

s 22 - irrelevant material



Australian Government Services Australia

Assessing and coding medical certificates for temporary incapacity exemptions 001-22112401

Currently published version valid from 4/08/2026 1:53 AM

Background

s 22 - irrelevant material

This document outlines information to help assess and code medical evidence for determining temporary incapacity exemptions.

Temporary incapacity exemption + Twisty...

Customers claiming or receiving a participation payment may request a temporary incapacity exemption from mutual obligation or participation requirements by submitting a [valid medical certificate](#) to Services Australia.

A temporary incapacity exemption can be granted to customers who receive:

- JobSeeker Payment (JSP)
- Youth Allowance (YA) (job seeker)
- Parenting Payment Single (PPS) with mutual obligations
- Special Benefit (SpB) with mutual obligations

and

- they have an incapacity which makes them unable to work, study or participate in other activities for 8 hours or more per week, and
- the duration of incapacity is temporary, based on the incapacity 'from' and 'to' dates, and is likely to be 24 months or less as advised by the medical practitioner, and
- they lodge a valid medical certificate

Different temporary incapacity exemption rules apply to the following payments:

- [ABSTUDY student or Australian Apprentice](#)
- [Austudy student or Australian Apprentice](#)
- [Disability Support Pension \(DSP\)](#)
- [Farm Household Allowance \(FHA\)](#)
- [Youth Allowance \(YA\) student or Australian Apprentice](#)

Information required to assess a temporary incapacity exemption + Twisty...

The customer **must** provide a [valid medical certificate](#). This is required to determine if a temporary incapacity exemption can be granted. Each sighted medical certificate must be assessed on its own merit.

Note: different rules may apply for [DSP](#).

The following information may be provided by the medical practitioner and should be considered, but is not required for a medical certificate to be valid:

- the medical practitioner has indicated the person can participate in other ways to meet their requirements
- there is reason to believe the incapacity has been brought about by the person to avoid meeting their requirements
- the incapacity is wholly or mainly caused by drug and/or alcohol dependency/misuse (exceptions apply - see Drug and/or alcohol dependency/misuse in Background)

The medical practitioner's signature is not required if an online SU683 certificate has been lodged via the HPOS.

Incapacity and functional impact + Twisty...

The medical certificate requires a medical practitioner to provide a specific date range to advise how long the **incapacity** is expected to last. Base the decision to **grant or reject** a temporary incapacity exemption request on the medical practitioner's assessment of the period the customer has a capacity of less than 8 hours per week (via the incapacity **From** and **To** dates on the medical certificate).

The medical certificate may also mention the expected duration of the condition's **functional impact** of the condition including a temporary exacerbation of a permanent condition. This means how the condition, injury or disability affects what the person can do day to day. The duration of the functional impact **does not decide** whether an exemption can be granted.

A temporary incapacity exemption can be granted if all other criteria are met, where the doctor has:

- indicated that the duration of current functional impact of the medical condition is expected to persist for longer than 24 months (via the question 'The duration of the current functional impact of this condition is expected to be (including a temporary exacerbation of a permanent condition)'), **and**
- specified an incapacity period of 24 months or less via the incapacity **From** and **To** dates on the medical certificate

Note: assess each new medical certificate lodged on its own merits to reach a decision on whether to grant or reject any further exemption period.

Different temporary incapacity exemption rules apply to the following payments:

- [ABSTUDY student or Australian Apprentice](#)
- [Austudy student or Australian Apprentice](#)
- [Disability Support Pension \(DSP\)](#)
- [Farm Household Allowance \(FHA\)](#)
- [Youth Allowance \(YA\) student or Australian Apprentice](#)

Employment Services Assessments (ESAts) + Twisty...

Do not use an ESAt or Job Capacity Assessment (JCA) to determine whether a temporary incapacity exemption should be granted or denied.

After a decision has been made to grant or deny a temporary incapacity exemption, consider if an ESAt is required.

For more information about ESAt referrals, see [Determining when an Employment Services Assessment \(ESAt\) is required](#).

Medical certificate indicates Disability Support Payment (DSP) eligibility + Twisty...

A customer lodging a medical certificate is only invited to claim DSP in limited circumstances, including where they are likely to be manifestly medically [eligible](#). Assist the customer to [claim DSP](#) if:

- available medical evidence clearly shows the customer is terminally ill and their life expectancy is less than 2 years
- medical evidence shows the customer has a [List 1](#) condition

- a recommendation to claim DSP is made by an agency health or allied health professional, including the Health Professional Advisory Unit, or as part of an ESAt upgraded to a JCA

If the medical evidence shows the customer has a [List 2](#) condition, additional assessment action to ascertain the prognosis or severity/progression of the condition may be required before medical eligibility for DSP is determined.

A Centrelink Medical Certificate (SU415) or (SU683) completed by the treating doctor can be used as evidence of a terminal illness if the answer to 'Will this result in an average life expectancy of 24 months or less?' is **Yes**.

Only advise a customer to claim DSP if they are likely to meet **all** medical and non-medical criteria for [DSP](#) based on available evidence. **Do not** recommend a claim for DSP based solely on the functional impact duration of their condition being assessed as 'permanent'.

Note: if a JSP/YA customer has lodged a claim for DSP, a claiming DSP exemption may be applied.

See:

- [New Zealand 10 year residence exemption](#), and
- [JobSeeker Payment \(JSP\) and Youth Allowance \(YA\) \(Provisional\)](#)

Expiry of exemption + Twisty...

7 days prior to the temporary incapacity exemption end date, a letter is sent to notify customers:

- the date their exemption is ending
- that to continue getting their payment, they will need to:
 - attend appointments with their employment services provider or Centrelink meet their mutual obligation/participation requirements

An exemption review is automatically generated one day after the temporary incapacity exemption ends.

If further medical evidence has not been provided when the exemption period ends, the customer is required to satisfy requirements to continue receiving payments.

Note: A 7 day end of exemption letter is not issued to JSP and YA job seekers granted a 'Claiming DSP' exemption, as the exemption period will be ended when their DSP claim is granted, rejected or withdrawn. See [JobSeeker Payment \(JSP\) and Youth Allowance \(YA\) \(Provisional\)](#).

Manually end-dating an exemption

A customer may advise they no longer need a temporary incapacity exemption before their current medical certificate has expired. Evidence must be provided from their medical practitioner stating they are now able to work, study or participate in other activities for at least 8 hours per week.

Note: customers can still volunteer to access services with their provider during the period of exemption from mutual obligation requirements.

The customers should discuss voluntary participation with their provider.

Gap in coverage + Twisty...

A temporary incapacity exemption can be extended if the customer lodges a new valid medical certificate within 14 days of the **unfit to** date (the last date of exemption coverage) **and** the Service Officer is satisfied that the person has remained incapacitated for work during that time.

For example, if a customer's **Unfit to** date (Incapacity End Date) was 15 January, and 14 days later (29 January) they lodge a new medical certificate with the same medical condition, a continuous exemption may be applied.

Note: the new **Unfit to** date will require adjustment if the **Unfit from** date is changed to cover a gap and the new exemption period exceeds the maximum period applicable to the customer's payment.

If the medical certificate is lodged more than 14 days after the current exemption **Unfit to** date:

- there is no continuous coverage, and
- the customer is expected to meet/have met their requirements for the non-continuous period, and
- eligibility for a temporary incapacity exemption is assessed from the incapacity start date on the new medical certificate

For example, if a customer's **Unfit to** date (Incapacity End Date) was 15 January, and 15 days later (30 January) they lodge a new medical certificate with the same medical condition, a continuous exemption may **not** be applied.

See the [Resources](#) page for examples.

Serious Illness + Twisty...

A Temp-Incap Serious Illness exemption may be granted for customers who are suffering from a serious illness if the incapacity start date is prior to 1 January 2025.

Job seekers are not eligible for a Temp-Incap Serious Illness exemption if the incapacity start date is 1 January 2025 or later as these customers may access a temporary incapacity exemption of up to 2 years.

JobSeeker Payment (JSP) customers with a job or study to return to + Twisty...

Customers in receipt of JSP who have a temporary incapacity for work or study and have a job or study to return to may be eligible for the temporary incapacity exemption if all other criteria are met.

However, customers in receipt of JSP may be eligible for the 'Rehabilitation' (s 47E(d) exemption if they:

- have a temporary incapacity for work or study, **and**
- have a job or study to return to, **and**
- are undertaking a rehabilitation program

The minimum period of the rehabilitation exemption is 6 weeks starting on the day the person commenced undertaking the rehabilitation program. The maximum period of the rehabilitation exemption is 208 weeks after JSP becomes payable.

Contact with the medical practitioner + Twisty...

It may be appropriate to contact the medical practitioner who issued the medical certificate if:

- information on the medical certificate is incomplete or requires clarification
- there are concerns the customer is experiencing vulnerability, and
 - may have difficulty contacting their medical practitioner to request a new/updated medical certificate, or
 - a decision not to grant an exemption may have a detrimental impact on the customer
- there are valid concerns about the integrity of the information

Clearly document any additional information obtained from the contact on the customer's record, including the medical professional's contact name and number.

Drug and/or alcohol dependency/misuse + Twisty...

Customers are not eligible for an incapacity exemption if:

- their temporary incapacity is wholly or mainly attributed to drug and/or alcohol dependency/misuse, **and**

- Drug and/or alcohol dependency/misuse is listed as the **primary medical condition** on the medical certificate, **unless**:
 - the customer is a Remote Australia Employment Service (RAES) participant (they do not have to be undertaking a drug and/or alcohol rehabilitation program). These customers may be eligible for a temporary incapacity exemption

Where a job seeker (including in receipt of JSP) does **not** have a job or study to return to, staff must **not** use the **s 47E(d)**, even if the job seeker is:

- participating in a drug or alcohol treatment program, or
- in a rehabilitation facility

Services Australia cannot apply a temporary incapacity exemption if a customer is ineligible for the reasons given above. However, a provider may be able to reduce participation requirements when a:

- **Workforce Australia (WFA) participant** is undertaking a residential drug and/or alcohol treatment program. These customers need to discuss this with their provider as they **may be considered as fully meeting** mutual obligation requirements
- **Provider managed Inclusive Employment Australia (IEA) participant** is undertaking a residential drug and/or alcohol treatment program. These customers need to discuss this with their IEA provider as they **may still have** requirements

For further information, see:

- [Exempting a job seeker from mutual obligation requirements due to exceptional circumstances](#)
- [Drug or Alcohol dependency treatment program or intervention as an approved activity](#)

Employment Services + Twisty...

Job seekers are responsible for notifying their provider and/or Services Australia of their current circumstances. To ensure the customer remains engaged with their provider and maximise their employment opportunities, the Workforce Australia provider will consider the job seeker's circumstances to determine if it is more appropriate to:

- adjust their requirements by reviewing or amending their points target, or
- ask for an exemption from mutual obligation requirements

If Services Australia grants a temporary incapacity exemption, the following information becomes available to the provider:

- the type of exemption (temporary incapacity/temporary incapacity - serious illness)
- the date the exemption was granted
- the exemption period (start and end dates)

Services Australia does not advise providers when a decision is made to reject an exemption. However, providers may become aware of the decision where:

- the coding of a medical certificate triggers an update in the Job Seeker Snapshot, or
- latest information is recorded on the [s 47E\(d\)](#) screen, or
- a new [ESAt referral](#) is booked

6 month incapacity exemption letter + Twisty...

Job seekers with a single temporary incapacity exemption coded for **more than 28 weeks** may receive a new **Support available during your exemption** notification ([s 47E\(d\)](#)).

The letter provides information about support available during their exemption period, including the opportunity to **voluntarily** engage with an employment services provider.

Job seekers **do not** need to make contact in response to this letter, unless they are advising of a change of circumstances, which the letter reminds them to do.

Note: this is not a payment review. The related auto-activity (6 month incapacity exemption letter) created on the [s 47E\(d\)](#) screen when the exemption is coded triggers the system to determine whether to issue the letter.

Review and appeal rights + Twisty...

Decisions related to temporary incapacity exemptions are subject to the usual internal and external review and appeal processes. See [First contact about a decision and the internal review process](#).

Service Officer suspects medical certificate may be fraudulent + Twisty...

If the Service Officer is not satisfied with the integrity of the information on the medical certificate, a temporary incapacity exemption should not be granted. **Do not** place the medical certificate on hold.

The [Resources](#) page contains:

- examples of:
 - how to use evidence to determine whether an incapacity is temporary or permanent
 - other evidence used to inform a decision to grant or reject an exemption request
 - how to code a temporary incapacity exemption
- non-applied exemptions codes and reasons, and
- other resources to assist when assessing and coding medical evidence for temporary incapacity exemptions

Related links

[Approved activities for job seekers assessed as having a partial capacity to work \(PCW\)](#)

[Approved mutual obligation requirements for customers assessed as having a temporary reduced work capacity \(TRWC\)](#)

[Assessment Services](#)

[Austudy student or Australian Apprentice becomes incapacitated or impacted by unforeseen or extreme circumstances](#)

[Cancellation at customer's request of JobSeeker Payment \(JSP\) or Youth Allowance \(YA\) \(job seeker\)](#)

[Centrelink Medical Certificate \(SU415 or SU683\)](#)

[Circumstances impacting job seeker compliance](#)

[Claiming JobSeeker Payment \(JSP\)](#)

[Classifying Centrelink digital images](#)

[Customers claiming JobSeeker Payment \(JSP\)/Youth Allowance \(YA\) \(Incapacitated\)](#)

[Determining when an Employment Services Assessment \(ESAt\) is required](#)

[Disability Support Pension \(DSP\) manifest eligibility](#)

[Drug or Alcohol dependency treatment program or intervention as an approved activity](#)

[Eligibility for Disability Support Pension \(DSP\)](#)

[Eligibility and rate impacts for JobSeeker Payment \(JSP\)](#)

[Family and domestic violence](#)

[Health Professional Online Services \(HPOS\)](#)

[How to code and action a manual review](#)

[Job Plans](#)

[JobSeeker Payment \(JSP\) and Youth Allowance \(YA\) \(Provisional\)](#)

[Job seekers with a partial capacity to work or a temporary reduced work capacity](#)

[Finding digital images on Centrelink customer records](#)

[Medical conditions, codes, and terminology](#)

[Mutual obligation requirements exemptions](#)

[Negotiating Job Plans for incapacitated persons](#)

[Payment of ABSTUDY when a student or Australian Apprentice becomes incapacitated](#)

[Pre-screening, exemptions and booking participation interviews for Disability Support Pension \(DSP\) customers](#)

[Processing JobSeeker Payment \(JSP\) claims](#)

[Providing services to customers with disabilities or medical conditions](#)

[Rejecting a claim for JobSeeker Payment \(JSP\) or Youth Allowance \(YA\) \(job seeker\)](#)

[Report suspected fraud and corruption](#)

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

[Viewing Centrelink customers' digital images](#)

[Youth Allowance \(YA\) student or Australian Apprentice becomes incapacitated or impacted by unforeseen or extreme circumstances](#)

Process

This document outlines information to help assess and code medical evidence for determining temporary incapacity exemptions.

On this page:

[Medical certificate lodged in person](#)

[Medical certificate lodged and new claim on record](#)

[Assess the medical certificate](#)

[Code the medical certificate](#)

[Manually end an exemption or reassess an incorrectly coded medical certificate](#)

[Advise outcome and determine follow-up actions](#)

Medical certificate lodged in person

Table 1

Expand table

Step	Description
1	Medical certificate is lodged in person + Read more... If appropriate, help the customer to upload the medical certificate using their online account. Go to Step 2.
2	Medical certificate scanning + Read more... Medical certificates lodged in a service centre must be processed on the day they are lodged. Scan the medical certificate using the Scan to Store option. This will ensure the medical certificate is available to view on the customers record but will not create or allocate a work item for processing. Scan to Store the medical certificate (a work item will not be created) so it is available on the customer's record. See Table 3.

Medical certificate lodged and new claim on record

Table 2

Expand table

Step	Action
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1	Medical certificate lodged as evidence for, or as part of a new claim + Read more... Is the medical certificate being processed now, within the new claim activity? • Yes, go to Step 2 • No, go to Step 3
2	The new claim and medical certificate are being processed now + Read more... The medical certificate must only be actioned manually by a suitably skilled Service Officer within the new claim activity in Process Direct. Do not use the s 47E(d) in Process Direct. Notes: • Coding a medical certificate within a claim may change the start date of the payment. Service Officers must assess the impact of the medical certificate, and the payment start date • Before finalising the claim, confirm the correct payment start date is displaying on the relevant s 47E(d) screen. This is to make sure payments start from the correct qualification date. See Calculating the start day for an incapacitated customer • If the medical certificate is not on the customer's record, scan the medical certificate using the Scan to Store option See Table 3.
3	The new claim and medical certificate are not being processed now + Read more... • Tell the customer (if present) their medical certificate will be assessed as part of their claim, and they will be notified of the outcome

	• Update the s 47E(d) DOC stating a medical certificate has been lodged as part of the new claim and needs to be actioned • If the medical certificate is not on the customer's record, scan the medical certificate using the Scan to Store option • If there is a work item, cancel the s 47E(d) activity in Process Direct s 47E(d) Procedure ends here.
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Assess the medical certificate

For appropriately trained staff.

Table 3

Expand table

Step	Action
1	Review the medical certificate + Read more... For Disability Support Pension (DSP) under 35 customers with participation requirements, see Pre-screening, exemptions and booking participation interviews for Disability Support Pension (DSP) customers.

If the customer has lodged:

- the medical certificate as part of a new claim, see [Table 2](#) before continuing
- a DSP claim, they [do not need to supply future medical certificates](#) for temporary incapacity exemption purposes while their claim is being assessed
- the medical certificate for child care purposes, follow a [different process](#)
- another person's medical certificate to demonstrate caring responsibility, consider [an exemption from mutual obligation requirements](#) or a claim for [Carer Payment \(CP\) and/or Carer Allowance \(CA\)](#)
- a medical certificate and is not receiving or claiming a payment with participation or mutual obligation requirements, do not code a temporary incapacity exemption decision on the [s 47E\(d\)](#) screen

Check the document is a [valid medical certificate](#).

Electronic copies of the medical certificate can be found:
[s 47E\(d\)](#)

Note: medical certificates uploaded by the medical practitioner using the HPOS do not require a signature.

Does the sighted document contain all the required information for a [valid medical certificate](#)?

- **Yes,** [go to Step 3](#)

2

- **No, [go to Step 2](#)**

Incomplete/invalid medical certificate + Read more...

Contact the medical practitioner to seek the missing information if there are concerns the customer is experiencing vulnerability and is having difficulty contacting their medical practitioner to request a new or updated medical certificate. [Go to Step 4.](#)

If contact with the medical practitioner is not required and the certificate was:

- lodged in person:
 - **Scan to Store** the medical certificate
 - return the medical certificate to the customer
 - request the customer gets the medical certificate updated with the outstanding information by their medical practitioner, or provide a new medical certificate
 - complete the questions covering an incomplete medical certificate in the Process Direct **s 47E(d)** workflow (except for Farm Household Allowance (FHA), ABSTUDY/Austudy apprentices)
 - annotate the **Note/DOC** to explain what was incomplete
- lodged online by the customer:
 - complete the questions covering an incomplete medical certificate in the Process Direct **s 47E(d)** workflow (except for FHA and ABSTUDY customers)
 - make a single attempt to contact the customer to advise the outcome. If

	subscribed for SMS messaging, issue a pre-call notification between 8:00am to 8:00 pm using the customer's local time. A single attempt to contact is made by calling every current phone number the agency has for the customer. If unable to contact the customer, call their correspondence nominee (if they have one). See Accepting information from and disclosing information to nominees ○ annotate the Note/DOC to explain what was incomplete When the Process Direct s 47E(d) workflow is used, a letter is automatically sent to the customer advising the medical certificate is incomplete. Procedure ends here.
3	Integrity of medical certificate + Read more... Is there enough information to make a decision with no concerns about the integrity of the medical certificate? • Yes, go to Step 5 • No, go to Step 4
4	Contacting the medical practitioner + Read more... Contact the medical practitioner who issued the medical certificate (one attempt) if: • information on the medical certificate is incomplete or requires clarification • there are valid concerns about the integrity of the information • clarification or further information is required, including when: ○ the customer is experiencing vulnerability and is having difficulty contacting their

medical practitioner to request a new/updated medical certificate, or

- a decision not to grant an exemption may have a detrimental impact on a customer experiencing vulnerability

Note: if the medical practitioner has completed an outdated version of the medical certificate, tell them they can access the SU415 on the agency's website or explain how to order the latest version. An outdated version should still be accepted if it contains all relevant information. For details of how a medical practitioner can order the new form, see [Centrelink Medical Certificate \(SU415 or SU683\)](#).

If contact with the medical practitioner is:

- **successful**, and they advise:
 - they did not issue the certificate or the information is different, [go to Step 9](#)
 - the information is correct, or they are providing further information:
 - record details on a **DOC** including the medical practitioner's name and contact details
 - [go to Step 5](#)
- **unsuccessful:**
 - and a valid medical certificate was lodged:
 - document what was going to be discussed (unless it would be detrimental to the customer), and
 - process the medical certificate as per normal processes
 - [go to Step 5](#)
 - for all other circumstances, [go to Step 9](#)

Does the customer's payment have mutual obligation requirements?

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

6

JobSeeker Payment (JSP), Youth Allowance (YA) (job seeker), and Parenting Payment Single (PPS) or Special Benefit (SpB) with mutual obligation requirements +

Read more...

Determine if the temporary incapacity exemption can be granted.

Based on the medical certificate, an exemption is appropriate if the customer is:

- suffering from a temporary incapacity, illness, or injury and **based on the incapacity 'from' and 'to' dates**, the incapacity is likely to resolve within 24 months, **and**
- currently incapacitated for all work, study, and participation in other activities of at least 8 hours per week (for example, capacity is 0 - 7 hours per week), **and**
- the decision maker is satisfied the incapacity has not been brought about intentionally to gain an exemption, **and**
- the **primary condition** has **not** been attributed to drug and/or alcohol dependency/misuse **unless** the customer is a **Remote Australia Employment Service (RAES) participant** (they do not need to be undertaking a drug and/or alcohol rehabilitation program). RAES participants may be eligible for a temporary incapacity exemption

For non-RAES participants, a **provider** may be able to reduce participation requirements when a:

- **Workforce Australia (WFA) participant** is undertaking a residential drug and/or alcohol treatment program: these customers need to discuss this with their provider as they **may be considered as fully meeting** mutual obligation requirements
- **Provider managed Inclusive Employment Australia (IEA) participant** is undertaking a residential drug and/or alcohol treatment program. These customers need to discuss this with their IEA provider as they **may still have** requirements

Services Australia cannot apply a temporary incapacity exemption if a customer does not meet one or more of the reasons given above.

A temporary incapacity exemption is not appropriate if the medical certificate indicates that:

- the job seeker can work, study, or participate in other activities of at least 8 hours per week
- the incapacity is no longer temporary **based on the incapacity 'from' and 'to' dates**, the incapacity is likely to exceed 24 months, or
- there is another exemption that is more appropriate

Where a job seeker (including in receipt JSP) does not have a job or study to return to, staff must not use the ^{s 47E(d)} even if the job seeker is:

- participating in a drug or alcohol treatment program, or
- in a rehabilitation facility

Note: [Table 6](#) includes appropriate follow-up actions for customers who do not meet temporary incapacity exemption criteria.

[Go to Step 8](#) (terminal illness check).

7	Other payment types + Read more... For payments without mutual obligation requirements, refer to the links below, then go to Step 8. • ABSTUDY student or Australian Apprentice • Austudy student or Australian Apprentice • Disability Support Pension (DSP) • Farm Household Allowance (FHA) • Youth Allowance (YA) student or Australian Apprentice
8	Terminal illness + Read more... If a customer's medical evidence verifies they have a terminal illness, they may be manifestly eligible for Disability Support Pension (DSP). A Centrelink Medical Certificate (SU415) or (SU683) completed by the treating doctor can be used as evidence of a terminal illness if the answer to Will this result in an average life expectancy of 24 months or less is Yes. Assist the customer to claim DSP. If they have a carer, the carer may be eligible for Carer Payment (CP) and/or Carer Allowance (CA). Temporary incapacity exemptions should continue to be assessed where a customer has a terminal illness. See Table 4.
9	Concerns about the medical certificate + Read more... A temporary incapacity exemption can only be granted if the Service Officer is satisfied the medical certificate is authentic. Do not place the medical certificate on hold.

s 47E(d)

If the customer indicates they are or may be at risk of suicide or self-harm, are experiencing [family and domestic violence](#), or may require social work support for other complex needs and vulnerable circumstances, discuss or make a [referral to a social worker](#).

If assistance is required to determine any of the above, discuss with immediate supervisors or escalate using the [Technical Support Model](#).

See [Table 4](#).

Code the medical certificate

Table 4

This table describes the coding of a valid medical certificate. If assistance is required to determine any of the below steps, discuss with immediate supervisors or escalate using the [Technical Support Model](#).

Expand table

Step	Action
1	Review and scan the medical certificate + Read more... All medical certificates lodged in person must be scanned to the customer's file. For Disability Support Pension (DSP) under 35 customers with participation requirements, see Pre-screening, exemptions and booking participation interviews for Disability Support Pension (DSP) customers for coding details. All medical certificates lodged must be processed even if they: • are not valid or complete • will not result in a temporary incapacity exemption being granted This makes sure Services Australia has a record of the certificate to assist with customer complaints and Ministerial enquiries. Medical certificates are processed using the Process Direct s 47E(d) workflow, or manually via the s 47E(d) screen if required (for example, when being processed as part of a new claim, or the payment type is Farm Household Allowance (FHA) or ABSTUDY/Austudy apprentice). Is the medical certificate complete and valid? • Yes, go to Step 2 • No, see Table 3 > Step 2
2	Previous temporary incapacity exemptions + Read more... Make a note of current or previous temporary incapacity exemptions displayed on the s 47E(d)

s 47E(d) screen. This information will determine if overlapping dates or gap provisions apply.

3

Medical conditions + Read more...

Record all medical conditions listed on the medical certificate by selecting the relevant [medical condition codes](#).

If granting a Temp-Incap Serious Illness exemption (non-job seekers only), code the serious illness condition **first** so this is recorded as the primary medical condition.

A maximum of **4** medical conditions can be recorded using the s 47E(d) workflow in Process Direct. Any additional conditions must be recorded manually in Customer First.

s 47E(d)

4	s 47E(d) Permanent or temporary + Read more... Record the duration of the current functional impact for each medical condition as either: • s 47E(d) Permanent (more than 24 months) • s 47E(d) Temporary (less than 13 weeks, or 13 weeks to 24 months): Note: if the doctor has also specified an incapacity period of 24 months or less (via the incapacity From and To dates on the medical certificate), a temporary incapacity exemption may be granted. Do not select the s 47E(d) option. This displays as Recurring in s 47E(d) .
5	Prognosis/functional impact + Read more... An exemption decision is based on the incapacity from and to dates on the medical certificate rather than the prognosis or current functional impact. For example, if the medical practitioner says the condition's functional impact may last longer than 24 months, but the incapacity From and To dates are for 24 months or less. For this example, a temporary incapacity exemption can still be granted if all other criteria are met, see the Resources page. The Process Direct s 47E(d) workflow still presents the question ‘What is the prognosis?’ Record the prognosis of the medical condition from the medical certificate by selecting one of the following: • s 47E(d) Less than 3 months (or if the medical certificate states less than 13 weeks) • s 47E(d) - 3-12 months (or if the medical certificate states 13 weeks up to 24 months)

s 47E(d)

- - 13-24 months

s 47E(d)

- - more than 24 months

If **uncertain** is selected on the medical certificate or functional impact (prognosis) is not mentioned, choose the option that best reflects the length of the medical incapacity period (calculated using the **Unfit from** and **Unfit to** dates) stated on the medical certificate.

If the medical certificate indicates the customer's Life Expectancy is 24 months or less, the customer may be manifestly eligible for Disability Support Pension (DSP). Assist the customer with [claiming DSP](#).

The question **Can this patient do any work, study, or participate in activities of 8 or more hours per week?** is specific to job seekers.

If the customer is a **full-time student or Australian Apprentice** and all specific criteria has been met, select ^{s 47E(d)} in the workflow to grant a temporary incapacity exemption.

6

Event Date + Read more...

The Event Date in:

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

The Event Date is the Unfit to work/study From date, **unless**:

- a previous medical certificate was submitted, but a temporary incapacity exemption was **not granted**, and
- the From and To dates on the new medical certificate are the **same** as the previous medical

certificate (s 47E(d)

), or

- the Unfit to work/study From date is in the future

In these cases, use today's date **unless** the Event Date has already been used, in which case process the activity after today. See the [Resources](#) page for examples.

Note: the Event Date is **not** the Date of Receipt (DOR) unless they are the same day.

7

Date of Receipt (DOR) + Read more...

The Date of Receipt (DOR) is the date the medical certificate was initially received/scanned.

The **DOR** field is auto populated if the s 47E(d) in Process Direct is used.

QOL/QMA

s 47E(d)

See [Quality On Line \(QOL\)](#).

To continue coding, [go to Step 8](#).

8

Future unfit from date + Read more...

To assist with determining if the medical practitioner issued a medical certificate with a future unfit from date, check:

- the date the medical practitioner issued the medical certificate, and
- the unfit from date

A customer **can** be granted a temporary incapacity exemption when the unfit from date is in the future, if the customer is seeking an:

- exemption due to a medical procedure or inpatient treatment, or
- extension to a current temporary incapacity exemption that has not expired yet

Note: there is no specific time limit for accepting future unfit from dates. If the unfit from date raises concerns as to its validity. See [Table 3 > Step 3](#).

If processing a medical certificate with a future unfit from date in Customer First, key the **s 47E(d)** field as today's date.

9

Unfit to work/study from and to dates + Read more...

Unfit from date

There is a **gap** between a previous temporary incapacity exemption and the **Unfit from** date on the medical certificate:

- Use the previous incapacity end date +1 if:
 - the medical certificate was lodged within 14 days of the previous incapacity exemption end date, and
 - the staff member is satisfied the customer has remained incapacitated for work/study during that time (for example, the same medical condition is in both the current and previous medical certificates)

The dates on a new medical certificate **overlap** with a previous temporary incapacity exemption:

- Code the Unfit from date as either:
 - the date displayed on the medical certificate, or

- previous end date + 1

All other cases:

- Code the Unfit from date as the date displayed on the medical certificate

There is no specific time limit for accepting past unfit from dates. If the unfit from date raises concerns as to its validity, see [Table 3 > Step 3](#).

Unfit To date:

The maximum period a temporary incapacity exemption can be coded for depends on the payment the customer is receiving:

- The **Unfit to** date is the end date on the medical certificate, if that date is within 24 months of the start date of the temporary incapacity period noted on the certificate, for the following payments:
 - JobSeeker Payment (JSP)
 - Youth Allowance (YA) (job seeker)
 - Parenting Payment Single (PPS) with mutual obligation requirements
 - Special Benefit (SpB) with mutual obligation requirements

If the **s 47E(d)**

. For example, 24 months for job seekers.

For detailed information about other payment types, see:

- [ABSTUDY student or Australian Apprentice](#)
- [Austudy student or Australian Apprentice](#)
- [Disability Support Pension \(DSP\)](#)
- [Farm Household Allowance \(FHA\)](#)

	• Youth Allowance (YA) student or Australian Apprentice
10	Medical professional information + Read more... Name: the name of the medical practitioner or other health professional (for remote areas only, a community nurse may complete a medical certificate). Assigning Professional: title of the person or authority providing the diagnosis of the medical condition. This defaults to 's 47E(d)' but can be changed. Use s 47E(d) for other options. Telephone Contact: only required if using Customer First. The contact phone number for the assigning professional who provided the medical certificate. Record the area code and phone number, except when recording a mobile phone number. For mobile phone numbers, key the whole number in the s 47E(d) : field and leave s 47E(d) : field blank. s 47E(d) s 47E(d) The number of hours per week (0-50) the assigning professional considers the customer is capable of undertaking.
11	Grant or reject an exemption + Read more... If it is determined the customer is not exempt: • select the appropriate non-exemption reason. See the Resources page for a list of non-exemption reasons. Note: for students/apprentices, the non-exemption reason will not present • annotate the s 47E(d) workflow Note with the reason for not

exempting the customer from mutual obligations/participation requirements

If it is determined the customer is **exempt**, select:

- **s 47E(d)** , or
- **s 47E(d)** (not available for customer who are eligible for exemptions up to 24 months)

Note: Service Officers **must** check to see if the customer has a future appointment booked, including a Quarterly Participation interview (QTI) appointment. Go to the **s 47E(d)** tab **s 47E(d)** screen) in Process Direct to see if any appointments are booked during their period of exemption. Further actions may be required to cancel the appointment as no longer required.

Complete the activity, then consider all follow up actions including customer contact. See [Table 6](#).

Manually end an exemption or reassess an incorrectly coded medical certificate

For appropriately trained staff.

Table 5

Expand table

Step	Action
1	Eligibility for change + Read more... A change may be required for a previously recorded medical certificate if the: • customer notifies they no longer need a temporary incapacity exemption, go to Step 2 • previous medical certificate was incorrectly coded, go to Step 3
2	Manually end exemption + Read more...

To manually end an exemption, new medical evidence stating customer now has an increased capacity (for example, to work or participate for 8 or more hours per week) is required.

Note: customers can still volunteer to access employment services while they have a temporary incapacity exemption in place. The customer should discuss voluntary participation with their provider and can change their decision to participate with an employment services provider at any time whilst exempt. If a customer has a complaint about voluntary participation with a provider, they can lodge a complaint. See the [Resources](#) page for external websites.

Has new medical evidence been provided?

- **Yes**, check if an electronic copy of the evidence is available on the customer's record, [go to Step 4](#)
- **No**, unable to action without new medical evidence, procedure ends here

3

Reassessing an incorrectly coded medical certificate + Read more...

Due to the discretionary nature of incapacity exemption assessments, only Service Officers with a proficiency level of **experienced** should reassess previously coded medical certificates.

This may be required if an error in the incapacity period or the customer's capacity to participate has occurred.

s 47E(d)

s 47E(d)

For coding instructions, [go to Step 4](#).

4

Manual coding instructions + Read more...

s 47E(d)

s 47E(d)

For follow-up actions, see [Table 6](#).

Advise outcome and determine follow-up actions

For appropriately trained staff.

Table 6

Expand table

Step	Action
1	Tell the customer the outcome + Read more... If the assessment is completed without the customer present, whoever completes the transaction, (Service Officer or QMO) must make a single attempt to contact the customer to tell them the outcome. If subscribed, issue a pre-call notification (SMS only) between 8:00 am to 8:00 pm using the customer's local time. A single attempt to contact is made by calling every current phone number the agency has for the customer.

If unable to contact the customer, call their correspondence nominee (if they have one).

See [Accepting information from and disclosing information to nominees](#).

If unable to contact the customer, or nominee if they have one, record details of the contact attempt.

If contact with the customer is successful including where the customer was present, record details of the contact and tell the customer whether the exemption has been granted.

- If the exemption was **granted**:
 - tell the customer when the exemption will end
 - remind the customer of the requirement to notify Services Australia if there is a change in their circumstances
 - tell the customer that if they are still unable to meet their requirements when their exemption ends, they will need to lodge a new medical certificate for assessment of a further temporary incapacity exemption. The new medical certificate should be lodged within 14 days of the initial exemption end date for continuous application of exemption
 - where a future booked appointment is identified including a Quarterly Participation interview (QTI) appointment, tell the customer, based on their period of exemption, they are no longer required to attend the appointment. To cancel the appointment, see [View, reschedule or cancel an appointment in the Centrelink Appointment System](#). Where required, the system will auto book the relevant appointment

	• If the exemption was not granted: ○ explain why and make sure the customer understands the reason ○ remind the customer they must continue to meet their requirements. If they are unable to attend an appointment/activity (for example, due to their illness or injury) they must contact their provider as soon as possible to explain why they cannot attend ○ if the job seeker is Centrelink managed: - make sure their Job Plan reflects their current circumstances, and - negotiate a new Job Plan if required
2	Nominee check + Read more... Discuss with the customer (if appropriate) options for nominee arrangements to support them while they are unwell.
3	Appropriate follow-up actions + Read more... Consider what follow-up actions/referrals are appropriate for the customer's circumstances. More than one may be required, depending on the customer's circumstances. Consider recording a new customer circumstance: Submission of a medical certificate may indicate there are personal circumstances directly impacting the customer's ongoing capacity to comply with their requirements. These customers may require additional support. See Circumstances impacting job seeker compliance. Consider updating the Job Seeker Snapshot: Invite the job seeker to update the Job Seeker Snapshot if they are present in the service centre or on the phone, and:

- the medical evidence reveals a change in their circumstances not previously included in the Job Seeker Snapshot, and
- they have been referred to Workforce Australia

See [Conducting a Job Seeker Snapshot interview](#).

Determine if an Employment Services Assessment (ESAt) request is required:

When a decision is made to grant or reject a customer's request for a temporary incapacity exemption, determine if an ESAt is required to reassess the customer's work capacity. See [Determining when an employment Services Assessment \(ESAt\) is required](#).

Consider if a referral to a social worker is required:

If the customer indicates they are or may be at risk of suicide or self-harm, are experiencing [family and domestic violence](#), or may require social work support for other complex needs and vulnerable circumstances, discuss or make a [referral to a social worker](#).

Consider inviting a claim for Disability Support Pension (DSP):

Only invite customer to claim DSP if there is clear evidence they are likely to meet all [eligibility criteria](#) (this includes where the medical certificate indicates the condition will result in a life expectancy of less than 24 months). It is not appropriate to invite a claim for DSP simply because a customer has a condition with a functional impact of more than 24 months. See [Claiming Disability Support Pension \(DSP\)](#).

Impact of exemption on DSP claims:

If a customer is required to participate in a Program of Support (POS) for DSP claim purposes, any period covered by a temporary incapacity exemption does not count towards POS participation. See [Program of Support \(POS\) requirements for Disability Support Pension \(DSP\)](#).

Additional exemptions when DSP claim already lodged:

A JSP/YA customer who has submitted a DSP claim will usually be granted a 'Claiming DSP exemption' pending determination of their submitted DSP claim, if they:

- have submitted a claim for JSP or YA Provisional, or
- are already in receipt of JSP or YA

A 'Claiming DSP' exemption must **not** be coded for New Zealand Non-protected Special Category Visa holders, as they are not eligible for a 'Claiming DSP' exemption type. Coding of this exemption will cause an automatic rejection or non-restorable cancellation of their 6 month one off period of JSP/YA.

See:

- [JobSeeker Payment \(JSP\) and Youth Allowance \(YA\) \(Provisional\)](#), and
- [New Zealand 10 year residence exemption](#)

Consider if a RapidConnect exemption is required:

When a decision is made to grant a temporary incapacity exemption, staff need to check if the:

s 47E(d)

Job seekers are [RapidConnect exempt](#) where they have a temporary reduced work capacity of 0-8 hours per week.

Provider appointment is required:

To determine if connection/reconnection with employment services is required, [go to Step 4](#).

If none of the above applies, [go to Step 5](#).

	If an incapacity exemption has not been granted, ensure the customer is properly engaged with their mutual obligation requirements. Check the s 47E(d) to check if any actions are required, for example, a referral to an employment services provider is needed. For more information, see Job Seeker Management Activities.
5	Work item activity + Read more... If the medical certificate was processed in: • Process Direct, s 47E(d) • Customer First, s 47E(d) See Table 1 > Step 6 in Interaction Records.

References

Policy

[Social Security Guide 1.1.C.330 Continuing inability to work \(CITW\) \(DSP\)](#)

[Social Security Guide 1.1.T.70 Temporary incapacity for work \(JSP, YA \(job seeker\)\), or full-time study \(YA \(student\)\)](#)

[Social Security Guide 3.1.3 Notification & recipient obligations](#)

[Social Security Guide 3.11 Mutual obligation requirements](#)

[Social Security Guide 3.11.5 Exemptions - overview](#)

[Social Security Guide 3.11.5.10 Temporary incapacity](#)

[Social Security Guide 3.11.5.70 Exemption for person undertaking a rehabilitation program](#)

[Social Security Guide 3.2.1.15 JSP temporary incapacity - work to return to after incapacity ends - definition of work](#)

[Social Security Guide 3.2.2 Who is unemployed for JSP?](#)

[Social Security Guide 3.6.2.20 Manifest grants & rejections for DSP](#)

Legislation

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

- section 40L, Circumstances making it unreasonable etc. to comply with requirements
- section 68, Person receiving social security payment or holding concession card

[Social Security Act 1991](#)

- section 542A, Temporary incapacity exemption
- section 542C, Time limit for temporary incapacity exemptions-maximum exemption period
- part 2.12, division 1 Qualification for and payability of JobSeeker Payment

Resources

Table 1

Item	Description
1	Multiple conditions listed on medical certificate A temporary incapacity exemption may be granted where the customer is temporarily unable to participate due to the impacts of a medical condition, injury, or illness.

Barry has submitted a medical certificate stating:

- Primary condition - Leg fracture
 - Prognosis (duration of functional impact) 3 - 12 months
 - Dates of incapacity - 2 February - 2 August
- Secondary condition - Asthma
 - Prognosis (duration of functional impact) more than 24 months
- Secondary condition - Spinal condition
 - Prognosis (duration of functional impact) more than 24 months

The medical certificate does not indicate Barry is able to work or meet their requirements by undertaking other activities.

The Service Officer assessing Barry's medical certificate:

- determines Barry is temporarily incapacitated for all work of at least 8 hours per week, due to the leg fracture which is expected to be temporary
- records **all** conditions, and
- grants Barry a temporary incapacity exemption

2

Temporary exacerbation of condition

Susan suffers from two medical conditions - asthma and anxiety. Normally, they do not significantly impact their capacity for work. Due to a sudden change in the weather, Susan is experiencing severe symptoms from asthma and is currently in hospital.

Susan's medical certificate contains the following information:

- Primary condition - Asthma
 - Prognosis (duration of functional impact) over 24 months
 - Symptoms - shortness of breath, wheezing, coughing
 - Dates of incapacity - 23 March - 18 May
- Secondary condition - anxiety disorder

	○ Prognosis (duration of functional impact) more than 24 months ○ symptoms - sleep disturbance • Susan is unable to work for the next 8 weeks The medical certificate does not indicate Susan is able to meet their requirements by undertaking other activities. The Service Officer: • determines Susan is temporarily incapacitated for all work of at least 8 hours per week, due to the impacts of asthma • records all conditions as permanent, and • grants Susan a temporary incapacity exemption for 8 weeks
3	Conditions listed on a medical certificate are more than 24 months For the purpose of assessing temporary incapacity exemptions, the relevant duration is the period of incapacity certified by the medical practitioner in the From and To dates on the certificate if all other criteria are met. The response to the medical certificate question regarding the expected duration of the current functional impact of the condition does not determine whether a temporary incapacity exemption may be granted. A temporary incapacity exemption request should not be rejected simply because the current functional impact of the condition(s) listed have been marked as likely to impact for more than 24 months. For example, the medical certificate contains the following information: • Primary condition - Epilepsy ○ Prognosis (duration of functional impact) - more than 24 months ○ Treatment - currently trialling a new treatment regime ○ Dates of incapacity - 1 June - 31 August • Secondary condition - Depression ○ Prognosis (duration of functional impact) - more than 24 months

- Dates of incapacity - N/A

Both conditions are coded as permanent conditions in that they are likely to continue beyond 24 months based on the prognosis/duration of functional impact. **However**, the medical practitioner has noted that due to a new treatment regime the customer has a short period of expected temporary incapacity. Therefore, the customer is eligible for a temporary incapacity exemption for the period the doctor has noted (1 June - 31 August).

4 **Multiple consecutive medical certificates detailing the same temporary incapacity**

There is no limit to the number of temporary incapacity exemptions that can be requested or applied. However, repeated submission of medical certificates with the same or similar temporary incapacity noted may indicate the impact is no longer temporary. For example:

Medical certificate 1 - submitted 6 May

- Primary condition - Leg fracture
- Prognosis (duration of functional impact) - less than 13 weeks
- Dates of incapacity - 4 May - 27 July

Medical certificate 2 - submitted 27 July

- Primary condition - Leg fracture
- Prognosis (duration of functional impact) - less than 13 weeks
- Dates of incapacity - 28 July - 8 August

Medical certificate 3 - submitted 8 August

- Primary condition - Ongoing pain from leg fracture
- Prognosis (duration of functional impact) - less than 13 weeks
- Dates of incapacity - 9 August - 27 September

Medical certificate 4 - submitted 27 September

- Primary condition - Recovering from surgery to repair leg fracture
- Prognosis (duration of functional impact) - 13 - 24 months
- Dates of incapacity - 28 September 2021 - 31 January 2023

Medical certificate 5 - submitted 31 January

- Primary condition - Chronic pain from leg fracture
- Prognosis (duration of functional impact) - 13 - 24 months
- Dates of incapacity - 31 January - 2 May

Each of the medical certificates on their own satisfy the requirements to determine that a **temporary incapacity** for work exists. However, when the history of medical certificate submission is considered as a whole, it becomes clear the customer's incapacity for work may not be temporary and their ongoing capacity to participate may be reduced.

Following the most recent medical certificate, it would be appropriate to:

- grant the temporary incapacity exemption
- determine if an Employment Services Assessment (ESAt) is required. See [Determining when an Employment Services Assessment \(ESAt\) is required](#)

5

Secondary condition on medical certificate is listed as temporary

A temporary incapacity exemption request should not be rejected because the functional impact (prognosis) of the primary condition is listed as likely to impact for more than 24 months.

For example, the medical certificate contains the following information:

- Primary condition - Depression
 - Prognosis (duration of functional impact) - more than 24 months
 - Treatment - medication and counselling
- Secondary condition - Shoulder injury
 - Prognosis (duration of functional impact) - 3 - 12 months
 - Treatment - physiotherapy, anti-inflammatory medication
- Dates of incapacity - 1 June - 31 August

A temporary incapacity exemption for 1 June - 31 August should be granted based on the medical practitioner's assessed period of incapacity.

Table 2: this table contains examples of keying valid medical certificates and exemptions.

44

s 47E(d)

Sarah may be able to negotiate changes to her requirements with her provider.

2

Customer currently exempt and new medical certificate submitted with overlapping dates

David is currently exempt from meeting their requirements as they are temporarily incapacitated due to a leg fracture. Their exemption period is 13 February - 14 May. The injury has not improved and on 12 May, David uploads another medical certificate for 10 May - 8 August.

The medical certificate is assessed, and it is determined that David remains temporarily incapacitated for all work. Another exemption period is to be applied.

Note: overlapping **Unfit from** dates **can** be coded in Process Direct but can also be coded according to the rules below for Customer First.

The Service Officer codes the medical certificate on 16 May as follows:

s 47E(d)

3	s 47E(d) Customer recently exempt and new medical certificate submitted, continuous coverage Martha is currently exempt from meeting their participation requirements as they are temporarily incapacitated due to recent shoulder surgery. Their exemption period is 18 April - 9 May. Martha is still recovering and on 13 May they submit another medical certificate for the period 13 May - 13 June. The medical certificate is assessed, and it is determined that: • the new medical certificate was submitted within 14 days of the existing incapacity exemption end date, and • the Service Officer is satisfied that Martha has remained temporarily incapacitated for work during that time Another exemption period is to be applied. The medical certificate is coded as follows: s 47E(d)
4	Customer recently exempt and new medical certificate submitted, no continuous coverage Van is currently exempt from meeting their mutual obligation requirements as they are temporarily incapacitated due to a knee injury. Their exemption period is 15 March - 9 May. As a result of intensive physiotherapy, the injury healed within the exemption period. On 21 May, Van submitted a new medical certificate seeking a temporary incapacity exemption due to a neck injury sustained in a car accident on 19 May. The medical certificate covers the period from 19 May - 12 July.

There is a gap in coverage between the dates on the medical certificates from 10 May - 18 May.

The new medical certificate was submitted within 14 days of the existing incapacity exemption end date.

Van's incapacity did not continue throughout the gap period, as the neck injury did not occur until 19 May.

A temporary incapacity exemption will be granted, but there will be a gap in coverage of 8 days. The medical certificate is coded on 21 May as follows:

s 47E(d)

5

Medical certificate lodged with a future unfit from date

Barry has provided a medical certificate stating that he is going into hospital for an operation on 5 November and will be unfit for work till 5 January whilst he recovers. Barry uploads the medical certificate on 23 October.

To assist with determining if the medical practitioner issued a medical certificate with a future unfit from date, check:

- the date the medical practitioner issued the medical certificate, and
- the unfit from date

The medical certificate is assessed, and it is determined that a temporary incapacity exemption will be granted.

The medical certificate is coded on 24 October as follows:

s 47E(d)

Table 3: this table describes the exemption code that will automatically display in the **s 47E(d)** field on the **s 47E(d)** screen under the heading **s 47E(d)**

Code	Activity	Auto/manual	Customer group
s 47E(d)	s 47E(d) screen	s 47E(d)	s 47E(d)

Non-applied exemptions reason codes + Twisty...

Table 4: this table provides explanation of reasons in the **s 47E(d)** field in Customer First and the **s 47E(d)** field in Process Direct. These automatically display on the **s 47E(d)** screen in the **s 47E(d)** field in Customer First and the **s 47E(d)** field in Process Direct.

Item	Non-applied exemption reason
1	s 47E(d) - Drug and/or alcohol dependency/misuse (Process Direct workflow only) When to use: - The medical evidence indicates the customer's incapacity (from the primary medical condition) is wholly or mainly caused by their drug and/or alcohol dependency/misuse, and - The customer is not a Remote Australia Employment Service (RAES) participant For more information, see Mutual obligation requirements exemptions.
2	s 47E(d) - Incapacity is not temporary When to use: The medical certificate clearly shows the customer's incapacity is expected to continue for longer than 24 months (via the question 'The duration of the current functional impact of this condition is

	expected to be (including a temporary exacerbation of a permanent condition'), or - The Service Officer is not satisfied with the integrity of the information on the medical certificate, including suspected fraud Carefully consider the customer's circumstances and make sure appropriate follow-up actions are taken when applying this non-exemption reason. - Consider if an Employment Services Assessment (ESAt) is required - Consider possible entitlement to Disability Support Pension (DSP), and if appropriate invite to claim - Consider if a referral to social work is required: If the customer indicates they are or may be at risk of suicide or self-harm, are experiencing family and domestic violence, or may require social work support for other complex needs and vulnerable circumstances, discuss or make a referral to a social worker
3	s 47E(d) - Job seeker can work, study, or participate for 8 hours or more per week (Process Direct) OR Customer is not incapacitated for all work/participation (Customer First) When to use: Based on the medical certificate, the job seeker can work, study, or participate for 8 hours or more per week
4	s 47E(d) - Has capacity to participate in study (Process Direct workflow only) When to use: Based on the medical certificate, the job seeker can participate in study or other activities even though they are incapacitated for work
5	s 47E(d) - Insufficient evidence supplied When to use: The valid medical certificate is incomplete or requires clarification and the contact with the medical practitioner who issued the medical certificate was not successful

Forms + Twisty...[Centrelink Medical Certificate \(SU415\)](#)[Claim for Disability Support Pension \(SA466\)](#)[Claim for Disability Support Pension for a terminal illness \(SA494\)](#)**Helpdesk + Twisty...**[Level 2 Policy Helpdesk escalation](#)**Intranet links + Twisty...**[Report suspected fraud and corruption](#)**User guides + Twisty...**

s 47E(d)

External websites + Twisty...[Workforce Australia - Providers](#)[Make a complaint about Employment Services and Parent Pathways](#)**Training & Support****LMS Training**

Table 1: add the course number to the s 47E(d) field on the s 47E(d)

Course Number	Title
s 47E(d)	Job Seeker Snapshot and RapidConnect
s 47E(d)	Job Plans, requirements and exemptions
s 47E(d)	Processing JobSeeker Payment claims

s 47E(d)	Temporary incapacity exemptions
s 47E(d)	Multi-Function Device and Digital images

Digital Support

Table 2

Digital Support	For	Type
Coding Medical Certificates for Job Seekers (transcript)	Staff	Simulation