSP customers to contact CIS. This means the NWC coding may not have occurred. If departure details were given through the online service and payment has suspended, staff must code the NWC details and restore payment. Did the customer advise of their departure before the departure? • Yes, the customer is entitled to indefinite portability (after any applicable former resident restriction has expired): ○ code s47E(d) on the s47E(d) screen from the date the customer departed Australia. The customer is entitled to indefinite portability. ○ On the s47E(d) screen, confirm if proportional savings apply and update the s47E(d) screen if required. Procedure ends here • No, go to Step 8
8	Manifest customer contacts after departure + Read more... If a customer only contacts the agency after they have departed Australia (including when they have returned to Australia), tell them they: • are not eligible for indefinite portability for that departure

- need to contact when they have returned to Australia in order to be assessed for indefinite portability for future travel

Staff must:

- run the s47E(d) with the historical departure details.

Notes:

s47E(d)

- annotate the s47E(d) **DOC** to state: s47E(d)

If payment is cancelled the customer can:

- reclaim DSP when they return to Australia, or
- claim from overseas if they are in an [agreement country that covers DSP](#)

Is the customer in an agreement country that covers DSP?

- **Yes**, [go to Step 10](#)
- **No**, and they:
 - are still overseas, tell them their payment cannot be restored and/or they cannot apply for payment until they return to Australia. Procedure ends here.
 - have returned to Australia, tell the customer they are not eligible for indefinite portability for the departure, and they need to contact before their next departure in order to be assessed for indefinite portability. If their payment is suspended, see [Returning To Australia](#) and [Continuation of payment on their return to Australia](#) to determine if their

payment can be restored, and restore payment if applicable. Procedure ends here.

9

Check if the customer has left Australia + Read more...

Generally, a customer must be in Australia to apply for indefinite portability under NWC provisions (and undergo a portability assessment). A customer who is overseas must return to Australia to apply.

A customer who leaves Australia after completing the medical assessment and interview may contact about the assessment outcome. Check **s47E(d)** to provide the customer with the status/outcome.

If the customer is in or travelling to an [agreement country that covers DSP](#), they may be able to have a [severely disabled assessment](#) depending on sufficient medical evidence being available.

Note: if the customer has not undergone a medical assessment in the past 2 years, issue an [AUS109](#) form.

Complete the following checks:

- **s47E(d)**) screen to see if the customer has departed from Australia
- **s47E(d)** for severely disabled/NWC documents

Is the customer in Australia?

- **Yes**, [go to Step 11](#)
- **No**, and they are:
 - in an agreement country that covers DSP, [go to Step 10](#)
 - not in an agreement country that covers DSP, tell the customer they cannot be assessed for indefinite portability for this departure, and they need to contact before their next departure in order to be assessed. Run the **s47E(d)** . Procedure ends here.

10

The customer is in an agreement country that covers DSP + Read more...

If the customer has departed and travelled to an [agreement country that covers DSP](#), a severely disabled assessment may take place under agreement provisions.

Contact the customer **before** the severely disabled assessment and referral for a JCA (medical review of entitlement) file assessment. [Confirm their presence in the agreement country.](#)

Run the s47E(d) and to the question s 47E(d)

select s47E(d) For customer who are former residents, create an s47E(d) by generating a s47E(d). Use s47E(d), select s47E(d)

International Disability Officer (IDO) Admin specialist officer?

- **Yes**, process per [Disability Support Pension \(DSP\) severely disabled assessments for International Agreements](#). Procedure ends here.
- **No**, the script or s47E(d) will generate an s47E(d) for allocation to IDO Admin skilled staff. Procedure ends here.

11

Confirm customer wants to proceed with NWC assessment + Read more...

Ask the customer the following question:

- s 47E(d)

Tell the customer:

- if they do not return the forms, the assessment cannot proceed
- they must have the JCA before they leave Australia

If customer confirms they want to proceed with NWC assessment:

- run the s47E(d)

- when the question, s 47E(d) presents, select s47E(d)
- where the question does not present (for example, if the customer is a former resident) create an s47E(d) Use s47E(d) , select s47E(d)

IDO Admin specialist officer?

- **Yes**, see [Table 2](#)
- **No**, the script or s47E(d) will generate an s47E(d) for allocation to IDO Admin skilled staff. Procedure ends here

Issue forms for NWC assessment

Table 2: For International Disability Officers (IDO) Admin specialist staff.

Expand table

Step	Action
1	Issue NWC forms and letter + Read more... Create an XOB999 letter and use the relevant text. Include AUS142 and AUS222 forms and 2 reply paid envelopes. Note: bilingual forms are available for AUS142 and AUS222. Add customer information to the forms and send with the XOB999 letter. Complete any s47E(d) work items relating to NWC. Go to Step 2.
2	Requesting eMIFE + Read more... If the customer was granted DSP before June 2010, electronic Medical Information File Envelope (eMIFE) must be requested and scanned to the customer's record. This is needed for a Job Capacity Assessment (JCA) to be completed.

	Check s47E(d) to see if medical information is already scanned. Is the medical information scanned to the customer's record? • Yes, go to Step 3 • No: s47E(d) ◦ go to Step 3
3	Document the NWC progress in Customer Record + Read more... In Customer Record, run the s47E(d) answer all relevant information > s47E(d) Annotate the s47E(d) No more action is required until forms are returned.

Returned forms for NWC assessment

Table 3: For IDO Admin specialist staff.

Expand table

Step	Action
1	IDO Admin staff presented with s47E(d) + Read more... If the Work Item is: • the return of NWC forms, go to Step 2

	a s47E(d) DOC that has come due, go to Step 7
2	NWC forms have been returned + Read more... Check AUS142 and AUS222 for completeness. Note: for AUS222, Section B Q14 must include the professional qualifications (which may be stamped) and be signed and dated by a treating medical professional. The NWC assessment cannot continue until a completed AUS222 is received. The NWC assessment can continue without a AUS142. Check Documents to make sure all medical and other relevant information has been scanned and added to the electronic MIFE (eMIFE). If the eMIFE information is: Scanned incorrectly, the documents will need to be separated or reclassified. See Table 1 > Step 7 in Scanning Centrelink medical/sensitive documents using an MFD Incomplete, the information may not have been added to the record yet. Check the s47E(d) in Customer First Are both the AUS142 and AUS222 forms fully complete? Yes, go to Step 3 No, and the customer has returned: only the AUS142, record the details on a DOC. Complete all s47E(d) work items within skill set. Procedure ends here until AUS222 is received only the AUS222, if both Sections A and B are complete, the assessment can proceed. Go to Step 3 an incomplete AUS222, a completed Section B is the minimum requirement for a JCA referral. Call the customer and tell them which missing sections of the form they need to complete. If they do not have a copy of the form, or they cannot be contacted by phone, highlight the missing sections, and return the incomplete AUS222 to the customer. Include a Q999 letter advising them these need to be completed and returned for the assessment to proceed. Record details on a DOC using s47E(d)

s47E(d)

selecting the applicable option. Procedure ends here until AUS222 is received

3

Check for manifest eligibility + Read more...

Check the AUS222 form > Section B > Questions 2 and 3 about the customer's current medical conditions.

To be considered manifestly medically eligible, Q2 must be answered 'Yes' and Q3 must confirm life expectancy is less than 24 months.

Do the forms indicate the customer is manifestly medically eligible?

- **Yes**, [go to Step 4](#)
- **No**, [go to Step 5](#)

4

Forms indicate customer is manifestly medically eligible + Read more...

If the scanned forms have s47E(d) classification, change to s47E(d) or s47E(d)
s47E(d)

In Customer Record, rerun the s47E(d) select the option that customer has a manifest condition.

Annotate the s47E(d) **DOC** to state:

- forms have been returned
- forms have been checked for completeness, and
- s47E(d) has been checked and scans show correct classification

Leave the s47E(d) **DOC** open. s47E(d)

Complete all other s47E(d) work items within skill set and close all scanned images that relate to the NWC assessment.

5

The s47E(d) **DOC** will allocate to the IDOs for manifest assessment.

Procedure ends here.

Forms indicate customer is not manifestly medically eligible + Read more...

Check recent travel on the s47E(d) screen and refresh the s47E(d) on the s47E(d) screen if required.

Is the customer in Australia?

- **Yes:**

- in Customer Record, rerun the s47E(d)
- select the forms that have been returned. Make sure the forms do not indicate that medical conditions are manifest > s47E(d)
- at the end of the script, when prompted to refer the customer for a JCA, select s47E(d)
- place the open s47E(d) **DOC** on hold for 6 weeks
- complete all s47E(d) work items within skill set and close all scanned images that relate to the NWC assessment
- [go to Step 6](#)

- **No:**

- the customer cannot be referred for a JCA and cannot continue the NWC assessment at this time
- [create a XOB999 letter](#) and [use the relevant text](#)
- annotate the s47E(d) **DOC** stating the customer is not in Australia and that JCA appointment will not be booked until the customer returns to Australia **and** contacts to advise they would like to continue with the NWC assessment. Close the current s47E(d) **DOC**. A new s47E(d) **DOC** will be run

if the customer returns to Australia and requests to undergo the NWC assessment process

- complete all s47E(d) work items within skill set and close all scanned images that relate to the NWC assessment
- procedure ends here

6

Job Capacity Assessment (JCA) referral is required + Read more...

Requests for a JCA must be made using the s47E(d)

Script in Customer Record. In the following fields:

s47E(d)

- For the question 'Has the customer resided in Australia for 10 years or do they have a Qualifying Residence Exemption (QRE)?', check:
 - the s47E(d) screen to check if the customer had 10 years of Australian residence at time of DSP grant

- the s47E(d) screen to check if the s47E(d)
- then if the customer has 10 years Australian residence or a s47E(d). If they do not have 10 years Australian residence or a s47E(d)
- In the s47E(d) field:
s47E(d)

A **DOC** will be created requesting Assessment Services arrange a JCA. Assessment Services are also responsible for rescheduling all JCA appointments.

Note: if the customer has left Australia after the referral was made, Assessment Services Triage will advise CIS by s47E(d) that no JCA appointment will be made. [Create a s47E\(d\)](#) and [use the relevant text](#). Annotate the s47E(d) **DOC** stating that the customer is not in Australia and that JCA appointment will not be booked until customer returns to Australia **and** contacts to advise they would like to continue with the NWC assessment. Close the current s47E(d) **DOC**. A new

7

s47E(d) **DOC** will be run if the customer returns to Australia and requests to undergo the NWC assessment process.

When the JCA report is returned it will be referred to the IDOs for actioning.

Procedure ends here.

Check progress of JCA report + Read more...

When the s47E(d) **DOC** comes due, check the s47E(d) screen for a started s47E(d) activity. This is a JCA report that has been submitted or finalised.

Is there a started s47E(d) activity on the s47E(d) screen?

- **Yes,**
 - With activity text s 47E(d) ; [go to Step 8](#)
 - With activity text s 47E(d) ; [go to Step 9](#)
- **No,** there is no s47E(d) activity, [go to Step 10](#)

8

JCA report submitted for assessment + Read more...

If the JCA report has been returned and submitted for assessment:

- annotate the s47E(d) **DOC** stating the date the JCA report has been submitted and that it is awaiting IDO assessment
- close the s47E(d) **DOC**

The submitted JCA report will be allocated to an IDO for assessment.
Procedure ends here.

9

JCA report finalised as Unable to Complete + Read more...

If the customer does not attend the JCA appointment, the assessor will return the report as Unable to Complete (**UTC**). If the JCA has been finalised for this reason:

- in Process Direct, select s47E(d) ' from the s47E(d) , and

	review any notes from the Job Capacity Assessor as to why the report could not be completed • annotate the ^{s47E(d)} DOC as ^{s47E(d)} • close the ^{s47E(d)} DOC • select the JCA report from the ^{s47E(d)} screen and go to the ^{s47E(d)} screen to finalise the activity in the referral system No further action will be taken until the customer contacts and requests a new appointment. Procedure ends here.
10	JCA report not returned after 6 weeks + Read more... If the JCA report has not been returned after 6 weeks, follow up the progress of the JCA report: • send an email to Assessment Services requesting progress of the JCA report, see the Resources page for Contact Details. • annotate the ^{s47E(d)} DOC stating a follow up email has been sent to Assessment Services and we are waiting for their response • place the DOC on hold for 3 working days When a response is received from Assessment Services: • annotate the ^{s47E(d)} DOC with the reason advised for the delay and the expected completion date • place the DOC on hold until 3 working days after the expected completion date If Assessment Services advise the reason is anything other than a delay in the completion of the report (for example, the JCA referral was missing information), email the CIS Helpdesk who will refer to the IDOs for help. See the Resources page for Contact Details.

Check report and finalise portability decision

Table 4: For IDOs.

Expand table

Step	Action
1	View the JCA report + Read more... When a report is received via Workload Manager, select the relevant ESAt/JCA report. Alternatively, in Customer First on the customer's home page: - select s47E(d) menu > s47E(d) to access the JCA report - select s47E(d) to view and enable s47E(d) or s47E(d) options Print the JCA report before accepting. The s47E(d) screen can also be accessed by selecting the started s47E(d) activity on the s47E(d) screen. Note: s47E(d) CIS IDOs can only accept JCA reports for referral reasons s47E(d) and s47E(d)
2	Check that the report is complete and consistent + Read more... Check the report to make sure it has been completed with sufficient information to determine income support eligibility and/or portability specific criteria have been assessed correctly. Action the JCA report appropriately. Note: s47E(d)

3	CIS IDO to action the JCA report + Read more... Check the JCA report and determine whether to: • accept, or • return (reject) Is the report being returned? • Yes, see Step 4 in Inconsistencies in a Job Capacity Assessment (JCA) report • No, go to Step 4
4	CIS IDO accepts JCA report + Read more... The IDO will phone the customer with the outcome of the NWC assessment. If the customer has a departure date, the IDO will run the s47E(d) to issue an XOB101 letter. Check the following screens: • s47E(d) screen. Make sure the date in the s47E(d) field matches the date of assessment for the JCA report • s47E(d) screen. Make sure the date in both the s47E(d) fields for the s47E(d) and s47E(d) fields, match the date of assessment for the JCA report If the customer is assessed as meeting NWC criteria and has left Australia after the JCA assessment and before the acceptance of the report, correct the dates on s47E(d) and s47E(d) screens to the date immediately before the departure. Otherwise, the NWC assessment will not take effect.
5	No Future Work Capacity + Read more... The DSP Portability section of the JCA report is only created when: • the customer is assessed as having a 'severe impairment', and • Diagnosed, Reasonably Treated and Stabilised (DTS) work capacity is in the 0-7 hours per week bandwidth

6	Is the customer assessed as meeting the eligibility criteria for indefinite portability (a severe impairment and nil work capacity)? • Yes, go to Step 8 • No, go to Step 6 DSP qualification criteria + Read more... Does the customer meet the qualification criteria for DSP after assessment? • Yes, go to Step 7 • No, see Cancellation of Disability Support Pension (DSP). Procedure ends here
7	Ineligible for indefinite portability + Read more... Customer is not eligible for indefinite portability under the 'No future work capacity' portability provisions. However, if they are going to an agreement country that covers DSP and are assessed as severely disabled, they may be eligible for long term payment. Is the customer travelling to an agreement country that covers DSP? • Yes, see Disability Support Pension (DSP) severely disabled assessments for International Agreements. Procedure ends here • No, go to Step 9
8	Eligible for indefinite portability + Read more... The customer is assessed as eligible for indefinite portability under the 'No future work capacity' portability provisions. On the s47E(d) screen, or if the customer has already departed Australia, the s47E(d) screen: s47E(d)

s47E(d)

If the Continuing Inability to Work (**CITW**) or permanent blindness occurred while the customer:

- was an Australian resident:

s47E(d)

- was **not** an Australian resident:

s47E(d)

If the customer is assessed as meeting NWC criteria and has left Australia after the JCA assessment and before the acceptance of the report, correct the dates on the s47E(d) and s47E(d) screens to a date immediately before the departure. Otherwise, the NWC assessment will not take effect.

[Go to Step 9.](#)

9

Finalise decision + Read more...

When the NWC assessment has been completed, the IDO will:

- phone the customer with the outcome of the NWC assessment. If unable to speak to the customer, [create a XOB999 letter](#) and [use the relevant text](#). **Do not** issue a letter advising the customer will be payable outside Australia if their DSP is subject to former resident restrictions.
- if the customer has a date of departure, the IDO will run the s47E(d) to issue a XOB101 letter. If the customer does not have a date of departure, a letter will not be issued until the customer advises of a departure date
- run the s47E(d) **DOC** in the s47E(d) and record the details of the decision, including:

- the assessment outcome in relation to the portability specific medical criteria
- if the customer is considered to be manifestly eligible for DSP
- if the customer's condition occurred while a resident of Australia or not, and
- how this decision was made
- refer back to CIS if portability follow up action is required, using s47E(d)

If the script is not available, see [DSP customer going overseas](#).

Reviewing a previous NWC determination

Table 5: this table describes the process to determine if the customer's No Work Capacity should be reviewed by an International Disability Officer (IDO), how to refer cases for review and how an IDO undertakes the review.

Expand table

Step	Action
1	Determine applicable action + Read more... From the following circumstances determine the applicable action: • A Service Officer has identified a DSP customer with indefinite portability under the NWC provisions has declared earnings or has possible earnings, go to Step 2 • A customer contacts in response to a Q164 request for information letter as part of a NWC determination review, go to Step 5 • An IDO is allocated: ○ an s47E(d) 'review s47E(d) for action, go to Step 3 ○ a s47E(d) s47E(d) go to Step 4

2

- a s47E(d) for action, [go to Step 6](#)

Determine if referral to IDO for NWC review is appropriate + Read more...

The customer must meet **all** the following criteria to be a candidate for a NWC review:

- They do **not** have a manifest condition on the s47E(d) screen (see [Table 1 > Step 5](#) for the eligible manifest codes), **and**
- There is a s47E(d) on the s47E(d) screen

And they have provided any of the following:

- Regular earnings
- Tax returns containing earnings from wages or self-employment
- Bank statements with regular possible employment income deposits
- Foreign income or foreign tax returns with income
- Profit and loss statement/s

And the:

- Work is consistent over a period of at least 6 months, **and**
- Earnings (including foreign income earnings) are at or above the relevant minimum Australian wage

Screens that may show declared employment income include:

- regular earnings on the s47E(d) screen
- foreign income on the s47E(d) screen
- self-employment income on the s47E(d) screen

Note: to check the current rate of the relevant national minimum wage, see the [Fair Work Ombudsman](#) website.

Does the customer meet the above review criteria?

- **Yes**, refer the customer for a NWC determination review:

- create a s47E(d)
- Note the evidence that supports the referral
- Procedure ends here
- **No**, a review is not required. Procedure ends here

3

IDO commences the review + Read more...

Review the s47E(d) **DOC** and investigate the supporting evidence.

Confirm:

- the customer does **not** have a manifest condition listed on the s47E(d) screen
- the earnings are at or above the relevant minimum wage, and
- the work is consistent over a period of at least 6 months

Do the customer's circumstances meet the criteria for a NWC determination review?

- **Yes**, check the s47E(d) screen and if the customer is:
 - in Australia, [go to Step 4](#)
 - outside Australia, email the details of the case to [Residence and International Program](#). Procedure ends here.
- **No**, annotate the **DOC** to state the referral does not meet the criteria for review and there is no change to the customer's NWC determination. Procedure ends here

4

Contact the customer + Read more...

Call the customer to discuss their circumstances.

For a commencement of review contact make 5 call attempts over a period of 5 days at varying times to maximise the chance of contact.

For a customer call back call the customer at the time/s noted in the **s47E(d)** .

Discussion:

- Advise the customer a review has commenced into their eligibility for indefinite portability under the NWC provisions due to reported earnings or other relevant supporting evidence that indicates they are or may be working
- It is important to **first** determine if the customer has a Program of Support (POS), as their NWC determination will **not** be reviewed if they do. See [Program of Support \(POS\) requirements for Disability Support Pension \(DSP\)](#) for designated providers of a POS. If the customer:
 - has a POS, finalise the review, [go to Step 8](#)
 - is working independently of a POS, continue with this process
- Discuss the earnings and/or other evidence that has initiated this review. Confirm with the customer whether they are working on a regular and ongoing basis.

Was the call attempt successful?

- **Yes**, and the customer:
 - has demonstrated work capacity, [go to Step 7](#)
 - maintains their no work capacity, [go to Step 8](#)
- **No**, for a commencement of review contact attempt:
 - issue a Q164 requesting the customer contact Services Australia
 - create a **DOC** stating that the IDO is awaiting customer contact in regard to a review into the customer's entitlement to indefinite portability under the NWC provisions. **s 47E(d)**
 - [Create a](#) **s47E(d)** on the **s47E(d)** screen and complete the fields as follows: **s47E(d)**

s47E(d)

- Procedure ends here
- **No**, for a customer callback attempt:
 - continue to make call attempts at different times until successful
 - when contact is made, go back to the 'Discussion points' in this step

5

Customer contacts + Read more...

The customer has called:

- in response to the Q164 request to contact letter, or
- to query the suspension of their payments

The Service Officer must:

s47E(d)

Procedure ends here.

6

Manual review matures and assigns to IDO + Read more...

Investigate the record to determine if further action is required.

Check **DL/Notes** and scanned documents for:

- evidence that the customer has responded to the Q164 letter, and/or
- further information the customer may have provided

Has the customer responded to the Q164 - request to contact?

- **Yes**, complete the manual review and go back to Step 4 to proceed with the NWC review
- **No**, if the record is already SUS-FRC for not responding to the Q164, no further action is required. Procedure ends here
- **No**, and the record is CURRENT, suspend the record SUS-FRC and:
 - **DOC** the reason for the suspension

s47E(d)

- Procedure ends here

7

Customer has demonstrated work capacity + Read more...

Advise the customer:

- they are no longer eligible for indefinite portability under the NWC provisions

- of the general portability rules for a [DSP customer going overseas](#)
- they can apply for a new NWC assessment if their circumstances change

Update the record:

s47E(d)

Procedure ends here.

8

Customer maintains their no work capacity + Read more...

On review of the circumstances, the customer maintains their no work capacity status and indefinite portability.

Complete the review:

- Advise the customer there is no change to their indefinite portability under the NWC provisions. A decision letter is not required

s47E(d)

References

Policy

[Social Security Guide 7.1 Portability of payments & concession cards outside Australia](#)

[Social Security Guide 7.1.2 Payments with unlimited portability](#)

[Social Security Guide 7.1.3 Payments with limited portability](#)

[Social Security Guide 7.1.4 Portability Extensions](#)

[Social Security Guide 7.2.3 Portability determinations, dates of effect & transfers while overseas](#)

[Social Security Guide 7.1.1 Portability table \(summary of payment rules\)](#)

[Social Security Guide 7.1.8 Portability definitions](#)

Legislation

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

[Social Security Act 1991](#)

- Part 4.2, Division 1, Preliminary
- section 1218AAA, Unlimited portability period for disability support pension - severely impaired disability support pensioner

Resources

[NWC departed](#)

[NWC pre-departure](#)

[Agreement forms issued](#)

[NWC approved - please phone](#)

[NWC Outcome of review](#)

Forms + Twisty...

[Treating Doctor's Report - outside Australia \(AUS109\)](#)

[Work Capacity - Customer Information \(AUS142\)](#)

[Certification of Location in a country with which Australia has a Social Security Agreement \(AUS172\)](#)

[Medical Report Disability Support Pension Review for portability \(AUS222\)](#)

[Request for Ophthalmologist/Optometrists Report \(SA013\)](#)

Contact Details + Twisty...

[Assessment Services](#)

[Centrelink International Services \(CIS\)](#)

Intranet links + Twisty...

[Assessment Services](#)

Records Management service request webform + Twisty...

[Create, Transfer or Retrieve a Corporate File](#)



Australian Government Services Australia

Assessment for Disability Support Pension (DSP) customers going overseas under the no future work capacity provisions 008-03120040

Historical Version valid from 15/04/2026 2:47 pm to 6/05/2026 11:51 am

Background

s22 (out of scope)

This document outlines the procedure to determine if a DSP customer travelling overseas satisfies the 'no future work capacity' portability provisions for continuing payment and how to review a customer who may no longer meet the 'no work capacity' criteria.

Role of Centrelink International Services (CIS)

Customers who want to test their eligibility under the ['No future work capacity' \(NWC\) portability provisions](#) must be referred to CIS. CIS will issue medical forms (if required) and refer the customer for a long-term overseas travel assessment.

CIS Service Officers determine if a DSP customer should be transferred to International Disability Officers (IDOs) for a long-term overseas travel assessment.

No future work capacity provisions

DSP is generally paid for up to 4 weeks in a rolling 12-month period if a customer is travelling overseas temporarily. Generally, if a customer is leaving Australia to live in another country, or if they are subject to [former resident provisions](#), DSP will cease on departure unless they meet the rules for, and can be paid under, an [international social security agreement](#).

However if a customer satisfies the ['No future work capacity' portability provisions](#), their DSP may continue indefinitely, even if they leave to live in another country. This provision does not apply to former residents until they have been in Australia for 2 years from the date of resumed residence. The NWC assessment will usually require completion of a medical review, which will include a:

- medical report by the customer's treating doctor, and

- Job Capacity Assessment (JCA) that must be conducted **before** the customer departs Australia

As the assessment must be made before the customer leaves Australia, it is necessary to arrange both the issuing of the medical report forms and booking of a JCA appointment quickly. Tell the customer that the assessment must be conducted before their departure overseas if they want DSP to be payable under the NWC portability provisions.

The customer must also be made aware that as a result of the medical assessment they may no longer be considered to satisfy the medical qualifications for DSP, which will result in the cancellation of their DSP. For this reason, the customer may decline to have the medical assessment. In this case their portability options will be limited. When the [s47E\(d\)](#) is run, a warning about possible DSP cancellation is generated. An assessment under the NWC provisions is entirely voluntary.

New medical report may be required

For a NWC assessment, a new medical report is required even if the customer has an existing [current and valid assessment of their work capacity](#) report, unless that report was specifically for portability purposes.

The [Medical Report Disability Support Pension Review for portability \(AUS222\)](#) form:

- contains extra portability questions
- must be completed by the customer's treating doctor in Australia, and
- returned before the customer attends their Job Capacity Assessment (JCA)

CIS will issue the AUS222 when a request is received.

JCA referral may be required

Only CIS staff can make a JCA referral for a customer under the NWC provisions. Do not request a JCA for these customers using another referral reason. The portability specific referrals have different questions to a medical review JCA which address the customer's long-term prognosis of impairments and work capacity. If the report is completed for the incorrect reason, it cannot be used for portability and customers can be disadvantaged.

For a NWC assessment, a JCA referral is still required, even if the customer has an existing [current and valid assessment of their work capacity](#), unless the assessment was specifically for portability purposes.

Do not refer the customer for a NWC JCA if they previously had a portability NWC assessment and met the requirements for indefinite portability.

If there is a current and valid assessment of the customer's work capacity and the customer has previously had a portability NWC assessment and has **not** met the requirements for indefinite portability, a new referral for a JCA is not required unless the customer has had a substantial change in circumstances. ^{s47E(d)}

The customer may choose to assess their eligibility again under the NWC provisions but must be made aware of the possibility of cancellation of their DSP.

Pre-referral information gathering and checking

As the customer needs to have a JCA appointment before leaving Australia, skilled CIS staff must book an appointment as soon as possible. Scan and attach any additional documentation received from the customer to their record. Any other medical information that becomes available after the JCA referral has been started, needs to be scanned and attached to the customer's record as soon as possible.

Historical information may also need to be scanned by the 'Create, Transfer or Retrieve a Corporate File' service in ^{s47E(d)}. Requests for scanning historical medical/sensitive information can be done through the Records Management service request webform. The RMU will notify the Service Officer when the historical Medical Information File Envelope (eMIFE) has been scanned. The [Resources](#) page has a link to the webform.

Manifest DSP Customers

A person who is [manifestly qualified for Disability Support Pension \(DSP\)](#) generally qualifies automatically for indefinite portability under the NWC provisions.

However, the manifest medical assessment **is not** a portability assessment.

A **decision** that the customer is eligible for indefinite portability must be made **before** the customer departs Australia. In order to make this decision, the customer must have contacted Services Australia **before** leaving Australia.

A manifest DSP customer:

- who has not been previously **assessed** for indefinite portability under NWC provisions, and
- did not contact Services Australia before the departure
- will only have access to general DSP portability and their payment will generally suspend after they have used 28 days in a rolling 12-month period

If the customer contacts **after** they have departed, and did not contact before departure, they cannot be retrospectively approved for indefinite portability for that departure.

Note: the NWC decision for a manifest customer only needs to be made once. When the decision is made the first time, the coding will be done on the **s47E(d)** screen and will apply to future departures.

Reviewing the NWC determination

To satisfy the '[No future work capacity](#)' (NWC) [portability provisions](#), a customer is assessed in Australia as having:

- a **severe impairment**, with the level of impairment likely to remain for at least 5 years, **and**
- **no future work capacity** independent of an ongoing program of support, with this level likely to remain for at least 5 years

When a customer is identified as working, through the reporting of regular earnings or other related evidence, a review is required.

The NWC determination can be revoked if the customer is performing work that:

- provides earnings that are at or above the relevant minimum wage, and
- is independent of an ongoing program of support

Unless new medical evidence has been provided, a medical review of the customer's entitlement to DSP is not required and does **not** form part of this NWC review.

Note: a customer who is [manifestly qualified for DSP](#) automatically satisfies the NWC provisions. A manifest customer's NWC is not reviewed under this provision.

The [Resources](#) page contains links to:

- Records Management service request webform
- XOB999 letter text for 'No future work capacity' (NWC)

Related links

[Scanning Centrelink medical/sensitive documents using an MFD](#)

[Actioning automatic activities of a current Job Capacity Assessment \(JCA\) referral](#)

[Job Capacity Assessment \(JCA\) and Employment Services Assessment \(ESAt\) appointments](#)

[Disability Support Pension \(DSP\) customer going overseas](#)

[Former resident provisions](#)

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

Process

Historical Version valid from 15/04/2026 2:47 pm to 6/05/2026 11:51 am

This document outlines the procedure to determine if a DSP customer travelling overseas satisfies the 'no future work capacity' portability provisions for continuing payment.

On this page:

[Administrative requirements for NWC assessments](#)

[Issue forms for NWC assessment](#)

[Returned forms for NWC assessment](#)

[Check report and finalise portability decision](#)

[Reviewing a previous NWC determination](#)

Administrative requirements for NWC assessments

Table 1: For Centrelink International Services (CIS) staff.

Step	Action
1	Customer contacts + Read more ... A customer contacts to test their eligibility under the NWC provisions. If you do not have the customer on the phone, you will need to contact them after the following eligibility checks. Note: in all cases, the s47E(d) must be used. To receive indefinite portability under the NWC provisions, a customer must have 'No future work capacity'. If they are working and reporting employment income it is possible that they will not meet the NWC provisions. They may also not be entitled to DSP. See Commencing or returning to work or self-employment Disability Support Pension (DSP).

If the customer is legally blind, earnings is not a factor. See [Income and assets tests for blind customers](#).

Complete checks before issuing forms, [go to Step 2](#).

2

Check if the customer is a former resident at planned date of departure + Read more ...

On the [s47E\(d\)](#) screen, check the following fields:

- [s47E\(d\)](#)
-

Is the customer a [former resident](#) and will they be a former resident on the planned date of departure?

- **Yes**, [go to Step 3](#)
- **No**, [go to Step 4](#)

3

Former resident + Read more ...

A former resident generally has no portability for 2 years from the date they returned to reside in Australia. A NWC assessment will not override this.

Advise the customer they can undergo a NWC assessment while they are a former resident, however any NWC decision would only apply for departures after the former resident provision has expired.

Does the customer still want to undergo the NWC assessment even though this will not apply while they are former resident?

- **Yes**, [go to Step 4](#)
- **No**, and they are:
 - going to an [agreement country that covers DSP](#), [go to Step 10](#)
 - not going to an agreement country that covers DSP, inform the customer they will not be payable overseas for this departure and run the [s47E\(d\)](#) . Procedure ends here.

4

Check if customer has already met NWC provisions + Read more ...

Customers who have already had a portability assessment and met the provisions of indefinite portability under the NWC rules do not need a new assessment. The assessment is valid for all future travel while DSP is current.

Check the **s47E(d)** screen > **s47E(d)** field. If **NWC**:

- is not coded, [go to Step 5](#)
- is coded, check the **s47E(d)**

Finalise the **s47E(d)**, including:

- issuing script-generated XOB101 letter, and
- **DOC** outcome

Procedure ends here.

5

Check if the customer is manifestly medically eligible for DSP + Read more ...

If the customer has been granted DSP by meeting one of the current manifest eligibility conditions, they do not need to undergo an NWC JCA assessment as they automatically meet the requirements. There must be a valid code on the **s47E(d)** screen.

If the customer has one of the following codes in the **s47E(d)** field on the **s47E(d)** screen, a JCA is not required:

s47E(d)

s47E(d)

If s47E(d) is recorded for a customer who is **DSP/DSB (Blind)**, a NWC assessment is not necessary, however for indefinite portability a SA013 form is required. Send a SA013 form to be completed and returned for assessment. Procedure ends here.

If the s47E(d) field displays a discontinued manifest code s47E(d) or s47E(d) a NWC assessment is required. [Go to Step 9](#).

If the customer:

- **has** a current manifest code on the s47E(d) screen, [go to Step 6](#)
- **does not** have a manifest code on s47E(d) screen, [go to Step 9](#)

6 **Customer is manifestly eligible for DSP** + Read more ...

A decision that the customer is eligible for indefinite portability must be made **before** the customer departs Australia. If the customer contacts after they have departed, and did not contact before departure, they cannot be retrospectively approved for indefinite portability for that departure.

Is the customer advising of a future departure?

- **Yes**, run the s47E(d) . This will code s47E(d) on the s47E(d) screen. Code s47E(d) manually on the s47E(d) screen if the script is not available or the customer is a former resident. The customer is entitled to indefinite portability (after the former restriction has expired, if applicable). Procedure ends here
- **No**, [go to Step 7](#)

7 **Determine if the manifest customer has contacted prior to departure** + Read more ...

A NWC portability assessment is considered to have occurred (and the customer is eligible for indefinite portability) if either of the following happens **before** departure:

- the s47E(d) is run, or
- the customer advises of the departure (normally done online through the Travel Outside Australia Online Service)

Note: currently the Travel Outside Australia Online Service is not advising manifest DSP customers to contact CIS. This means the NWC coding may not have occurred. If departure details were given through the online service and payment has suspended, staff must code the NWC details and restore payment.

Did the customer advise of their departure **before** the departure?

- **Yes**, the customer is entitled to indefinite portability (after any applicable former resident restriction has expired):
 - code s47E(d) on the s47E(d) screen from the date the customer departed Australia. The customer is entitled to indefinite portability.
 - On the s47E(d) screen, confirm if proportional savings apply and update the s47E(d) screen if required. Procedure ends here
- **No**, [go to Step 8](#)

8 **Manifest customer contacts after departure** + Read more ...

If a customer only contacts the agency **after** they have departed Australia (including when they have returned to Australia), tell them they:

- are not eligible for indefinite portability for that departure
- need to contact when they have returned to Australia in order to be assessed for indefinite portability for future travel

Staff **must**:

- run the s47E(d) with the historical departure details. **Notes:**
s47E(d)

s47E(d)

- annotate the s47E(d) **DOC** to state: s47E(d)

If payment is cancelled the customer can:

- reclaim DSP when they return to Australia, or
- claim from overseas if they are in an [agreement country that covers DSP](#)

Is the customer in an agreement country that covers DSP?

- **Yes**, [go to Step 10](#)
- **No**, and they:
 - are still overseas, tell them their payment cannot be restored and/or they cannot apply for payment until they return to Australia. Procedure ends here.
 - have returned to Australia, tell the customer they are not eligible for indefinite portability for the departure, and they need to contact before their next departure in order to be assessed for indefinite portability. If their payment is suspended, see [Returning To Australia](#) and [Continuation of payment on their return to Australia](#) to determine if their payment can be restored, and restore payment if applicable. Procedure ends here.

9

Check if the customer has left Australia + Read more ...

Generally, a customer must be in Australia to apply for indefinite portability under NWC provisions (and undergo a portability assessment). A customer who is overseas must return to Australia to apply.

A customer who leaves Australia after completing the medical assessment and interview may contact about the assessment outcome. Check s47E(d) to provide the customer with the status/outcome.

If the customer is in or travelling to an [agreement country that covers DSP](#), they may be able to have a [severely disabled assessment](#) depending on sufficient medical evidence being available.

Note: if the customer has not undergone a medical assessment in the past 2 years, issue an [AUS109](#) form.

Complete the following checks:

- [s47E\(d\)](#) screen to see if the customer has departed from Australia
- [s47E\(d\)](#) for severely disabled/NWC documents

Is the customer in Australia?

- **Yes**, [go to Step 11](#)
- **No**, and they are:
 - in an agreement country that covers DSP, [go to Step 10](#)
 - not in an agreement country that covers DSP, tell the customer they cannot be assessed for indefinite portability for this departure, and they need to contact before their next departure in order to be assessed. Run the [s47E\(d\)](#) . Procedure ends here.

10

The customer is in an agreement country that covers DSP + Read more ...

If the customer has departed and travelled to an [agreement country that covers DSP](#), a severely disabled assessment may take place under agreement provisions.

Contact the customer **before** the severely disabled assessment and referral for a JCA (medical review of entitlement) file assessment. [Confirm their presence in the agreement country](#).

Run the [s47E\(d\)](#) and to the question [s 47E\(d\)](#)

[s47E\(d\)](#) select [s47E\(d\)](#) For customer who are former residents, create an [s47E\(d\)](#) by generating a [s47E\(d\)](#) . Use [s47E\(d\)](#) select [s47E\(d\)](#)

11

International Disability Officer (IDO) Admin specialist officer?

- **Yes**, process per [Disability Support Pension \(DSP\) severely disabled assessments for International Agreements](#). Procedure ends here.
- **No**, the script or s47E(d) will generate an open activity for allocation to IDO Admin skilled staff. Procedure ends here.

Confirm customer wants to proceed with NWC assessment + Read more

...

Ask the customer the following question:

- s 47E(d)

Tell the customer:

- if they do not return the forms, the assessment cannot proceed
- they must have the JCA before they leave Australia

If customer confirms they want to proceed with NWC assessment:

- run the s47E(d)
- when the question, s 47E(d) presents, select s47E(d)
- where the question does not present (for example, if the customer is a former resident) create an s47E(d). Use s47E(d), select s47E(d)

IDO Admin specialist officer?

- **Yes**, see [Table 2](#)
- **No**, the script or s47E(d) will generate an open activity for allocation to IDO Admin skilled staff. Procedure ends here

Issue forms for NWC assessment

Table 2: For International Disability Officers (IDO) Admin specialist staff.

Step	Action
1	Issue NWC forms and letter + Read more ... Create an XOB999 letter and use the relevant text. Include AUS142 and AUS222 forms and 2 reply paid envelopes. Note: bilingual forms are available for AUS142 and AUS222. Add customer information to the forms and send with the XOB999 letter. Complete any open work items relating to NWC. Go to Step 2.
2	Requesting eMIFE + Read more ... If the customer was granted DSP before June 2010, electronic Medical Information File Envelope (eMIFE) must be requested and scanned to the customer's record. This is needed for a Job Capacity Assessment (JCA) to be completed. Check s47E(d) to see if medical information is already scanned. Is the medical information scanned to the customer's record? • Yes, go to Step 3 • No: s47E(d) ○ go to Step 3
3	Document the NWC progress in Customer Record + Read more ... In Customer Record, run the s47E(d) and answer all relevant information > s47E(d)

Annotate the s47E(d)

No more action is required until forms are returned.

Returned forms for NWC assessment

Table 3: For IDO Admin specialist staff.

Step	Action
1	IDO Admin staff presented with s47E(d) + Read more ... If the Work Item is: - the return of NWC forms, go to Step 2 - a s47E(d) DOC that has come due, go to Step 7
2	NWC forms have been returned + Read more ... Check AUS142 and AUS222 for completeness. Note: for AUS222, Section B Q14 must include the professional qualifications (which may be stamped) and be signed and dated by a treating medical professional. The NWC assessment cannot continue until a completed AUS222 is received. The NWC assessment can continue without a AUS142. Check Documents to make sure all medical and other relevant information has been scanned and added to the electronic MIFE (eMIFE). If the eMIFE information is: Scanned incorrectly, the documents will need to be separated or reclassified. See Table 1 > Step 7 in Scanning Centrelink medical/sensitive documents using an MFD Incomplete, the information may not have been added to the record yet. Check the s47E(d) in Customer First Are both the AUS142 and AUS222 forms fully complete? Yes, go to Step 3

- **No**, and the customer has returned:
 - **only the AUS142**, record the details on a **DOC**. Complete all **open** work items within skill set. Procedure ends here until AUS222 is received
 - **only the AUS222**, if both Sections A and B are complete, the assessment can proceed. [Go to Step 3](#)
 - **an incomplete AUS222**, a completed Section B is the minimum requirement for a JCA referral. Call the customer and tell them which missing sections of the form they need to complete. If they do not have a copy of the form, or they cannot be contacted by phone, highlight the missing sections, and return the incomplete AUS222 to the customer. Include a Q999 letter advising them these need to be completed and returned for the assessment to proceed. Record details on a **s47E** using **s47E(d)** selecting the applicable option. Procedure ends here until AUS222 is received

3

Check for manifest eligibility + Read more ...

Check the AUS222 form > Section B > Questions 2 and 3 about the customer's current medical conditions.

To be considered manifestly medically eligible, Q2 must be answered 'Yes' and Q3 must confirm life expectancy is less than 24 months.

Do the forms indicate the customer is manifestly medically eligible?

- **Yes**, [go to Step 4](#)
- **No**, [go to Step 5](#)

4

Forms indicate customer is manifestly medically eligible + Read more ...

If the scanned forms have **s47E(d)** classification, change to **s47E(d)** or **s47E(d)**

In Customer Record, rerun the s47E(d) and select the option that customer has a manifest condition.

Annotate the s47E(d) **DOC** to state:

- forms have been returned
- forms have been checked for completeness, and
- s47E(d) has been checked and scans show correct classification

Leave the s47E(d) **DOC** open. Delete keyword s47E(d) and add keyword s47E(d)

Complete all other open work items within skill set and close all scanned images that relate to the NWC assessment.

The s47E(d) **DOC** will allocate to the IDOs for manifest assessment.

Procedure ends here.

5

Forms indicate customer is not manifestly medically eligible + Read more ...

Check recent travel on the s47E(d) screen and refresh the s47E(d) on the s47E(d) screen if required.

Is the customer in Australia?

- **Yes:**
 - in Customer Record, rerun the s47E(d)
 - select the forms that have been returned. Make sure the forms do not indicate that medical conditions are manifest > s47E(d)
 - at the end of the script, when prompted to refer the customer for a JCA, select s47E(d)
 - place the open s47E(d) **DOC** on hold for 6 weeks

- complete all ^{s47E(d)} work items within skill set and close all scanned images that relate to the NWC assessment
- [go to Step 6](#)
- **No:**
 - the customer cannot be referred for a JCA and cannot continue the NWC assessment at this time
 - [create a XOB999 letter](#) and [use the relevant text](#)
 - annotate the ^{s47E(d)} **DOC** stating the customer is not in Australia and that JCA appointment will not be booked until the customer returns to Australia **and** contacts to advise they would like to continue with the NWC assessment. Close the current ^{s47E(d)} **DOC**. A new ^{s47E(d)} **DOC** will be run if the customer returns to Australia and requests to undergo the NWC assessment process
 - complete all ^{s47E(d)} work items within skill set and close all scanned images that relate to the NWC assessment
 - procedure ends here

6 **Job Capacity Assessment (JCA) referral is required** + Read more ...

Requests for a JCA must be made using the ^{s47E(d)}

Script in Customer Record. In the following fields:

^{s47E(d)}

s47E(d)

- For the question 'Has the customer resided in Australia for 10 years or do they have a Qualifying Residence Exemption (QRE)?', check:
 - the s47E(d) screen to check if the customer had 10 years of Australian residence at time of DSP grant
 - the s47E(d) screen to check if the s47E(d)
 - then if the customer has 10 years Australian residence or a s47E(d) If they do not have 10 years Australian residence or a s47E(d)
- In the s47E(d) field:
 - Copy and paste the following text:

s47E(d)

A **DOC** will be created requesting Assessment Services arrange a JCA. Assessment Services are also responsible for rescheduling all JCA appointments.

	Note: if the customer has left Australia after the referral was made, Assessment Services Triage will advise CIS by Fast Note that no JCA appointment will be made. Create a XOB999 letter and use the relevant text. Annotate the s47E(d) DOC stating that the customer is not in Australia and that JCA appointment will not be booked until customer returns to Australia and contacts to advise they would like to continue with the NWC assessment. Close the current s47E(d) DOC. A new s47E(d) DOC will be run if the customer returns to Australia and requests to undergo the NWC assessment process. When the JCA report is returned it will be referred to the IDOs for actioning. Procedure ends here.
7	Check progress of JCA report + Read more ... When the s47E(d) DOC comes due, check the s47E(d) screen for a started s47E(d) activity. This is a JCA report that has been submitted or finalised. Is there a started s47E(d) activity on the s47E(d) screen? • Yes, ○ With activity text s 47E(d) ; go to Step 8 ○ With activity text s 47E(d) ; go to Step 9 • No, there is no s47E(d) activity, go to Step 10
8	JCA report submitted for assessment + Read more ... If the JCA report has been returned and submitted for assessment: • annotate the s47E(d) DOC stating the date the JCA report has been submitted and that it is awaiting IDO assessment • close the s47E(d) DOC The submitted JCA report will be allocated to an IDO for assessment. Procedure ends here.

9

JCA report finalised as Unable to Complete + Read more ...

If the customer does not attend the JCA appointment, the assessor will return the report as Unable to Complete (**UTC**). If the JCA has been finalised for this reason:

- in Process Direct, select **s47E(d)** from the **s47E(d)**, and review any notes from the Job Capacity Assessor as to why the report could not be completed
- annotate the **s47E(d)** **DOC** as **s47E(d)**
- close the **s47E(d)** **DOC**
- select the JCA report from the **s47E(d)** screen and go to the **s47E(d)** screen to finalise the activity in the referral system

No further action will be taken until the customer contacts and requests a new appointment. Procedure ends here.

10

JCA report not returned after 6 weeks + Read more ...

If the JCA report has not been returned after 6 weeks, follow up the progress of the JCA report:

- send an email to Assessment Services requesting progress of the JCA report, see the [Resources](#) page for Contact Details.
- annotate the **s47E(d)** **DOC** stating a follow up email has been sent to Assessment Services and we are waiting for their response
- place the **DOC** on hold for 3 working days

When a response is received from Assessment Services:

- annotate the **s47E(d)** **DOC** with the reason advised for the delay and the expected completion date
- place the **DOC** on hold until 3 working days after the expected completion date

If Assessment Services advise the reason is anything other than a delay in the completion of the report (for example, the JCA referral was missing

information), email the CIS Helpdesk who will refer to the IDOs for help. See the [Resources](#) page for Contact Details.

Check report and finalise portability decision

Table 4: For IDOs.

Step	Action
1	View the JCA report + Read more ... When a report is received via Workload Manager, select the relevant ESAt/JCA report. Alternatively, in Customer First on the customer's home page: - select s47E(d) menu > s47E(d) to access the JCA report - select s47E(d) to view and enable s47E(d) or s47E(d) options Print the JCA report before accepting. The s47E(d) screen can also be accessed by selecting the started s47E(d) activity on the s47E(d) screen. Note: s47E(d) CIS IDOs can only accept JCA reports for referral reasons s47E(d) and s47E(d)
2	Check that the report is complete and consistent + Read more ... Check the report to make sure it has been completed with sufficient information to determine income support eligibility and/or portability specific criteria have been assessed correctly. Action the JCA report appropriately. Note: s47E(d)

s47E(d)

3 **CIS IDO to action the JCA report + Read more ...**

Check the JCA report and determine whether to:

- accept, or
- return (reject)

Is the report being returned?

- **Yes**, see [Step 4 in Inconsistencies in a Job Capacity Assessment \(JCA\) report](#)
- **No**, [go to Step 4](#)

4 **CIS IDO accepts JCA report + Read more ...**

The IDO will phone the customer with the outcome of the NWC assessment. If the customer has a departure date, the IDO will run the s47E(d) to issue an XOB101 letter.

Check the following screens:

- s47E(d) screen. Make sure the date in the s47E(d) field matches the date of assessment for the JCA report
- s47E(d) screen. Make sure the date in both the s47E(d) fields for the s47E(d) and s47E(d) fields, match the date of assessment for the JCA report

If the customer is assessed as meeting NWC criteria and has left Australia after the JCA assessment and before the acceptance of the report, correct the dates on s47E(d) and s47E(d) screens to the date immediately before the departure. Otherwise, the NWC assessment will not take effect.

5 **No Future Work Capacity + Read more ...**

The **DSP Portability** section of the JCA report is only created when:

- the customer is assessed as having a 'severe impairment', and

6	• Diagnosed, Reasonably Treated and Stabilised (DTS) work capacity is in the 0-7 hours per week bandwidth Is the customer assessed as meeting the eligibility criteria for indefinite portability (a severe impairment and nil work capacity)? • Yes, go to Step 8 • No, go to Step 6 DSP qualification criteria + Read more ... Does the customer meet the qualification criteria for DSP after assessment? • Yes, go to Step 7 • No, see Cancellation of Disability Support Pension (DSP). Procedure ends here
7	Ineligible for indefinite portability + Read more ... Customer is not eligible for indefinite portability under the 'No future work capacity' portability provisions. However, if they are going to an agreement country that covers DSP and are assessed as severely disabled, they may be eligible for long term payment. Is the customer travelling to an agreement country that covers DSP? • Yes, see Disability Support Pension (DSP) severely disabled assessments for International Agreements. Procedure ends here • No, go to Step 9
8	Eligible for indefinite portability + Read more ... The customer is assessed as eligible for indefinite portability under the 'No future work capacity' portability provisions. On the s47E(d) screen, or if the customer has already departed Australia, the s47E(d) screen: s47E(d)

s47E(d)

If the Continuing Inability to Work (**CITW**) or permanent blindness occurred while the customer:

- was an Australian resident:

s47E(d)

- was **not** an Australian resident:

s47E(d)

If the customer is assessed as meeting NWC criteria and has left Australia after the JCA assessment and before the acceptance of the report, correct the dates on the ^{s47E(d)} and ^{s47E(d)} screens to a date immediately before the departure. Otherwise, the NWC assessment will not take effect.

[Go to Step 9.](#)

9 **Finalise decision** + Read more ...

When the NWC assessment has been completed, the IDO will:

- phone the customer with the outcome of the NWC assessment. If unable to speak to the customer, [create a XOB999 letter](#) and [use the relevant text](#). **Do not** issue a letter advising the customer will be payable outside Australia if their DSP is subject to former resident restrictions.
- if the customer has a date of departure, the IDO will run the ^{s47E(d)} to issue a XOB101 letter. If the customer does not have a date of departure, a letter will not be issued until the customer advises of a departure date
- run the ^{s47E(d)} **DOC** in the ^{s47E(d)} and record the details of the decision, including:

	- o the assessment outcome in relation to the portability specific medical criteria - o if the customer is considered to be manifestly eligible for DSP - o if the customer's condition occurred while a resident of Australia or not, and - o how this decision was made - o refer back to CIS if portability follow up action is required, using s47E(d) If the script is not available, see DSP customer going overseas.
--	--

Reviewing a previous NWC determination

Table 5: this table describes the process to determine if the customer's No Work Capacity should be reviewed by an International Disability Officer (IDO), how to refer cases for review and how an IDO undertakes the review.

Step	Action
1	Determine applicable action + Read more ... From the following circumstances determine the applicable action: • A Service Officer has identified a DSP customer with indefinite portability under the NWC provisions has declared earnings or has possible earnings, go to Step 2 • A customer contacts in response to a Q164 request for information letter as part of a NWC determination review, go to Step 5 • An IDO is allocated: - o an s47E(d) ' review Fast Note for action, go to Step 3 - o a s47E(d) ' Fast Note, go to Step 4 - o a s47E(d) for action, go to Step 6

2

Determine if referral to IDO for NWC review is appropriate + Read more ...

The customer must meet **all** the following criteria to be a candidate for a NWC review:

- They do **not** have a manifest condition on the ^{s47E(d)} screen (see Table 1, Step 5 for the eligible manifest codes), **and**
- There is a ^{s47E(d)} on the ^{s47E(d)} screen

And they have provided any of the following:

- Regular earnings
- Tax returns containing earnings from wages or self-employment
- Bank statements with regular possible employment income deposits
- Foreign income or foreign tax returns with income
- Profit and loss statement/s

And the:

- Work is consistent over a period of at least 6 months, **and**
- Earnings (including foreign income earnings) are at or above the relevant minimum Australian wage

Screens that may show declared employment income include:

- regular earnings on the ^{s47E(d)} screen
- foreign income on the ^{s47E(d)} screen
- self-employment income on the ^{s47E(d)} screen

Note: to check the current rate of the relevant national minimum wage, see the [Fair Work Ombudsman](#) website.

Does the customer meet the above review criteria?

- **Yes**, refer the customer for a NWC determination review:
 - create a ^{s47E(d)}

	○ Note the evidence that supports the referral ○ Procedure ends here • No, a review is not required. Procedure ends here
3	IDO commences the review + Read more ... Review the ^{s47E(d)} DOC and investigate the supporting evidence. Confirm: • the customer does not have a manifest condition listed on the ^{s47E(d)} screen • the earnings are at or above the relevant minimum wage, and • the work is consistent over a period of at least 6 months Do the customer's circumstances meet the criteria for a NWC determination review? • Yes, Check the ^{s47E(d)} screen and if the customer is: ○ in Australia, go to Step 4 ○ outside Australia, email the details of the case to Residence and International Program. Procedure ends here. • No, annotate the DOC to state the referral does not meet the criteria for review and there is no change to the customer's NWC determination. Procedure ends here
4	Contact the customer + Read more ... Call the customer to discuss their circumstances. For a commencement of review contact make 5 call attempts over a period of 5 days at varying times to maximise the chance of contact. For a customer call back call the customer at the time/s noted in the ^{s47E(d)} Discussion: • Advise the customer a review has commenced into their eligibility for indefinite portability under the NWC provisions due to reported

earnings or other relevant supporting evidence that indicates they are or may be working

- It is important to **first** determine if the customer has a Program of Support (POS), as their NWC determination will **not** be reviewed if they do. See [Program of Support \(POS\) requirements for Disability Support Pension \(DSP\)](#) for designated providers of a POS. If the customer:
 - has a POS, finalise the review, [go to Step 8](#)
 - is working independently of a POS, continue with this process
- Discuss the earnings and/or other evidence that has initiated this review. Confirm with the customer whether they are working on a regular and ongoing basis.

Was the call attempt successful?

- **Yes**, and the customer:
 - has demonstrated work capacity, [go to Step 7](#)
 - maintains their no work capacity, [go to Step 8](#)
- **No**, for a commencement of review contact attempt:
- issue a Q164 requesting the customer contact Services Australia
 - create a **DOC** stating that the IDO is awaiting customer contact in regard to a review into the customer's entitlement to indefinite portability under the NWC provisions. **s 47E(d)**
 - [Create a](#) **s47E(d)** on the **s47E(d)** screen and complete the fields as follows:
s47E(d)

	s47E(d) ○ Procedure ends here • No, for a customer callback attempt: ○ continue to make call attempts at different times until successful ○ when contact is made, go back to the 'Discussion points' in this step
5	Customer contacts + Read more ... The customer has called: • in response to the Q164 request to contact letter, or • to query the suspension of their payments The Service Officer must: s47E(d) Procedure ends here.
6	Manual review matures and assigns to IDO + Read more ... Investigate the record to determine if further action is required. Check DL/Notes and scanned documents for: • evidence that the customer has responded to the Q164 letter, and/or

- further information the customer may have provided.

Has the customer responded to the Q164 – request to contact?

- **Yes**, complete the manual review and go back to Step 4 to proceed with the NWC review
- **No**, if the record is already SUS-FRC for not responding to the Q164, no further action is required. Procedure ends here
- **No**, and the record is CURRENT, suspend the record SUS-FRC and:
 - **DOC** the reason for the suspension
s47E(d)

- Procedure ends here

7

Customer has demonstrated work capacity + Read more ...

Advise the customer:

- they are no longer eligible for indefinite portability under the NWC provisions
- of the general portability rules for a [DSP customer going overseas](#)
- they can apply for a new NWC assessment if their circumstances change

Update the record:

s47E(d)

	s47E(d) Procedure ends here.
8	Customer maintains their no work capacity + Read more ... On review of the circumstances, the customer maintains their no work capacity status and indefinite portability. Complete the review: Advise the customer there is no change to their indefinite portability under the NWC provisions. A decision letter is not required. s47E(d)

References

Historical Version valid from 15/04/2026 2:47 pm to 6/05/2026 11:51 am

Policy

[Social Security Guide 7.1 Portability of payments & concession cards outside Australia](#)

[Social Security Guide 7.1.2 Payments with unlimited portability](#)

[Social Security Guide 7.1.3 Payments with Limited portability](#)

[Social Security Guide 7.1.4 Portability Extensions](#)

[Social Security Guide 7.2.3 Portability determinations, dates of effect & transfers while overseas](#)

[Social Security Guide 7.1.1 Portability table \(summary of payment rules\)](#)

[Social Security Guide 7.1.8 Portability definitions](#)

Legislation

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

[Social Security Act 1991](#)

- Part 4.2, Division 1, Preliminary
- section 1218AAA, Unlimited portability period for disability support pension - severely impaired disability support pensioner

Resources

Historical Version valid from 15/04/2026 2:47 pm to 6/05/2026 11:51 am

XOB999 letters for 'No future work capacity' (NWC)

[NWC departed](#)

[NWC pre-departure](#)

[Agreement forms issued](#)

[NWC approved - please phone](#)

[NWC Outcome of review](#)

Forms

[Treating Doctor's Report - outside Australia \(AUS109\)](#)

[Work Capacity - Customer Information \(AUS142\)](#)

[Certification of Location in a country with which Australia has a Social Security Agreement \(AUS172\)](#)

[Medical Report Disability Support Pension Review for portability \(AUS222\)](#)

[Request for Ophthalmologist/Optometrists Report \(SA013\)](#)

Contact Details

[Assessment Services](#)

[Centrelink International Services \(CIS\)](#)

Intranet links

[Assessment Services](#)

Records Management service request webform

[Create, Transfer or Retrieve a Corporate File](#)



Australian Government Services Australia

Assessment for Disability Support Pension (DSP) customers going overseas under the no future work capacity provisions 008-03120040

Historical Version valid from 3/09/2025 11:48 am to 13/04/2026 2:05 pm

Background

s22 (out of scope)

This document outlines the procedure to determine if a DSP customer travelling overseas satisfies the 'no future work capacity' portability provisions for continuing payment.

Role of Centrelink International Services (CIS)

Customers who want to test their eligibility under the ['No future work capacity' \(NWC\) portability provisions](#) must be referred to CIS. CIS will issue medical forms (if required) and refer the customer for a long-term overseas travel assessment.

CIS Service Officers determine if a DSP customer should be transferred to International Disability Officers (IDOs) for a long-term overseas travel assessment.

No future work capacity provisions

DSP is generally paid for up to 4 weeks in a rolling 12-month period if a customer is travelling overseas temporarily. Generally, if a customer is leaving Australia to live in another country, or if they are subject to [former resident provisions](#), DSP will cease on departure unless they meet the rules for, and can be paid under, an [international social security agreement](#).

However if a customer satisfies the ['No future work capacity' portability provisions](#), their DSP may continue indefinitely, even if they leave to live in another country. This provision does not apply to former residents until they have been in Australia for 2 years from the date of resumed residence. The NWC assessment will usually require completion of a medical review, which will include a:

- medical report by the customer's treating doctor, and
- Job Capacity Assessment (JCA) that must be conducted **before** the customer departs Australia

As the assessment must be made before the customer leaves Australia, it is necessary to arrange both the issuing of the medical report forms and booking of a JCA appointment quickly. Tell the customer that the assessment must be conducted before their departure overseas if they want DSP to be payable under the NWC portability provisions.

The customer must also be made aware that as a result of the medical assessment they may no longer be considered to satisfy the medical qualifications for DSP, which will result in the cancellation of their DSP. For this reason, the customer may decline to have the medical assessment. In this case their portability options will be limited. When the [s47E\(d\)](#) is run, a warning about possible DSP cancellation is generated. An assessment under the NWC provisions is entirely voluntary.

New medical report may be required

For a NWC assessment, a new medical report is required even if the customer has an existing [current and valid assessment of their work capacity](#) report, unless that report was specifically for portability purposes.

The [Medical Report Disability Support Pension Review for portability \(AUS222\)](#) form:

- contains extra portability questions
- must be completed by the customer's treating doctor in Australia, and
- returned before the customer attends their Job Capacity Assessment (JCA)

CIS will issue the AUS222 when a request is received.

JCA referral may be required

Only CIS staff can make a JCA referral for a customer under the NWC provisions. Do not request a JCA for these customers using another referral reason. The portability specific referrals have different questions to a medical review JCA which address the customer's long-term prognosis of impairments and work capacity. If the report is completed for the incorrect reason, it cannot be used for portability and customers can be disadvantaged.

For a NWC assessment, a JCA referral is still required, even if the customer has an existing [current and valid assessment of their work capacity](#), unless the assessment was specifically for portability purposes.

Do not refer the customer for a NWC JCA if they previously had a portability NWC assessment and met the requirements for indefinite portability.

If there is a current and valid assessment of the customer's work capacity and the customer has previously had a portability NWC assessment and has **not** met the

requirements for indefinite portability, a new referral for a JCA is not required unless the customer has had a substantial change in circumstances. ^{s47E(d)}

The customer may choose to assess their eligibility again under the NWC provisions but must be made aware of the possibility of cancellation of their DSP.

Pre-referral information gathering and checking

As the customer needs to have a JCA appointment before leaving Australia, skilled CIS staff must book an appointment as soon as possible. Scan and attach any additional documentation received from the customer to their record. Any other medical information that becomes available after the JCA referral has been started, needs to be scanned and attached to the customer's record as soon as possible.

Historical information may also need to be scanned by the 'Create, Transfer or Retrieve a Corporate File' service in ^{s47E(d)} Requests for scanning historical medical/sensitive information can be done through the Records Management service request webform. The RMU will notify the Service Officer when the historical Medical Information File Envelope (eMIFE) has been scanned.

Manifest DSP Customers

A person who is [manifestly qualified for Disability Support Pension \(DSP\)](#) generally qualifies automatically for indefinite portability under the NWC provisions.

However, the manifest medical assessment **is not** a portability assessment.

A **decision** that the customer is eligible for indefinite portability must be made **before** the customer departs Australia. In order to make this decision, the customer must have contacted Services Australia **before** leaving Australia.

A manifest DSP customer:

- who has not been previously **assessed** for indefinite portability under NWC provisions, and
- did not contact Services Australia before the departure
- will only have access to general DSP portability and their payment will generally suspend after they have used 28 days in a rolling 12-month period

If the customer contacts **after** they have departed, and did not contact before departure, they cannot be retrospectively approved for indefinite portability for that departure.

Note: the NWC decision for a manifest customer only needs to be made once. When the decision is made the first time, the coding will be done on the ^{s47E(d)} screen and will apply to future departures.

The [Resources](#) page contains links to:

- 'Create, Transfer or Retrieve a Corporate File' service in ^{s47E(d)}
- taking and sending PBS medicines overseas

Related links

[Scanning Centrelink medical/sensitive documents using an MFD](#)

[Actioning automatic activities of a current Job Capacity Assessment \(JCA\) referral](#)

[Job Capacity Assessment \(JCA\) and Employment Services Assessment \(ESAt\) appointments](#)

[Disability Support Pension \(DSP\) customer going overseas](#)

[Former resident provisions](#)

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

[Travelling with or sending medicines overseas](#)

Process

Historical Version valid from 3/09/2025 11:48 am to 13/04/2026 2:05 pm

This document outlines the procedure to determine if a DSP customer travelling overseas satisfies the 'no future work capacity' portability provisions for continuing payment.

On this page:

[Administrative requirements for NWC assessments](#)

[Issue forms for NWC assessment](#)

[Returned forms for NWC assessment](#)

[Check report and finalise portability decision](#)

Administrative requirements for NWC assessments

Table 1: **For Centrelink International Services (CIS) staff.**

Step	Action
1	Customer contacts + Read more ... A customer contacts to test their eligibility under the NWC provisions. If you do not have the customer on the phone, you will need to contact them after the following eligibility checks. Note: in all cases, the s47E(d) must be used. To receive indefinite portability under the NWC provisions, a customer must have 'No future work capacity'. If they are working and reporting employment income it is possible that they will not meet the NWC provisions. They may also not be entitled to DSP. See Commencing or returning to work or self-employment Disability Support Pension (DSP). If the customer is legally blind, earnings is not a factor. See Income and assets tests for blind customers. Complete checks before issuing forms, go to Step 2.
2	Check if the customer is a former resident at planned date of departure + Read more ... On the s47E(d) screen, check the following fields: • s47E(d) • Is the customer a former resident and will they be a former resident on the planned date of departure? • Yes, go to Step 3 • No, go to Step 4
3	Former resident + Read more ... A former resident generally has no portability for 2 years from the date they returned to reside in Australia. A NWC assessment will not override this.

Advise the customer they can undergo a NWC assessment while they are a former resident, however any NWC decision would only apply for departures after the former resident provision has expired.

Does the customer still want to undergo the NWC assessment even though this will not apply while they are former resident?

- **Yes**, [go to Step 4](#)
- **No**, and they are:
 - going to an [agreement country that covers DSP](#), [go to Step 10](#)
 - not going to an agreement country that covers DSP, inform the customer they will not be payable overseas for this departure and run the **s47E(d)** Procedure ends here.
 -

4

Check if customer has already met NWC provisions + Read more ...

Customers who have already had a portability assessment and met the provisions of indefinite portability under the NWC rules do not need a new assessment. The assessment is valid for all future travel while DSP is current.

Check the **s47E(d)** screen > **s47E(d)** field. If **NWC**:

- is not coded, [go to Step 5](#)
- is coded, check the **s47E(d)**

Finalise the s47E(d) , including:

- issuing script-generated XOB101 letter, and
- **DOC** outcome

Procedure ends here.

5 **Check if the customer is manifestly medically eligible for DSP** + Read more ...

If the customer has been granted DSP by meeting one of the current manifest eligibility conditions, they do not need to undergo an NWC JCA assessment as they automatically meet the requirements. There must be a valid code on the s47E(d) screen.

If the customer has one of the following codes in the s47E(d) field on the s47E(d) screen, a JCA is not required:

s47E(d)

If s47E(d) is recorded for a customer who is **DSP/DSB (Blind)**, a NWC assessment is not necessary, however for indefinite portability a SA013 form is required. Send a SA013 form to be completed and returned for assessment. Procedure ends here.

If the s47E(d) field displays a discontinued manifest code s47E(d) or s47E(d) a NWC assessment is required. [Go to Step 9](#).

If the customer:

- **has** a current manifest code on the s47E(d) screen, [go to Step 6](#)
- **does not** have a manifest code on s47E(d) screen, [go to Step 9](#)

6 **Customer is manifestly eligible for DSP** + Read more ...

A decision that the customer is eligible for indefinite portability must be made **before** the customer departs Australia. If the customer contacts after they have departed, and did not contact before departure, they cannot be retrospectively approved for indefinite portability for that departure.

Is the customer advising of a future departure?

- **Yes**, run the s47E(d) This will code s47E(d) on the s47E(d) screen. Code s47E(d) manually on the s47E(d) screen if the script is not available or the customer is a former resident. The customer is entitled to indefinite portability (after the former restriction has expired, if applicable). Procedure ends here
- **No**, [go to Step 7](#)

7

Determine if the manifest customer has contacted prior to departure + Read more ...

A NWC portability assessment is considered to have occurred (and the customer is eligible for indefinite portability) if either of the following happens **before** departure:

- The s47E(d) is run, or
- the customer advises of the departure (normally done online through the Travel Outside Australia Online Service)

Note: currently the Travel Outside Australia Online Service is not advising manifest DSP customers to contact CIS. This means the NWC coding may not have occurred. If departure details were given through the online service and payment has suspended, staff must code the NWC details and restore payment.

Did the customer advise of their departure **before** the departure?

- **Yes**, the customer is entitled to indefinite portability (after any applicable former resident restriction has expired):
 - code s47E(d) on the s47E(d) screen from the date the customer departed Australia. The customer is entitled to indefinite portability.
 - On the s47E(d) screen, confirm if proportional savings apply and update the s47E(d) screen if required. Procedure ends here
- **No**, [go to Step 8](#)

8

Manifest customer contacts after departure + Read more ...

If a customer only contacts the agency **after** they have departed Australia (including when they have returned to Australia), tell them they:

- are not eligible for indefinite portability for that departure
- need to contact when they have returned to Australia in order to be assessed for indefinite portability for future travel

Staff **must**:

- run the **s47E(d)** with the historical departure details. **Notes:**
s47E(d)

- annotate the **s47E(d)** **DOC** to state: **s47E(d)**

If payment is cancelled the customer can:

- reclaim DSP when they return to Australia, or
- claim from overseas if they are in an [agreement country that covers DSP](#)

Is the customer in an agreement country that covers DSP?

- **Yes**, [go to Step 10](#)
- **No**, and they:
 - are still overseas, tell them their payment cannot be restored and/or they cannot apply for payment until they return to Australia. Procedure ends here.
 - have returned to Australia, tell the customer they are not eligible for indefinite portability for the departure, and they need to contact before their next departure in order to be assessed for indefinite portability. If their payment is

suspended, see [Returning To Australia](#) and [Continuation of payment on their return to Australia](#) to determine if their payment can be restored, and restore payment if applicable. Procedure ends here.

9

Check if the customer has left Australia + Read more ...

Generally, a customer must be in Australia to apply for indefinite portability under NWC provisions (and undergo a portability assessment). A customer who is overseas must return to Australia to apply.

A customer who leaves Australia after completing the medical assessment and interview may contact about the assessment outcome. Check **s47E(d)** to provide the customer with the status/outcome.

If the customer is in or travelling to an [agreement country that covers DSP](#), they may be able to have a [severely disabled assessment](#) depending on sufficient medical evidence being available.

Note: if the customer has not undergone a medical assessment in the past 2 years, issue an [AUS109](#) form.

Complete the following checks:

- **s47E(d)** screen to see if the customer has departed from Australia
- **s47E(d)** for severely disabled/NWC documents

Is the customer in Australia?

- **Yes**, [go to Step 11](#)
- **No**, and they are:
 - in an agreement country that covers DSP, [go to Step 10](#)
 - not in an agreement country that covers DSP, tell the customer they cannot be assessed for indefinite portability for this departure, and they need to contact before their next departure in order to be assessed. Run the **s47E(d)**. Procedure ends here.

○

10 **The customer is in an agreement country that covers DSP** + Read more ...

If the customer has departed and travelled to an [agreement country that covers DSP](#), a severely disabled assessment may take place under agreement provisions.

Contact the customer **before** the severely disabled assessment and referral for a JCA (medical review of entitlement) file assessment. [Confirm their presence in the agreement country](#).

Run the s47E(d) and to the question s 47E(d)

s47E(d) select s47E(d) For customer who are former residents, create an s47E(d) by generating a s47E(d) . Use s47E(d) , select s47E(d)

International Disability Officer (IDO) Admin specialist officer?

- **Yes**, process per [Disability Support Pension \(DSP\) severely disabled assessments for International Agreements](#). Procedure ends here.
- **No**, the script or s47E(d) will generate an s47E(d) for allocation to IDO Admin skilled staff. Procedure ends here.

11 **Confirm customer wants to proceed with NWC assessment** + Read more ...

Ask the customer the following question:

- s 47E(d)

Tell the customer:

- if they do not return the forms, the assessment cannot proceed
- they must have the JCA before they leave Australia

If customer confirms they want to proceed with NWC assessment:

- run the s47E(d)

- when the question, s 47E(d) presents, select s47E(d)
- where the question does not present (for example, if the customer is a former resident) create an s47E(d) . Use s47E(d) select s47E(d)

IDO Admin specialist officer?

- **Yes**, see [Table 2](#)
- **No**, the script or s47E(d) will generate an s47E(d) for allocation to IDO Admin skilled staff. Procedure ends here

Issue forms for NWC assessment

Table 2: For International Disability Officers (IDO) Admin specialist staff.

Step	Action
1	Issue NWC forms and letter + Read more ... Create an XOB999 letter and use the relevant text. Include AUS142 and AUS222 forms and 2 reply paid envelopes. Note: bilingual forms are available for AUS142 and AUS222. Add customer information to the forms and send with the XOB999 letter. Complete any s47E(d) work items relating to NWC. Go to Step 2.
2	Requesting eMIFE + Read more ... If the customer was granted DSP before June 2010, electronic Medical Information File Envelope (eMIFE) must be requested and scanned to the customer's record. This is needed for a Job Capacity Assessment (JCA) to be completed. Check s47E(d) to see if medical information is already scanned. Is the medical information scanned to the customer's record? • Yes, go to Step 3

	• No: s47E(d) ○ go to Step 3
3	Document the NWC progress in Customer Record + Read more ... In Customer Record, run the s47E(d) and answer all relevant information > s47E(d) Annotate the s47E(d) No more action is required until forms are returned.

Returned forms for NWC assessment

Table 3: For IDO Admin specialist staff.

Step	Action
1	IDO Admin staff presented with s47E(d) Read more ... If the Work Item is: • the return of NWC forms, go to Step 2 • a s47E(d) DOC that has come due, go to Step 7
2	NWC forms have been returned + Read more ... Check AUS142 and AUS222 for completeness.

Note: for AUS222, Section B Q14 must include the professional qualifications (which may be stamped) and be signed and dated by a treating medical professional.

The NWC assessment cannot continue until a completed AUS222 is received. The NWC assessment **can** continue without a AUS142.

Check **Documents** to make sure all medical and other relevant information has been scanned and added to the electronic MIFE (eMIFE). If the eMIFE information is:

- **Scanned incorrectly**, the documents will need to be separated or reclassified. See [Table 1 > Step 7](#) in Scanning Centrelink medical/sensitive documents using an MFD
- **Incomplete**, the information may not have been added to the record yet. Check the s47E(d) in Customer First

Are both the AUS142 and AUS222 forms fully complete?

- **Yes**, [go to Step 3](#)
- **No**, and the customer has returned:
 - **only the AUS142**, record the details on a **DOC**. Complete all s47E(d) work items within skill set. Procedure ends here until AUS222 is received
 - **only the AUS222**, if both Sections A and B are complete, the assessment can proceed. [Go to Step 3](#)
 - **an incomplete AUS222**, a completed Section B is the minimum requirement for a JCA referral. Call the customer and tell them which missing sections of the form they need to complete. If they do not have a copy of the form, or they cannot be contacted by phone, highlight the missing sections, and return the incomplete AUS222 to the customer. Include a Q999 letter advising them these need to be completed and returned for the assessment to proceed. Record details on a **DOC** using s47E(d) selecting the applicable option. Procedure ends here until AUS222 is received

3

Check for manifest eligibility + Read more ...

Check the AUS222 form > Section B > Questions 2 and 3 about the customer's current medical conditions.

To be considered manifestly medically eligible, Q2 must be answered 'Yes' and Q3 must confirm life expectancy is less than 24 months.

Do the forms indicate the customer is manifestly medically eligible?

- **Yes**, [go to Step 4](#)
- **No**, [go to Step 5](#)

4

Forms indicate customer is manifestly medically eligible + Read more ...

If the scanned forms have s47E(d) classification, change to s47E(d) or s47E(d)

In Customer Record, rerun the s47E(d) and select the option that customer has a manifest condition.

Annotate the s47E(d) **DOC** to state:

- forms have been returned
- forms have been checked for completeness, and
- s47E(d) has been checked and scans show correct classification

Leave the s47E(d) **DOC** open. s47E(d)

Complete all other s47E(d) work items within skill set and close all scanned images that relate to the NWC assessment.

The s47E(d) **DOC** will allocate to the IDOs for manifest assessment.

Procedure ends here.

5

Forms indicate customer is not manifestly medically eligible + Read more ...

Check recent travel on the **s47E(d)** screen
and refresh the **s47E(d)** on the **s47E(d)**
screen if required.

Is the customer in Australia?

- **Yes:**

- in Customer Record, rerun the **s47E(d)**
- select the forms that have been returned. Make sure the forms do not indicate that medical conditions are manifest > **s47E(d)**
- at the end of the script, when prompted to refer the customer for a JCA, select **s47E(d)**
- place the open **s47E(d)** **DOC** on hold for 6 weeks
- complete all **s47E(d)** work items within skill set and close all scanned images that relate to the NWC assessment
- [go to Step 6](#)

- **No:**

- the customer cannot be referred for a JCA and cannot continue the NWC assessment at this time
- [create a Q999 letter](#) and [use the relevant text](#)
- annotate the **s47E(d)** **DOC** stating the customer is not in Australia and that JCA appointment will not be booked until the customer returns to Australia **and** contacts to advise they would like to continue with the NWC assessment. Close the current **s47E(d)** **DOC**. A new **s47E(d)** **DOC** will be run if the customer returns to Australia and requests to undergo the NWC assessment process
- complete all **s47E(d)** work items within skill set and close all scanned images that relate to the NWC assessment
- procedure ends here

Requests for a JCA must be made using the s47E(d)
in Customer Record. In the following fields:

s47E(d)

- for the question 'Has the customer resided in Australia for 10 years or do they have a Qualifying Residence Exemption (QRE)?', select s47E(d)
- in the s47E(d) field:

s47E(d)

s47E(d)

A **DOC** will be created requesting Assessment Services arrange a JCA. Assessment Services are also responsible for rescheduling all JCA appointments.

Note: if the customer has left Australia after the referral was made, Assessment Services Triage will advise CIS by s47E(d) that no JCA appointment will be made. [Create a Q999 letter](#) and [use the relevant text](#). Annotate the s47E(d) **DOC** stating that the customer is not in Australia and that JCA appointment will not be booked until customer returns to Australia **and** contacts to advise they would like to continue with the NWC assessment. Close the current s47E(d) **DOC**. A new s47E(d) **DOC** will be run if the customer returns to Australia and requests to undergo the NWC assessment process.

When the JCA report is returned it will be referred to the IDOs for actioning. Procedure ends here.

7

Check progress of JCA report + Read more ...

When the s47E(d) **DOC** comes due, check the s47E(d) screen for a started s47E(d) activity. This is a JCA report that has been submitted or finalised.

Is there a started s47E(d) activity on the s47E(d) screen?

- **Yes,**
 - With activity text s 47E(d) ; [go to Step 8](#)
 - With activity text s 47E(d) ; [go to Step 9](#)
- **No,** there is no s47E(d) activity, [go to Step 10](#)

8

JCA report submitted for assessment + Read more ...

If the JCA report has been returned and submitted for assessment:

- annotate the s47E(d) **DOC** stating the date the JCA report has been submitted and that it is awaiting IDO assessment
- close the s47E(d) **DOC**

The submitted JCA report will be allocated to an IDO for assessment.
Procedure ends here.

9

JCA report finalised as Unable to Complete + Read more ...

If the customer does not attend the JCA appointment, the assessor will return the report as Unable to Complete (**UTC**). If the JCA has been finalised for this reason:

- in Process Direct, select 's47E(d)' or '**Employment** s47E(d)' from the s47E(d), and review any notes from the Job Capacity Assessor as to why the report could not be completed
- annotate the s47E(d) **DOC** as s47E(d)
- close the s47E(d) **DOC**
- select the JCA report from the s47E(d) screen and go to the s47E(d) screen to finalise the activity in the referral system

No further action will be taken until the customer contacts and requests a new appointment. Procedure ends here.

10

JCA report not returned after 6 weeks + Read more ...

If the JCA report has not been returned after 6 weeks, follow up the progress of the JCA report:

- send an email to Assessment Services requesting progress of the JCA report, see the [Resources](#) page for Contact Details.
- annotate the s47E(d) **DOC** stating a follow up email has been sent to Assessment Services and we are waiting for their response
- place the **DOC** on hold for 3 working days

When a response is received from Assessment Services:

- annotate the s47E(d) **DOC** with the reason advised for the delay and the expected completion date
- place the **DOC** on hold until 3 working days after the expected completion date

If Assessment Services advise the reason is anything other than a delay in the completion of the report (for example, the JCA referral was missing information), email the CIS Helpdesk who will refer to the IDOs for help. See the [Resources](#) page for Contact Details.

Check report and finalise portability decision

Table 4: For IDOs.

Step	Action
1	View the JCA report + Read more ... When a report is received via Workload Manager, select the relevant ESAt/JCA report. Alternatively, in Customer First on the customer's home page: • select s47E(d) menu > s47E(d) to access the JCA report • select s47E(d) to view and enable s47E(d) or s47E(d) options Print the JCA report before accepting. The s47E(d) screen can also be accessed by selecting the started s47E(d) activity on the s47E(d) screen. Note: s47E(d) CIS IDOs can only accept JCA reports for referral reasons s47E(d) and s47E(d)

2

Check that the report is complete and consistent + Read more ...

Check the report to make sure it has been completed with sufficient information to determine income support eligibility and/or portability specific criteria have been assessed correctly. [Action the JCA report](#) appropriately.

Note: s47E(d)

3

CIS IDO to action the JCA report + Read more ...

Check the JCA report and determine whether to:

- accept, or
- return (reject)

Is the report being returned?

- **Yes**, see [Step 4 in Inconsistencies in a Job Capacity Assessment \(JCA\) report](#)
- **No**, [go to Step 4](#)

4

CIS IDO accepts JCA report + Read more ...

The IDO will phone the customer with the outcome of the NWC assessment. If the customer has a departure date, the IDO will run the s47E(d) to issue an XOB101 letter.

Check the following screens:

- s47E(d) screen. Make sure the date in the s47E(d) field matches the date of assessment for the JCA report
- s47E(d) screen. Make sure the date in both the s47E(d) fields for the s47E(d) and s47E(d) fields, match the date of assessment for the JCA report

If the customer is assessed as meeting NWC criteria and has left Australia after the JCA assessment and before the acceptance of the report, correct

the dates on ^{s47E(d)} and ^{s47E(d)} screens to the date immediately before the departure. Otherwise, the NWC assessment will not take effect.

5 **No Future Work Capacity** + Read more ...

The **DSP Portability** section of the JCA report is only created when:

- the customer is assessed as having a 'severe impairment', and
- Diagnosed, Reasonably Treated and Stabilised (DTS) work capacity is in the 0-7 hours per week bandwidth

Is the customer assessed as meeting the eligibility criteria for **indefinite portability** (a severe impairment and nil work capacity)?

- **Yes**, [go to Step 8](#)
- **No**, [go to Step 6](#)

6 **DSP qualification criteria** + Read more ...

Does the customer meet the qualification criteria for DSP after assessment?

- **Yes**, [go to Step 7](#)
- **No**, see [Cancellation of Disability Support Pension \(DSP\)](#). Procedure ends here

7 **Ineligible for indefinite portability** + Read more ...

Customer is not eligible for indefinite portability under the '[No future work capacity' portability provisions](#).

However, if they are going to an [agreement country that covers DSP](#) and are assessed as severely disabled, they may be eligible for long term payment.

Is the customer travelling to an agreement country that covers DSP?

- **Yes**, see [Disability Support Pension \(DSP\) severely disabled assessments for International Agreements](#). Procedure ends here
- **No**, [go to Step 9](#)

8 **Eligible for indefinite portability** + Read more ...

The customer is assessed as eligible for indefinite portability under the ['No future work capacity' portability provisions](#).

On the s47E(d) screen, or if the customer has already departed Australia, the s47E(d) screen:

s47E(d)

If the Continuing Inability to Work (**CITW**) or permanent blindness occurred while the customer:

- was an Australian resident:

s47E(d)

- was **not** an Australian resident:

s47E(d)

If the customer is assessed as meeting NWC criteria and has left Australia after the JCA assessment and before the acceptance of the report, correct the dates on the s47E(d) and s47E(d) screens to a date immediately before the departure. Otherwise, the NWC assessment will not take effect.

[Go to Step 9.](#)

9

Finalise decision + Read more ...

When the NWC assessment has been completed, the IDO will:

- phone the customer with the outcome of the NWC assessment. If unable to speak to the customer, [create a Q999 letter](#) and [use the relevant text](#). **Do not** issue a letter advising the customer will be payable outside Australia if their DSP is subject to former resident restrictions.

- if the customer has a date of departure, the IDO will run the **s47E(d)** to issue a XOB101 letter. If the customer does not have a date of departure, a letter will not be issued until the customer advises of a departure date
- run the **s47E(d)** **DOC** in the **s47E(d)** and record the details of the decision, including:
 - the assessment outcome in relation to the portability specific medical criteria
 - if the customer is considered to be manifestly eligible for DSP
 - if the customer's condition occurred while a resident of Australia or not, and
 - how this decision was made
 - refer back to CIS if portability follow up action is required, using **s47E(d)**

If the script is not available, see [DSP customer going overseas](#).

References

Historical Version valid from 3/09/2025 11:48 am to 13/04/2026 2:05 pm

Policy

[Social Security Guide 7.1 Portability of payments outside Australia](#)

[Social Security Guide 7.1.2 Unlimited portability](#)

[Social Security Guide 7.1.3 Limited portability](#)

[Social Security Guide 7.1.4 Portability Extensions](#)

[Social Security Guide 7.2.3 Portability determinations and date of effect](#)

[Social Security Guide 7.1.1 Portability table \(summary of payment rules\)](#)

[Social Security Guide 7.1.8 Portability definitions](#)

Legislation

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

[Social Security Act 1991](#)

- Part 4.2, Division 1, Preliminary
- section 1218AAA, Unlimited portability period for disability support pension - severely impaired disability support pensioner

Resources

Historical Version valid from 3/09/2025 11:48 am to 13/04/2026 2:05 pm

Q999 letters for 'No future work capacity' (NWC)

[NWC departed](#)

[NWC pre-departure](#)

[Agreement forms issued](#)

[NWC approved - please phone](#)

Forms

[Treating Doctor's Report - outside Australia \(AUS109\)](#)

[Work Capacity - Customer Information \(AUS142\)](#)

[Certification of Location in a country with which Australia has a Social Security Agreement \(AUS172\)](#)

[Medical Report Disability Support Pension Review for portability \(AUS222\)](#)

[Request for Ophthalmologist/Optometrists Report \(SA013\)](#)

Contact Details

[Assessment Services](#)

[Centrelink International Services \(CIS\)](#)

Services Australia website

[Travelling overseas with PBS medicine](#)

Intranet links

[Assessment Services](#)

s47E(d)

> search Create, Transfer or Retrieve a Corporate File



ESSENTIALS TO JCA REPORT WRITING

DSP Portability Review and Foreign Pension

2025

CHILD SUPPORT & TAILORED SERVICES DIVISION | ASSESSMENT
SERVICES BRANCH

Contents

Executive Summary 3

References Tab 4

Medical Conditions Tab.....5

Impairment Tab.....6

Work Capacity Tab 7

Recommendations and Summary Tab 8

Preparing for a JCA 9

Other Report Considerations.....10

References 12

Executive Summary

The purpose of this guide is to assist assessors to identify the key elements required for a DSP Portability Review report to be completed in line with Branch expectations and the Social Security Guide.

Key points for assessor's guidance are:

- **Decision making and reports are grounded in legislative requirements.**
- **Justify your decision making.**
- **A succinct report is best.**
- **Use language that is clear and makes the report easy to read, keeping in mind that the audience includes Service Officers discussing outcomes with customers.**
- **Each report will be tailored to each customer's unique circumstances.**

A report that has been completed in line with Branch expectations and the Social Security Guide demonstrates:

Medical Conditions – The decision making is clear in assigning a temporary or permanent status to the medical condition, and where relevant, this includes whether the condition is diagnosed, reasonably treated and stabilised (DTS) or not DTS.

Impairment Rating – The decision making is clear in selection of the table, and assignment of a rating to reflect the functional impairment. Information from medical evidence, assessor observation, and client report, and where required, consultation with CA and/or THP was appropriately reflected in the report.

Work Capacity – The decision making is clear in assigning the recommended bandwidth(s) in accordance with medical evidence, functional impacts and work history.

The assessor must ensure that medical eligibility recommendations are evidence based and consistent with professional best practice, and that recommendations are appropriately justified. Assessors will include all necessary information and will clarify information with THPs where appropriate. Information required will vary dependent on individual customer circumstances.

The below sections will assist assessors in ensuring reports meet consistency of report writing standards.

References Tab

- At least **one** reference needs to be created and linked for each condition.
- For every conversation with a THP the outcome of the discussion must be fully captured either in a scanned SA463 or in the JCA report as a reference which includes the THP name, discipline and date contacted. This should be referenced as a 'Discussion' and all details of the conversation reported – DO NOT WRITE "Refer to JCA".
- If using, ensure a separate SA463 is completed for each successful contact made with a THP.

Medical Conditions Tab

An outline of the following:

- Decision making is clear in assigning a temporary or permanent status to the medical condition, and where relevant, this includes whether the condition is diagnosed, reasonably treated and stabilised (DTS) or not DTS.
- Diagnosed: A clear outline of the diagnosis, referencing the evidence used and whether the condition meets the requirements to be considered diagnosed ([Federal Register of Legislation - Social Security \(Tables for the Assessment of Work-related Impairment for Disability Support Pension\) Determination 2023](#))
- Treated: A succinct statement describing the treatments provided according to the medical evidence, focusing on whether the treatment outlined in the evidence is considered reasonable ([Federal Register of Legislation - Social Security \(Tables for the Assessment of Work-related Impairment for Disability Support Pension\) Determination 2023](#)).
- Stabilised: A clear outline of the prognosis, particularly over the next five years. Based on the medical evidence, a clear statement should be provided on whether the condition is likely to significantly improve within five years ([Federal Register of Legislation - Social Security \(Tables for the Assessment of Work-related Impairment for Disability Support Pension\) Determination 2023](#)) All medical conditions need to be acknowledged in the JCA report, whether in the Medical Conditions or Assessment Summary sections.
- Client reported conditions with functional impacts can be listed as 'other' in this section.
- Conditions that have been confirmed by the client as having no impact can be included in the Assessment Summary.
- Where a client's diagnosed condition results in no impact, this condition can also be included in the Assessment Summary, however it must be clear there is no functional impact and a zero rating would be assigned.
- It should be clear to the end reader where all information has been obtained through adequate referencing, ie. medical evidence, client report.

Impairment Tab

- *Impairment ratings required for medical eligibility differ depending on the type of International Services JCA referral reason.*
- Using the Add Impairment Criteria function, include the severity related comment from the Impairment Tables into the Functional Impact section. Only include the descriptors that are required to justify the impairment rating applied and delete the descriptors that do not apply.
- Indicate source of evidence (i.e. medical evidence/client report/assessor observation).
- Each individual table contains a set of instructions, in the introduction to the table, and these are to be followed when applying a rating. Assessors can include a summary statement to justify the impairment rating, rather than separately addressing each individual point within a descriptor.
- Assessors can draw on composite evidence from THPs, client report and assessor observation to describe functional impacts and justify the rating ([3.6.3.03 Guidelines to the rules for applying the Impairment Tables - information that must be taken into account in applying the Tables | Social Security Guide \(dss.gov.au\)](#)).
- Assessors can make observations, while recognising these as being ‘point in time’ observations, and in consultation with a CA when outside of their professional discipline. Where assessor observation is included, the assessor must provide details that justify the accuracy of their observations.
- General statements such as ‘*reduced mobility*’ or ‘*difficulty concentrating*’ is not sufficient to justify descriptors. Evidence becomes far more objective and useful when it is more specific to the degree of severity, such as how long a client can perform the activity, how far, how often, how frequently? This information is essential to determine the level of functional impact. This is also important as in most cases, the duration for which an activity can be undertaken is the difference between a 5, 10 and 20 point rating.
- If an impairment is considered as falling between 2 ratings, the lower of the 2 ratings is to be assigned and the higher rating must not be assigned unless ALL the required descriptors for that rating are fully met ([3.6.3.08 Guidelines to the rules for applying the Impairment Tables - assigning an impairment rating | Social Security Guide \(dss.gov.au\)](#)). In these cases, there should be details provided as to why the person does not meet the higher rating by identifying the specific descriptors that are not met.
- Justification should be provided where Table/s selected is not obvious from diagnosis and/or multiple tables are being used for a single medical condition.

Work Capacity Tab

- *Work capacities required in JCA reports to satisfy medical eligibility differ depending on International Services referral reason (i.e. DSP Portability NFWC and Transfer to Agreement for Portability).*
- The decision making is clear in assigning the recommended bandwidth(s) in accordance with medical evidence, functional impacts and work history.
- Where impacts and symptoms of medical conditions are documented elsewhere in the JCA report, a streamlined summary in the work capacity rationale section of the report is sufficient.
- A more detailed justification of work capacity may be required when a total of 20 or more impairment points have been assigned but a CITW is not present or POS is not met.
- Work Capacities should only be reduced for medical conditions. Baseline and with intervention work capacities are only reduced for permanent verified medical conditions.
- *Assessors must include a **thorough** rationale for this in the Portability section of the report. This is to support the delegate if the customer appeals rejection of Portability.*
- If Assessors record 0-7 baseline work capacity and 8-14 with intervention work capacity, there must also be a thorough rationale.
- If a medical exemption has been indicated in the medical evidence and the assessor does not agree with this, justification should be recorded here.
- *CITW criteria required in JCA reports to satisfy CIS requirements differs for DSP Portability NFWC and Transfer to Agreement for Portability Assessments.*

Recommendations and Summary Tab

- It is important to include information not captured anywhere else in report, in the Assessment Summary, including: mode of assessment if different from the referring assessment mode (including if videoconference is changed to phone), conditions with no impacts (as stated in the Medical Condition section), recommended referral information including deferred referrals, unsuccessful contact attempts with a THP (if not included in Medical Condition section), risk assessment, and verbal consent.

Preparing for a JCA

Prior to commencing the Portability JCA, Assessors must read the caveat script and obtain verbal consent from the customer to continue the JCA. If customer chooses NOT to proceed with the JCA, the JCA report must be finalised as 'unable to complete' (UTC).

A JCA for a DSP Portability/Agreement/Foreign Pension Review JCA may result in a different conclusion than the previous DSP assessment. All recommendations must be based on robust medical information.

Existing customers on DSP have previously demonstrated a legal right to DSP. In assessing medical evidence where DSP cancellation is possible, the onus of responsibility is on the **Agency to prove medical ineligibility, not on the customer to prove their continuing medical eligibility**.

- ! The DSP Portability/Agreement/Foreign Pension Review JCA must consider BOTH historical and current medical evidence, which may include medical documents more than two years old. Grant conditions are considered fully diagnosed, treated and stabilised, unless the current medical evidence suggests otherwise.
- ! As with all DSP Reviews where cancellation may be the outcome, these must be based on medical evidence confirming the customer is no longer medically eligible for DSP. The absence of (or limited) medical evidence is not justification for cancellation.

Other Report Considerations

- If you have used the copy function, proofread and make adjustments. Ensure all timeframes and information have been updated to reflect the customer's current circumstances.
- Participation within a Program of Support (POS) **does not apply** to Portability JCA's. ([1.1.A.30 Active participation in a program of support \(POS\) \(DSP\) | Social Security Guide \(dss.gov.au\)](#)).
- Continuing Inability to Work (CITW) is correctly assessed based on available evidence ([3.6.2.150 DSP claimants with less than 10 years qualifying Australian residence | Social Security Guide \(dss.gov.au\)](#)).
- CAs must be used where the primary assessor's qualification/s does not align with the Impairment Table/s which would be used to rate the primary medical condition, regardless of whether the condition is assessed as DTS or not DTS ([1.1.J.20 Job capacity assessor | Social Security Guide \(dss.gov.au\)](#)). Non-psychologist mental health accredited assessors who are able to rate on Table 5, should include a statement to the Assessment Summary acknowledging their accreditation as this is not included as part of the professional discipline field in the 'Assessment Details' tab.
- Employment history is important, including past employment, duration, when they last worked/how many hours and reason for leaving, because this assists with assessment of work capacity.
- Barriers, interventions and support requirements are consistent with possible service streaming and eligibility i.e. assessors need to ensure accuracy and internal consistency.
- If unable to assign a rating based on the medical evidence, and unable to obtain functional information from THPs, a referral for a specialist assessment may be considered for ratings on Tables 2, 3, 4, 5, 6, 7 and/or 9. If a specialist assessment was recommended or considered, however not undertaken, this should be reflected in the report.
- Correct process for vulnerable customer has occurred ('[Diagnosis of a medical condition provided by an Assessment Services Psychologist for DSP' - OB 008-03030020](#)).
- 'Will be prejudicial to health' should be selected when details contained within the JCA report and/or medical evidence clearly indicates that direct release to the client would be prejudicial.
- Information regarding the below dot points should NOT be included in the report:
 - Inappropriate details concerning personal trauma/torture

Essentials to JCA Report Writing – DSP Portability Review and Foreign Pension

- Inappropriate details concerning criminal convictions
- Disparaging comments about previous ESAT/JCA/MAT report/AAT/HPAU reports
- Guidelines for customer attendance and report completion for DNA differs depending on the DSP Review Type.

References

[3.6.3.03 Guidelines to the rules for applying the Impairment Tables - information that must be taken into account in applying the Tables | Social Security Guide \(dss.gov.au\)](#)

[Using the Social Security Guide | Social Security Guide \(dss.gov.au\)](#)

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DSP Portability Reviews, Agreement Country reviews and Foreign Pensions

CIS Referral Type	Explanation	Impairment Rating Required for Eligibility	Work Capacity Required for Eligibility	CITW Criteria	Mode of Assessment	DNA Process
Indefinite Portability with No future Work Capacity (NFWC). Portability Specific Medical review (DSPMR)	DSP recipient voluntarily request Services Australia to consider indefinite portability.	20 points on one table	Capable of less than 2hrs per week within the next 5yrs.	Assessor must indicate date from which the CITW criteria was first met. Note: CITW date determines whether proportional or non proportional rate of DSP is paid	Unless Manifestly medically eligible- JCA must be Phone whilst the customer is inside AUS (unless negotiated by International Services)	If customer DNA's 1st scheduled appt: check ^{s47E(d)} - If customer still in Australia, schedule 2nd appointment at least 5 days working days in advance - If customer doesn't attend 2nd scheduled appt UTC the report and DNA appt (ASNAT). If customer has left Australia for an Agreement Country - Complete as a FILE <i>Portability JCA will need to be UTC'd and rebooked with referral reason "DSP Medical review of Entitlement"</i>

CIS Referral Type	Explanation	Impairment Rating Required for Eligibility	Work Capacity Required for Eligibility	CITW Criteria	Mode of Assessment	DNA Process
						If customer has left for a non agreement country UTC the report Job Capacity Assessments (JCA) (dept.local)
Transfer to International Agreement Portability	DSP Voluntarily requests Services Australia consider DSP under an International Agreement NB: NFWC is considered first	20 points or more in TOTAL	Must have baseline and with intervention work capacity less than 8hrs per week	Assessors must indicate date from which the CITW criteria was first met. NB: NZ Agreement Only: Assessors must also indicate date from which severely disabled criteria was first met, <u>If different from date they first met CITW</u>	JCA can be FILE assessment (inside or outside of Australia) if sufficient medical evidence is available OR can be obtained.	If customer DNA's 1 st scheduled appt: check ^{s47E(d)} - If customer still in Australia, schedule 2nd appointment at least 5 days working days in advance - If customer doesn't attend 2nd scheduled appt UTC the report and DNA appt (ASNAT). If customer has left the country, complete as FILE JCA if evidence available. - If there is insufficient evidence UTC the report.

CIS Referral Type	Explanation	Impairment Rating Required for Eligibility	Work Capacity Required for Eligibility	CITW Criteria	Mode of Assessment	DNA Process
Foreign Pension Review	DSP receipt who may be eligible for an overseas pension	20 points or more in TOTAL	Must have a baseline and with intervention work capacity of less than 8hrs per week	Where did the Severe impairment occurred	JCA can be file if sufficient medical evidence can be obtained or is available	If customer DNA's 1st scheduled appt, schedule 2nd appointment at least 5 days working days in advance If customer doesn't attend 2nd scheduled appt complete as FILE JCA If there is insufficient evidence UTC the report.

Important Notes:

- POS does NOT apply for DSP Reviews
- For DSP Portability JCA's, Assessors can assign 0-7/0-7 and still not approve portability if they think the customer can work 3-7hrs per week. The Assessor must include a through rationale for this in the report (this is to support the delegate if the customer appeals rejection of Portability)
- If assessors record 0-7 baseline and 8-14 with intervention work capacity, there must be a through rationale.



Australian Government



Services
Australia

ASSESSMENTS FOR INTERNATIONAL SERVICES

CHILD SUPPORT & TAILORED SERVICES DIVISION | ASSESSMENT SERVICES BRANCH

About

Portability and Foreign Pension Review Fundamentals

Portability Assessments

International Agreement Assessments

Conducting the Assessment

Foreign Pension Reviews

Quality Checks, Support & Resources

Next Steps

INTERNATIONAL SERVICES ASSESSMENTS – OVERVIEW

Who are we?

We are a virtual team of Assessors supported by ^{s47E(d)} and coordinated by DAS Assistant Director. We undertake DSP Portability and Foreign Pension Reviews for customers requesting portability of payments to other countries or who are seeking payments from other countries.

What do we do?

Portability Assessments – Current DSP customers require a medical review to determine if DSP can be paid outside Australia for an unlimited period or through an International Agreement.

Foreign Pension Reviews – A current DSP customer has been asked to claim an entitlement to a Pension from another country under a Social Security Agreement. A JCA is required to confirm the customer meets “severely disabled” criteria to screen medical eligibility for the Agreement Country.

Portability Assessment Fundamentals

Customers in receipt of DSP have already demonstrated a *legal entitlement* to DSP.

Onus of responsibility is on the **Agency** to prove the customer is no longer eligible, NOT on the customer to prove they remain eligible.

Medical conditions considered DRTS at DSP grant remain DRTS *unless the current medical evidence indicates otherwise.*

DSP cannot be cancelled due to the absence or lack of medical evidence.

Where there is insufficient medical evidence available for a robust JCA assessment, the report can be cancelled and UTC'd

Clarification of medical evidence should occur wherever an Assessor requires additional information to justify/support their recommendation.

Assessors to consult the DAS AD prior to submitting the report recommending medical ineligibility.

Portability Medical Review - No Future Work Capacity (NFWC)

Assessments relate to customer requests to seek portability of DSP for greater than 4 weeks in a 12 month period and NFWC exists.

Applications must be made prior to leaving the country.

CIS will request a JCA even if customer has a current and valid JCA, *because of the more stringent CITW provisions*.

CIS Portability Referrals present to ASNAT in WLM.

JCA Requirements

Must be “severely disabled” (20 pts on one table) and have baseline and with intervention work capacity of 2 hours or less within the next 5 years.

CITW: Assessors must indicate when and where CITW was first met.

Note: CITW date determines whether proportional or non proportional rate of DSP is paid

Mode of Assessment: Unless manifest, mode is by phone. File assessment ONLY by agreement with CIS via the DAS AD.

DNA Process for Portability Medical Review (No Future Work Capacity)

If customer DNA's 1st scheduled appt: check ^{s47E(d)}.

If customer still in Australia, schedule 2nd appointment at least **5 working days** in advance.

If customer doesn't attend 2nd scheduled appt UTC the report and DNA appt (ASNAT).

If customer has left for non agreement UTC the report

If customer has left Australia for an Agreement Country

Agreement country that covers DSP

Complete as a FILE

***Portability JCA will need to be UTC'd and rebooked with referral reason
"DSP Medical review of Entitlement"***

DSP Portability paid under International Agreements

Customers can apply for portability to be paid under Agreements with other Countries (most commonly NZ, USA). These agreements allow customers to continue to receive payment when they move between countries.

Australia does not have agreements with all countries - [Agreement country that covers DSP](#)

These JCA's are booked as a **Medical Review of Entitlement**

Requirements for JCA:

Must be “severely disabled” (20 pts or more in total) and have baseline and with intervention work capacity less than 8 hrs per week.

CITW - Assessor must indicate date from which the CITW criteria was first met (when and where).

For NZ Agreements ONLY, Assessors must indicate date from which Severely Disabled criteria was first met.

Mode of Assessment – Phone. However JCA can be FILE assessment (inside or outside of Australia) with prior agreement from DAS AD/CIS



Conducting the Portability Assessment

Prior to Commencing

s 47E(d)

Customers applying for portability of their DSP are informed of the consequences of undertaking a medical review of their payment

Prior to commencing the JCA, Assessors must read the caveat script and obtain verbal consent from the customer to continue the JCA

If the customer chooses NOT to proceed with the JCA, the JCA report must be finalised as 'unable to complete' (UTC).

Check JCA booked correctly, including referral type, mode of assessment and residency populating correctly in report

A FILE Assessment can only be undertaken in limited circumstances

Manifest customers do not require a Portability JCA

Contact DAS AD if there is a quality issue identified in the original JCA

Prepare, prepare, prepare

Review current & historical medical evidence, work history, when condition arose, when residency commenced

Decision Making



- Assessments are high risk for the Customer and the Agency
- The JCA must consider BOTH historical and current medical evidence
- Assess current medical evidence against:
 - i. DRTS of grant condition
 - ii. If grant condition not DRTS – is there evidence indicating DSP medical eligibility for an alternate condition?
- If the assessor does not have sufficient information to determine the customer is medically eligible, then report can be UTC'd
- As with all DSP Reviews where cancellation may be the outcome, these must be based on robust medical evidence confirming the customer is no longer medically eligible for DSP.
- POS does NOT apply for DSP Reviews

The importance of Work Capacity

Main difference is that we are considering work capacity within the next 5 years.

With our assessments, we are considering:

Is their work capacity in the next 5 years <2 hours per week?

Rationale example:

s47E(d)

Even if the answer is No, we need those questions addressed with a thorough rationale/explanation as to why not, as that is central to the reason their request/claim is being declined.

Continuing Inability to Work (CITW): Things to consider

If they have a CITW, when and where did it occur?

SCREEN	WHY?
s47E(d)	To check if the customer was in the country at the time of claim
	For citizenship and or VISA details
	To check period of residence
	Travel outside of Australia
	To confirm 10 yrs qualifying residence

Things to consider:

- Whether the person had a CITW when they arrived in Australia,
- The nature and severity of the person's impairment
- Whether there has been an improvement or deterioration
- Work history before and after arrival
- Whether the type of work performed exists at award wages in the Australian labour market, AND
- Whether the person had the skills or physical ability to perform work.
- For NZ Agreement Assessors must indicate date from which severely disabled criteria was met.

Foreign Pension Medical Reviews

Services Australia are responsible for assisting customers to claim and maintain foreign pensions. A customer may claim and continue to receive payment from an Agreement Country, the most common type of pension is an 'invalid' pension.

A new JCA is required ONLY where there is NOT a current and valid one.

JCA Requirements:

Must be "severely disabled" (20 pts or more in total) and have baseline and with intervention work capacity less than 8 hrs per week within the next 2 years.

JCA can be FILE if sufficient medical evidence is available or can be obtained.

CITW – NZ Agreement: Assessors must indicate date from which severely disabled criteria was first met.

DNA Process - If customer DNA's 1st scheduled appt, schedule 2nd appointment at least 5 days working days in advance

If customer doesn't attend 2nd scheduled appt complete as a FILE JCA

How International Services actions the JCA

Portability medical review reports are received by the International Disability Officers (IDOs)

Reports are checked to ensure DSP Portability specific legislation has been considered and assessments are in accordance with guidelines and the Tables.

Discrepancies and queries are referred back to Assessment Services Branch (ASB) via the DAS Mailbox.

Possible outcomes are:

1. DSP qualification affirmed and customer is qualified for unlimited portability.
2. DSP qualification affirmed but customer is not qualified for unlimited portability due to not having a 'severe impairment' or a work capacity > 2 hpw within the next 5 years.
3. JCA report identifies that the customer is no longer qualified for DSP due to impairment being less than 20 points and/or no longer having a Continuing Inability to Work. DSP is cancelled by the IDO.

Case Study 1

49 year old male born in Libya in 1975

Came to Australia and became an Australian resident in Sept 2003 (aged 28).

Started work as a cleaner Nov 2003.

Myocardial infarction Nov 2011 and diagnosed with diffuse large B-Cell Lymphoma in January 2012.

DSP was granted in June 2012:

20 points on Table 1 for Non-Hodgkins Lymphoma (grant condition)

Ischaemic Heart Disease (IHD) was considered Not FDTs.

0-7 Baseline & With Intervention work capacities and no referral.

Recent Portability Assessment:

IHD with chronic heart failure is now the grant condition, with 20pts on Table 1.

THP contact made.

Work capacities remain at 0-7 hours/week. DES not recommended.

CITW: Arose in Australia in 2011/12 – customer has not worked since his first heart attack.

Case Study 2

65 year old female born in Lebanon in 1959.

Came to Australia in Sept 1977 (aged 18).

Cust reported she started having back problems at age 26/27 (approx. 1985/86).

DSP was granted 16/04/2009 for multiple grant conditions:

10 points on Table 5.2 – Spinal function: thoraco-lumbar-sacral spine for ***Lumbar L4/5 Disc Prolapse with nerve root compression***

10 points on Table 16 - Lower urinary tract for ***Urinary incontinence.***

5 points on Table 5.1 - Spinal function: cervical spine for ***Cervical Spine Arthritis.***

0-7 Baseline & With Intervention work capacities and no referral.

Recent Portability Assessment:

New evidence only verified lumbar discopathy with spinal surgery in 2012.

THP contact was required to confirm impairment rating and future work capacity.

GP indicated only mild functional impact and ability to work 2+ hours/week in the next 5 years.

Baseline 8-14 and With Intervention 15-22, with referral to DES.

CITW: N/A

Quality Checks, Support and Guides

Draft reports will be checked by a 'Buddy' which you can access in the induction chat

Report Writing Guide, Portability Reviews Matrix, CIS s47E(d)

International Services - s47E(d)@servicesaustralia.gov.au

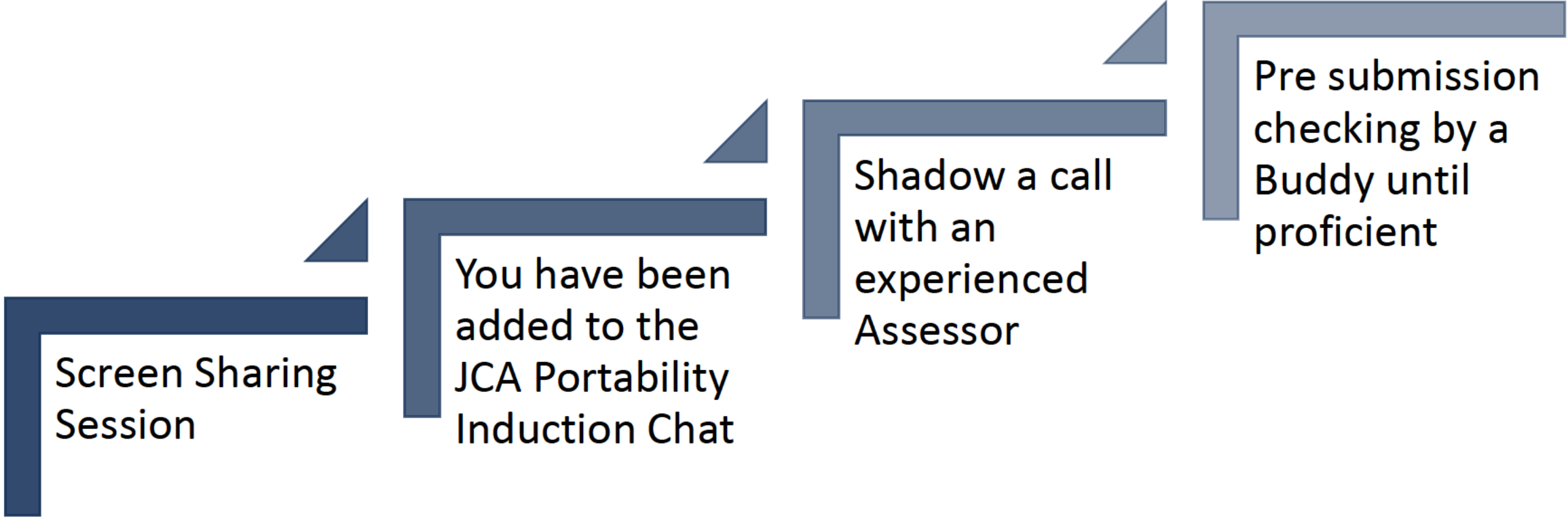
Utilise experienced Assessors or DAS AD in the induction chat

Completion/Outcome – Assessments for International Services attract same completion time as JCA Appeals

CIS info: [International Services](#)

Guide Info: [7.1.2.20 Application of portability rules \(portability table\)](#) | [Social Security Guide](#)

Next Steps



Screen Sharing Session

You have been added to the JCA Portability Induction Chat

Shadow a call with an experienced Assessor

Pre submission checking by a Buddy until proficient



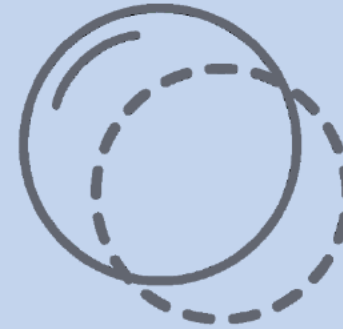
Simple



Helpful



Respectful



Transparent

INTERNATIONAL SERVICES s 47E(d)

TASKCARD

This s 47E(d) is to be used for International Services Portability referrals where the customer has been referred for a Medical Review of Entitlement however the customer has departed Australia since the referral was made.

Assessment Services distinguish between two types of portability referrals received from International Services. The following table distinguishes the two:

JCA TYPE	REFERRAL CODES	RELEVANT OB REFERENCE?	REFERRAL PROCESS	DNA RULES
AGREEMENT PORTABILITY – portability of payments under International agreements	DSPR & DSPRP	061-01090000	CIS run the s 47E(d) Triaged & Booked by Assessment Services	If customer DNA's JCA appt, Assessor can complete via File Assessment, regardless of residency
PORTABILITY MEDICAL REVIEW – no future work capacity	DSPME & DSPMR	008-03120040	CIS run the s 47E(d) Triaged & Booked by Assessment Services	If DSP recipient is outside Australia at the time of CIS referral to AS, Triage to annotate s47E(d) doc, close doc and run s47E(d) fastnote to IS. If customer DNA's booked JCA appt, Assessor must UTC report using agreed scripting in JCA assessment summary

TRIAGE ACTION TO TAKE:

- 1) Review referral details in the ^{s47E(d)} screen.
- 2) Confirm Departure from Australia on the **s47E(d)** Screen– Type ^{s47E(d)} in the ^{s 47E(d)} field.

This screenshot below shows the customer departed the country 7/8/18, however there is no subsequent arrival date.

^{s47E(d)}

The screenshot below shows the customer is currently in Australia.

^{s47E(d)}

- 3) Select the **s 47E(d)** activity and annotate the doc in the ^{s47E(d)} screen with:
s 47E(d)

- 4) Immediately go back into the **s 47E(d)** doc and close/complete the activity

^{s47E(d)}

- 5) Go to s47E(d) and select s47E(d)

s47E(d)

- 6) It will take you to this page, Select s47E(d)

s47E(d)

- 7) Choose s47E(d) :
- Category 1 - select s47E(d)
 - Category 2- select s47E(d)
 - Template- select s47E(d)
 - Click s47E(d)

s47E(d)

- 8) It will take you back to this screen, add Keyword: s47E(d) then select s47E(d)

s47E(d)

- 9) Go back to ^{s47E(d)} screen and check the s47E(d) is displayed and s47E(d) activity is completed.

s47E(d)