

Notes for your claim for Mobility Allowance



Use this form to claim Mobility Allowance if you are 16 years of age or over and have a disability and cannot use public transport without extra help. There does not need to be public transport in your area to qualify. You must also be doing a qualifying activity.

For more information, go to page 4 of the **Notes Booklet**.

Mobility Allowance is not taxed. You do not need to be getting any other income support payments to qualify for Mobility Allowance.

You cannot be paid Mobility Allowance if you are a participant in the National Disability Insurance Scheme.

Online services



Completing this form online is faster and easier.

You can claim Mobility Allowance using your Centrelink online account through myGov. For help, go to **servicesaustralia.gov.au/onlineguides**

If you do not have a myGov account, you can create one at **my.gov.au** and link it to your Centrelink online account.

Important information

You must return **all** supporting documents at the same time you lodge this claim form. If you do not return all documents, your claim may not be accepted. The only exception will be if you are waiting for medical evidence or other documents from a third party.

For more information

Go to **servicesaustralia.gov.au/mobilityallowance** or visit one of our service centres.

We can translate documents you need for your claim for free.

To speak to us in other languages, call **131 202**.

Note: Call charges may apply.

If you have a hearing or speech impairment, you can contact the **TTY service** Freecall™ **1800 810 586**. A TTY phone is required to use this service.



Keep these Notes (pages 1 to 11) for your information.

Information in other languages

English

To speak to us in your language, call **131 202**. Call charges may apply. For information in your language about our payments and services, go to servicesaustralia.gov.au/yourlanguage

Arabic

لتحدث إلينا بلغتك، اتصل على الرقم **131 202**. قد تفرض الرسوم على هذا الاتصال. للحصول على معلومات بلغتك عن المدفوعات والخدمات التي نقدمها، اطلع على الرابط servicesaustralia.gov.au/yourlanguage

Assyrian

دەستەپەند بۆجە تەتتەن دۆنەجە، مەدە، بۆل جەلەفە، جەنتەن **131 202**. تەلەفون دۆنەجە، فەز مەتەنە جەلەفەنەن. جەنتەن جەدەدۆنەجە تەتتەن دۆنەجە، تەجە فەتەنەن مەتەنەن، دۆسەم، servicesaustralia.gov.au/yourlanguage تەتتەن

Chaldean

دەستەپەند بۆجە تەتتەن دۆنەجە، مەدە، بۆل جەلەفە، جەنتەن **131 202**. تەلەفون دۆنەجە، فەز مەتەنە جەلەفەنەن. جەنتەن جەدەدۆنەجە تەتتەن دۆنەجە، تەجە فەتەنەن مەتەنەن، دۆسەم، servicesaustralia.gov.au/yourlanguage تەتتەن

Chinese (Simplified)

如果您希望用自己的语言与我们交谈，请致电 **131 202**（可能需要收费）。获取有关我们提供的各项福利金以及相关服务的中文资料可访问 servicesaustralia.gov.au/yourlanguage

Croatian

Da razgovarate s nama na vašem jeziku, pozovite **131 202**. Pozivi se mogu naplaćivati. Za informacije o našim isplatama i uslugama na vašem jeziku, pogledajte servicesaustralia.gov.au/yourlanguage

Dari

برای صحبت کردن با ما به لسان خودتان، به شماره **131 202** زنگ بزنید. این مکالمه ممکن است برایتان خرج بردارد. برای معلومات بیشتر راجع به مساعدت های مالی و خدمات ما به لسان خودتان، به وبسایت servicesaustralia.gov.au/yourlanguage مراجعه کنید.

Greek

Για να μας μιλήσετε στη γλώσσα σας, καλέστε το **131 202**. Μπορεί να ισχύουν χρεώσεις κλήσης. Για πληροφορίες στη γλώσσα σας σχετικά με τις πληρωμές και τις υπηρεσίες μας, πηγαίνετε στο servicesaustralia.gov.au/yourlanguage

Italian

Per parlare con noi nella tua lingua, chiama il numero **131 202**. La chiamata potrebbe essere soggetta a tariffa. Per informazioni nella tua lingua in merito a sussidi e servizi, visita il sito servicesaustralia.gov.au/yourlanguage

Khmer

ដើម្បីនិយាយមកកាន់យើងខ្ញុំជាភាសាលោកអ្នក សូមទូរសព្ទទៅលេខ **131 202**។ លោកអ្នកអាចបង់ថ្លៃទូរសព្ទ។ ដើម្បីទទួលព័ត៌មានជាភាសាលោកអ្នកអំពីប្រាក់ផ្តល់និងសេវារបស់យើងខ្ញុំ សូមបើកមើល servicesaustralia.gov.au/yourlanguage

Korean

귀하의 언어로 통화하기를 원하시면, **131 202** 번으로 전화하십시오. 통화료가 부과될 수 있습니다. 귀하의 언어로 저희가 제공하는 급부금 및 서비스에 대한 정보를 찾아보기 원하시면, servicesaustralia.gov.au/yourlanguage 에 방문하십시오.

Kurdish (Kurmanji)

Ji bo ku bi zimanê xwe bi me re biaxivin, ev reqemên **131 202** re telefon bikin. Dibe ku bihayên telefon kirin were sepandin. Ji bo agahdariya di derbarê diravdanî û xizmetên me de herin li ser servicesaustralia.gov.au/yourlanguage

Macedonian

За да зборувате со нас на македонски јазик, јавете се на **131 202**. Повиците може да се наплаќаат. За информации на македонски јазик за нашите исплати и услуги, отидете на servicesaustralia.gov.au/yourlanguage

Russian

Чтобы проконсультироваться с нами на родном языке, позвоните по номеру **131 202**. Звонок может быть платным. За сведениями о наших выплатах и услугах на вашем языке обращайтесь по адресу servicesaustralia.gov.au/yourlanguage

Persian (Farsi)

برای گفتگو با ما به زبان خود، با شماره **131 202** تماس بگیرید. ممکن است تماس هزینه داشته باشد. برای کسب اطلاعات درباره پرداختها و خدمات ما به زبان خود، به تارنمای servicesaustralia.gov.au/yourlanguage بروید.

Serbian

Da razgovarate sa nama na vašem jeziku, pozovite **131 202**. Pozivi mogu da se naplaćuju. Za informacije o našim isplatama i uslugama na vašem jeziku, pogledajte servicesaustralia.gov.au/yourlanguage

Spanish

Para hablar con nosotros en español llame al **131 202**. Puede que se le cobre la llamada. Obtenga información en español sobre nuestros pagos y servicios en servicesaustralia.gov.au/yourlanguage

Turkish

Bizimle kendi dilinizde konuşmak için **131 202** numaralı telefonu arayın. Arama ücreti uygulanabilir. Ücretlerimiz ve hizmetlerimiz hakkında kendi dilinizde bilgi için şu siteye girin: servicesaustralia.gov.au/yourlanguage

Vietnamese

Muốn nói chuyện với chúng tôi bằng ngôn ngữ của mình, quý vị hãy gọi số **131 202**. Có thể bị tính cước gọi. Muốn biết thông tin bằng ngôn ngữ của mình về các khoản trợ cấp và dịch vụ của chúng tôi, quý vị hãy truy cập servicesaustralia.gov.au/yourlanguage

Payments	4
Mobility Allowance	4
Payment information	5
Proof of hours you are working or training	5
Australian residence requirements	6
Someone to deal with us on your behalf	6
Confirming your identity	7
Changes you must tell us about	9
Other payments, concessions and help	10

Mobility Allowance

Mobility Allowance provides assistance to people with disabilities engaged in certain activities and who cannot use public transport permanently, or for an extended period (12 months or more), without extra help.

Mobility Allowance is not taxed. You do not need to be getting any other payments from us to qualify for Mobility Allowance.

You cannot be paid Mobility Allowance if you are a participant in the National Disability Insurance Scheme.

You may get Mobility Allowance if you:

- are aged 16 or over, and
- have a disability that prevents you from using public transport without extra help (there does not need to be public transport in your area for you to qualify), and
- need to travel to and from your home as part of your work, self-employment, training or job seeking.

To qualify for the **standard rate** of Mobility Allowance, you must also be either:

- working for at least 32 hours over a 4 week period of voluntary work, paid work, self-employment or training (including life skills courses)
- receiving JobSeeker Payment, Austudy or Youth Allowance and fulfilling your Mutual Obligation or Activity Test Requirements associated with these payments
- participating in Disability Management Service with a Disability Employment Services Provider
- looking for work under a Job Plan with an Employment Services Provider (for example, jobactive, Disability Employment Services or Community Development Programme).

To qualify for the **higher rate** of Mobility Allowance, you must also be:

- receiving JobSeeker Payment, Youth Allowance, Parenting Payment or Disability Support Pension, and
- working for 15 hours or more per week for wages at or above the relevant minimum wage, or
- looking for work of 15 hours or more per week under a Job Plan with an Employment Services Provider (for example, jobactive, Disability Employment Services or Community Development Programme), or
- working for at least 15 hours per week under the Supported Wage System.

In some instances, the higher rate may remain payable if you stop receiving JobSeeker Payment, Youth Allowance, Parenting Payment or Disability Support Pension because of income you have earned.

Proof of hours you are working or training

We will need proof of the hours you are working or training when you claim Mobility Allowance. The documents listed below might give details of your work and/or training.

If you cannot supply proof of hours, we will send you a form to take to your employer or training organisation. The form will only be sent to you after we have received your claim.

If you are employed provide either:

- a recent payslips showing the name of the employer and number of hours you work over a 2 and 4 week period
- a letter from your employer stating when you started work and how many hours you work over a 2 and 4 week period, or
- a copy of a recent attendance sheet.

If you are self-employed provide:

- a letter from your accountant stating the hours you work over a 2 and 4 week period.

If you do voluntary work provide:

- a letter from a welfare, charitable or community organisation stating how many hours of voluntary work you do over a 4 week period.

If you participate in a vocational training course provide either:

- an enrolment record which shows the hours you attend over a 4 week period, or
- a letter from the training organisation stating when you started the course, when it will finish and how many hours you attend over a 4 week period.

If you participate in an independent living or life skills training course provide:

- a letter from the training organisation stating how many hours of your course over a 4 week period relate to independent living skills or life skills (**do not include** time spent on recreational activities).

If you participate in a Disability Employment Services program:

- if you currently get a payment from us, we will verify the details of the program for you. If you do **not** get a payment from us, we will contact you for more information.

If you participate in a Community Development Programme:

- if you currently get a payment from us, we will verify the details of the programme for you. If you do **not** get a payment from us, we will contact you for more information.

Australian residence requirements

There are a number of circumstances that can apply to residence including the examples listed below. If you require more specific information, visit one of our service centres.

To be eligible for Mobility Allowance, you must be an Australian resident and in Australia when you lodge your claim. To remain qualified for this payment, you must also remain an Australian resident.

You are an Australian resident (as defined by the *Social Security Act 1991*) if you are living in Australia and you are one of the following:

- an Australian citizen
- a permanent visa holder
- a protected Special Category visa holder, that is, you arrived in Australia on a New Zealand passport and you were in Australia on 26 February 2001, or for 12 months in the 2 years immediately before this date, or were assessed as 'protected' before 26 February 2004.

In deciding whether you are living in Australia, we may need to look at the nature of your accommodation, the nature and extent of family relationships in Australia, the nature and extent of employment, business or financial ties with Australia, the frequency and duration of travel outside Australia and any other relevant matters.

Newly arrived residents generally have a 2 or 4 year waiting period for Mobility Allowance. This may not apply to you if you are one of the following:

- are an Australian citizen
- arrived under a refugee or humanitarian program
- hold a certain visa subclass
- are the partner or dependent child of a refugee, former refugee or humanitarian migrant, and were the partner or dependent child of that person at the time they arrived in Australia
- require Mobility Allowance because of an event which occurred in Australia.

For more information, go to servicessaustralia.gov.au/newresidentswaiting

Someone to deal with us on your behalf

You can choose another person or organisation to deal with us on your behalf for your Centrelink payments and services.

You can authorise them to enquire, act or get payments for you.

If you want someone to deal with us on your behalf, complete the ***Authorising a person or organisation to enquire or act on your behalf (SS313)*** form.

If you do not have this form, or want more information, go to servicessaustralia.gov.au/nominees

When claiming a payment or service from Services Australia, you may be required to confirm your identity.

You must provide the following original documents (not copies), one of which must be an acceptable photo ID document:

- 1 commencement document to confirm your birth or arrival in Australia, and
- 1 primary document **and** 1 secondary document to show the use of your identity in the community.

You may need to attend a service centre in person so we can compare you to a photo on 1 of your documents.

If your name differs between the identity documents you have provided, you will also need to provide evidence of change of name, such as marriage certificate or change of name certificate.

We cannot accept:

- copies or certified copies
- expired documents
- the same document for more than 1 category.

To confirm your identity, we will need to verify the documents you provide with the issuing agency.

If you do not have enough documents, tell us and we will talk to you about other options.

All documents must be Australian issued and current unless otherwise specified.

You may be required to provide documents again if you claim another payment or your circumstances change.

Commencement documents to confirm your birth or arrival in Australia

You must provide one of the following:

Document	Details
Australian birth certificate	A full birth certificate in your name or former name, issued by an Australian state or territory Registry of Births, Deaths and Marriages. We cannot accept birth extracts or birth cards.
Australian visa	Must be a current visa issued in your name or former name. We cannot accept visa grant notification letters or expired visas.
Australian citizenship certificate	Issued in your name or former name. If you do not have a certificate issued in your own name, we will accept your parents' certificate if you are listed as a child with your full name and date of birth.
ImmiCard	A photo identity card issued in your name or former name by the Department of Home Affairs or the Department of Immigration and Border Protection.
Australian passport	A current passport issued in your name or former name.
Certificate of identity	Issued in your name or former name by the Department of Foreign Affairs and Trade.
Document of identity	Issued in your name or former name by the Department of Foreign Affairs and Trade.

Confirming your identity • *continued*

Primary documents to show the use of your identity in the community

You must provide either:

- another document to confirm your birth or arrival in Australia, or
- one of the following:

Document	Details
Australian driver licence – motor vehicle	Current licence, learner permit or provisional licence issued by an Australian state or territory road transport authority in your name with your photo and signature.
Australian marriage certificate	Issued by an Australian state or territory Registry of Births, Deaths and Marriages. We cannot accept ceremonial, church or celebrant issued certificates.
Foreign passport	Current passport issued by another country, with a valid entry stamp or visa.
Proof of age card	Current card issued by a state or territory government agency in your name with your photo.
Shooter or firearm licence	Current licence issued by a state or territory government agency in your name with your photo. We cannot accept minor or junior permits or licences.
Secondary student ID card	Current card issued by an Australian secondary school in your name with your photo. This is only if you are under 18 and do not have any other primary documents.

Secondary documents to show the use of your identity in the community

You must provide either:

- another document to confirm your birth or arrival in Australia, or
- another primary document, or
- one of the following:

Document	Details
Security licence	Current security protection industry or crowd control licence issued by an Australian state or territory government agency, in your name with your photo.
Bank or financial institution card, statement or passbook	Current ATM, credit or debit card with your name issued by an Australian bank, credit union or building society. You can also use a statement or passbook from a current account with your name and address. We cannot accept documents from foreign banks or institutions.
Child's birth certificate	Birth certificate for a child issued by an Australian state or territory Registry of Births, Deaths and Marriages showing your name as a parent or guardian.
Defence Force identity card	Issued by the Australian Defence Force and shows your name and photo.
Australian divorce papers	In your name or former name, for example, a Decree Nisi or Decree Absolute.
Educational certificate	Qualification certificate from a school, TAFE, university or Registered Training Organisation in your name or former name.
Certified academic transcript	Issued by an Australian school, TAFE, university or Registered Training Organisation in your name or former name.
Name change	Legal change of name certificate issued by an Australian state or territory Registry of Births, Deaths and Marriages.
Veterans' Affairs card	Current card issued by the Department of Veterans' Affairs in your name.
Tenancy agreement or lease	Current formal agreement or lease in your name and showing your address.
Motor vehicle registration	Current registration showing your name and address.
Documents issued by foreign governments	Foreign birth, marriage or education certificate, driver licence, national identity card or expired passport.

Continued

Secondary documents to show the use of your identity in the community

You must provide either:

- another document to confirm your birth or arrival in Australia, or
- another primary document, or
- one of the following:

Australian Government issued photo ID card	Current Commonwealth, state or territory issued card in your name.
Rates notice	Notice in your name and showing your address that is less than 12 months old.
Utility account	Water, gas, electricity or phone account in your name and showing your address that is less than 12 months old.
Student ID card	Current card issued by an Australian secondary school, TAFE, university or Registered Training Organisation in your name with your photo.
Electoral enrolment	Proof of enrolment card in your name and showing your address.
Aviation security identity card (ASIC)	Current card issued by an approved ASIC issuing body in your name with your photo or signature.
Maritime security identity card (MSIC)	Current card issued by an approved MSIC issuing body in your name with your photo or signature.
Police identity card	Current card issued by an Australian police force in your name with your photo or signature.
Prison release certificate	In your name with your photo or signature.
Tangentyere Community ID card	Current card issued by the Tangentyere Council in your name and with your photo.

Changes you must tell us about

You can tell us about changes to your circumstances through online services if you have a myGov or Centrelink online account. For more information, see 'Online services' on page 1.

Travelling outside Australia

If you are leaving Australia to travel or live in another country, you may need to tell us. Travelling outside Australia may affect your payments. For information about how your payment or concession card may be affected, or if you should contact us about leaving or returning to Australia, go to servicesaustralia.gov.au/paymentsoverseas

Other payments, concessions and help

Advance Payments

If you are eligible for Mobility Allowance, you can apply for an advance on your payments. This equals 13 fortnightly payments.

It is only paid once every 12 months and no part of the advance can be repaid or returned in order to resume fortnightly payments. When the 6 month advance period ends, you automatically go back to fortnightly payments.

For more information, go to servicesaustralia.gov.au/advancepayments

Carer Payment and Carer Allowance

If someone provides constant care in your home, they may be able to claim Carer Payment through us. If someone provides daily care either in your home or the carer's home, they may be able to claim Carer Allowance.

For more information, go to servicesaustralia.gov.au/carers

Child Dental Benefits Schedule

You may also be eligible for assistance under the Child Dental Benefits Schedule.

For more information, go to servicesaustralia.gov.au/childdental

Community Engagement Officers

These officers can help you:

- manage your income support and other business with us
- link with government and community services for assistance and other support.

They provide Centrelink services in locations like mental health facilities, general crisis/support services, specialist accommodation services, youth services, drug and alcohol services, family and domestic violence services, and organised meeting places.

For more information, go to servicesaustralia.gov.au/communityofficer

Education Entry Payment

Education Entry Payment is an additional amount to help with the cost of study.

For more information, go to servicesaustralia.gov.au/educationentry

Employment Services Providers

If you are a job seeker with a disability, illness or injury, that makes it hard for you to find and maintain employment, there are a number of services which may be able to assist you.

If you do not have a current assessment of your work capacity, you will generally need an assessment before you can access these services.

The aim of Employment Services Providers is to provide the most appropriate level of service based on your individual needs. They can match your skills to vacancies and help with general job search assistance to improve your employment prospects and your job search techniques.

For more information, go to servicesaustralia.gov.au/disability

jobactive

jobactive is a national network of employment service organisations.

Disability Employment Services

Disability Employment Services help people with a disability, injury or health condition get ready to look for, find and keep a job. Disability Employment Services provides a range of support to meet your individual needs.

Continued

Community Development Programme

Community Development Programme provides participation and employment services for people living in remote areas of Australia.

Australian Disability Enterprises

Australian Disability Enterprises are organisations that provide paid employment in a supported environment for people with disabilities who have high support needs.

**Essential Medical
Equipment Payment**

If you use, or provide care for someone that is using, essential medical equipment or medically required heating/cooling in your current residence, you may be eligible for the Essential Medical Equipment Payment.

For more information, go to servicesaustralia.gov.au/emep

**Financial Information
Service Officers**

Our officers can help you:

- make informed financial decisions
- understand the results of your decisions in the short and long term
- prepare for retirement, even while you are still working
- take control of your finances to increase lifestyle choices.

For more information, go to servicesaustralia.gov.au/fis

Health Care Card

If you get Mobility Allowance, you will automatically get a Health Care Card.

A Health Care Card provides you access to pharmaceutical medications listed under the Pharmaceutical Benefits Scheme at a reduced cost. You may also receive other concessions provided by state and territory governments.

For more information, go to servicesaustralia.gov.au/healthcarecard

Indigenous Services Officers

These officers are located in some of our service centres. We also have interpreters who speak Aboriginal or Torres Strait Islander languages and teams who visit and help remote communities.

Remote Area Allowance

Remote Area Allowance is an additional payment for customers living in remote areas. It recognises that many customers who do not pay tax, or very little tax, do not get the full benefit of tax zone rebates. Remote Area Allowance makes a contribution towards some of the costs associated with living in particularly remote areas.

For more information, go to servicesaustralia.gov.au/remoteallowance

Social Workers

We have professional social workers in our service centres and Smart Centres throughout Australia. Social workers can offer you personal counselling and support in difficult times, such as domestic and family violence, severe financial hardship, homelessness, loss and bereavement. They can refer you to other services and programs like housing, health, emergency relief, legal and/or counselling services and support groups.

For more information, go to servicesaustralia.gov.au/socialwork

This page has been left blank intentionally.

When to use this form



Use this form to claim Mobility Allowance if you are 16 years of age or over and have a disability and cannot use public transport without extra help. There does not need to be public transport in your area to qualify. You must also be doing a qualifying activity.

For more information, go to page 4 of the **Notes Booklet**.

Mobility Allowance is not taxed. You do not need to be getting any other income support payments to qualify for Mobility Allowance.

You cannot be paid Mobility Allowance if you are a participant in the National Disability Insurance Scheme.

Online services



Completing this form online is faster and easier.

You can claim Mobility Allowance using your Centrelink online account through myGov. For help, go to **servicesaustralia.gov.au/onlineguides**

If you do not have a myGov account, you can create one at **my.gov.au** and link it to your Centrelink online account.

What else you may need to provide

You may need to provide identity documents. For a list of acceptable documents, refer to 'Confirming your identity' in the **Notes Booklet**.

You must return **all** supporting documents at the same time you lodge this claim form. If you do not return all documents, your claim may not be accepted. The only exception will be if you are waiting for medical evidence or other documents from a third party.

For more information



Go to **servicesaustralia.gov.au/mobilityallowance** or visit one of our service centres.

We can translate documents you need for your claim for free.

To speak to us in other languages, call **131 202**.

Note: Call charges may apply.

If you have a hearing or speech impairment, you can contact the **TTY service** on Freecall™ **1800 810 586**. A TTY phone is required to use this service.

Forms in your claim pack

In your claim pack, you should have the following:

- ***Claim for Mobility Allowance (MA001)*** form
- ***Medical Report Mobility Allowance (MA002)*** form

What to do next

1 Make an appointment with your doctor

To help us decide if you can get Mobility Allowance, we need a report from the doctor who normally treats you.

When you make the appointment, tell the receptionist that you need the doctor to complete a Medical Report for Mobility Allowance.

2 Medical Report for Mobility Allowance

Complete the 'Customer's details' section on the front of the ***Medical Report Mobility Allowance (MA002)*** form and read the 'Instructions for the customer' section.

Your doctor may complete the report and give it back to you or send it directly back to us.

Filling in this form

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this ► Go to 1 skip to the question number shown. You do not need to answer the questions in between.

1 Are you a participant in the National Disability Insurance Scheme?

If you are not sure, you can call the National Disability Insurance Agency on **1800 800 110**.

No ► Go to next question

Yes  You **cannot** receive Mobility Allowance.

For more information, go to servicesaustralia.gov.au/mobilityallowance
Do not complete this form.


2 Have you been given a motor vehicle under the Vehicle Assistance Scheme from the Department of Veterans' Affairs?

No ► Go to 4

Yes ► Go to next question

3 Do you still have the motor vehicle you were given by the Department of Veterans' Affairs?

No ► Go to next question

Yes  You **cannot** receive Mobility Allowance.

For more information, go to servicesaustralia.gov.au/mobilityallowance
Do not complete this form.

4 Do you need an interpreter when dealing with us?

This includes an interpreter for people who have a hearing or speech impairment.

No ► Go to 7

Yes ► Go to next question

5 What is your preferred spoken language?

6 What is your preferred written language?

7 Your name

Mr Mrs Miss Ms Other

Family name

First given name

Second given name

8 Have you been known by any other name(s)?

Include:

- name at birth
- name before marriage
- previous married name
- Aboriginal or skin name
- alias
- adoptive name
- foster name.

No ► Go to next question

Yes ► Give details below

1 Other name

Type of name (for example, name at birth)

2 Other name

Type of name (for example, name before marriage)

If you have more than 2 other names, provide a separate sheet with details.

9 Your gender

Male

Female

10 Your date of birth



CLKOMA001 2003

11 Your permanent address

Postcode

12 Your postal address (if different to above)

Postcode

13 Read this before answering the following question.

If you provide an email address or mobile phone number, you may receive electronic messages (SMS or email) from us. To read the Terms and Conditions, go to servicesaustralia.gov.au/em or visit one of our service centres.

Your contact details

Home phone number ()

Is this a silent number? No Yes

Mobile phone number

Fax number ()

Work phone number ()

Alternative phone number ()

Email

14 Where do you want your payment made?

The bank, building society or credit union account must be in your name. A joint account is acceptable.

Note: Payments cannot be made into an account used exclusively for funding from the National Disability Insurance Scheme.

Name of bank, building society or credit union

Branch number (BSB)

Account number
(this may not be your card number)

Account held in the name(s) of

15 In the last 14 days have you (and/or your partner) received or claimed any of the following payments (not including Family Tax Benefit)?

- ABSTUDY
- Age Pension
- Austudy
- Carer Payment
- Disability Support Pension – including pension for permanently blind
- JobSeeker Payment
- Parenting Payment – single, or – partnered
- Partner Allowance
- Special Benefit
- Widow Allowance
- Youth Allowance

No Go to next question

Yes Your Centrelink Reference Number (if known)

 – – –

▶ Go to 30

16 Read this before answering the following question.

This question is voluntary and will not affect your payment. If you do answer, the information will help us to continue to improve services to Aboriginal and Torres Strait Islander Australians.

Are you of Aboriginal or Torres Strait Islander Australian descent?

If you are of both Aboriginal and Torres Strait Islander Australian descent, tick both 'Yes' boxes.

No

Yes – Aboriginal Australian

Yes – Torres Strait Islander Australian

17 Read this before answering the following question.

This question is voluntary and will not affect your payment. If you do answer, the information will help us to continue to improve services to people of Australian South Sea Islander descent.

Australian South Sea Islanders are the descendants of Pacific Islander labourers brought from the Western Pacific in the 19th Century.

Are you of Australian South Sea Islander descent?

No

Yes

18 What country are you currently living in?

The country of residence is where you normally live on a long term basis.

Australia Go to next question

Other Country of residence

19 Have you **EVER** travelled outside Australia, including short trips and holidays?

This question will help us to verify your Australian residence.

No Go to next question

Yes Give details below

Year you last entered Australia

Passport number

Country of issue

20 Are you an Australian citizen **who was born in Australia**?

No Go to next question

Yes Go to 29

21 What is your country of birth?

22 What is your country of citizenship?

Australia Date citizenship granted

 / / Go to 28

Other Give details below

Country of citizenship

Date citizenship granted

 / /

23 What type of visa did you arrive on?

Permanent Go to next question

Temporary Go to next question

New Zealand passport Go to 25
(Special Category visa)

Not sure Go to 25

24 Your visa details on arrival

Visa sub class

Date visa granted

 / /

25 Has your visa changed since you arrived in Australia?

No Go to next question

Yes Most recent visa details

Visa sub class

Date visa granted

 / /

26 Did you start living in Australia before 1965?

No Go to next question

Yes Give details below

Name of the ship or airline on which you arrived

Name of the place where you first arrived/disembarked

What was your name when you first arrived in Australia?

27 Did your partner or either of your parents arrive on a refugee or humanitarian visa?

No

Yes

28 Did someone provide you with an Assurance of Support for your migration to Australia?

No

Not sure

Yes

29 Read this before answering the following question.

We need to know if you have lived in any countries other than Australia. 'Lived' means where you or your family made your home or spent a long period of time – it does not include places you visited for a holiday.

Have you **EVER** lived outside Australia for any period?

No Go to next question

Yes List **all** countries you have lived in since birth and the date you started living in each country.

Include when you started living in **AUSTRALIA**.

Do not include short trips or holidays.

Country	Date from
	/ /
	/ /
	/ /
	/ /
	/ /
	/ /

If you need more space, provide a separate sheet with details.

30 Are you participating in a Disability Management Service with a Disability Employment Services Provider?

No Go to next question

Yes Give details below

Name of Disability Employment Services Provider

Address

Postcode

Phone number

When did you start this program?
 / /

When do you expect to complete this program?
 / /

Do you travel to and from home to do your rehabilitation program?
 No
 Yes


31 Are you doing vocational training?

Includes:

- tertiary education
- secondary education and TAFE
- courses at institutions offering academic or trade qualifications
- high school studies
- special schools.

No Go to next question

Yes Give details below

 Provide course details including proof of hours you spend at the course over a 4 week period.
 For information about what document(s) might provide this proof, refer to the **Notes Booklet**.

Name of course

Name of training organisation

Address

Postcode

Phone number

How many hours do you spend at this course over a 4 week period?

When did you start this course?
 / /

When do you expect this course to finish?
 / /

Do you travel to and from home to do your vocational training (for example, school, library, residential course)?
 No
 Yes


If you are doing more than 1 vocational training course, provide a separate sheet with details.

32 Are you doing independent living skills or life skills training?

These courses include training designed to develop personal and social skills and increase independence (for example, personal care and hygiene, basic communication skills and interpersonal relations, money management, food preparation and transport use). Recreational activities are not considered to be independent living or life skills activities.

No Go to next question

Yes Give details below

 Provide course details including information about how many hours over a 4 week period of your course relate to independent living skills or life skills.

For information about what document(s) might provide this proof, refer to the **Notes Booklet**.

Name of course

Name of training organisation

Address

Postcode

Phone number

How many hours do you spend at this course over a 4 week period?

When did you start this course?

 / /

When do you expect this course to finish?

 / /

Do you travel to and from home to do your independent living skills or life skills training?

No

Yes


If you are doing more than 1 living skills or life skills training course, provide a separate sheet with details.

33 Are you self-employed?

This means that you work for yourself or your own business.

No Go to next question

Yes Give details below

 Provide proof of hours you spend at work over a 2 and 4 week period.
This may be a letter from your accountant stating the hours you work over a 2 and 4 week period.

Name of your business

Address

Postcode

What type of work are you doing?

How many hours do you spend at work over a 2 week period?

How many hours do you spend at work over a 4 week period?

When did you start this work?

 / /

How long do you expect this work to last?

Less than 3 months

3 to 6 months

More than 6 months

Do you travel to and from home for your self-employment (for example, to get to your place of work, visiting clients)?

No

Yes

34 Are you employed and earning money?

Include full-time, part-time, casual and supported employment (Australian Disability Enterprise).

No **Go to 35**

Yes Give details below and in the next column(s)



Provide proof of hours you spend at work over a 2 and 4 week period. If you work in an Australian Disability Enterprise, proof of hours over a 4 week period only is needed.

For information about what document(s) might provide this proof, refer to the **Notes Booklet**.

Note: If you are receiving another income support payment, you must continue to report your income or any changes in your income to us.

Continued

1 Employer's name

Address

Postcode

Phone number

Australian Business Number (ABN)

 - - -

A Are you employed at or above the relevant minimum wage (if you are not sure, check with your employer)?

No **Go to B**

Yes **Go to D**

B Do you work for an Australian Disability Enterprise (if you are not sure, check with your employer)?

No **Go to C**

Yes **Go to E**

C Are you employed under the Supported Wage System (if you are not sure, check with your employer)?

No

Yes

D How many hours do you spend at work over a 2 week period?

E How many hours do you spend at work over a 4 week period?

F When did you start this work?

 / /

G How long do you expect this work to last?

Less than 3 months

3 to 6 months

More than 6 months

H Do you travel to and from home to do this work (for example, to get to your place of work, visiting clients)?

No

Yes

Continued

2 Employer's name

Address

Postcode

Phone number

Australian Business Number (ABN)

 - - -

A Are you employed at or above the relevant minimum wage (if you are not sure, check with your employer)?

No **Go to B**

Yes **Go to D**

B Do you work for an Australian Disability Enterprise (if you are not sure, check with your employer)?

No **Go to C**

Yes **Go to E**

C Are you employed under the Supported Wage System (if you are not sure, check with your employer)?

No

Yes

D How many hours do you spend at work over a 2 week period?

E How many hours do you spend at work over a 4 week period?

F When did you start this work?

 / /

G How long do you expect this work to last?

Less than 3 months

3 to 6 months

More than 6 months

H Do you travel to and from home to do this work (for example, to get to your place of work, visiting clients)?

No

Yes

If you have more than 2 employers, provide a separate sheet with details.

35 Are you doing voluntary work for a charitable, welfare or community organisation?

No **Go to next question**

Yes **Give details below**



Provide proof of hours you spend at work over a 4 week period.

This may be a letter from the organisation you work for.

Name of organisation

Address

Postcode

Phone number

What type of work are you doing?

How many hours do you spend doing voluntary work over a 4 week period?

When did you start this work?

 / /

When do you expect this work to finish?

 / /

How long do you expect this work to last?

Less than 3 months

3 to 6 months

More than 6 months

Is your voluntary work part of a court order (a community service order)?

No

Yes

Do you travel to and from home to do your voluntary work?

No

Yes

If you have more than 1 organisation, provide a separate sheet with details.

36 Do you have a Job Plan to do job search activities with an Employment Services Provider (for example, Disability Employment Services, Community Development Programme or jobactive)?

No **Go to 42**

Yes *Go to next question*

37 Are you receiving JobSeeker Payment, Youth Allowance (job seeker), or Parenting Payment with Mutual Obligation Requirements?

No **Go to 39**

Yes *Go to next question*

38 As part of your Job Plan, are you required to look for work of 15 hours or more per week at or above the relevant minimum wage or participate in activities which aim to make you ready to look for such work?

No **Go to 41**

Yes *Go to next question*

39 Are you receiving Disability Support Pension or Parenting Payment (without Mutual Obligation Requirements)?

No **Go to 41**

Yes *Go to next question*

40 As part of your Job Plan, are you looking for work of 15 hours or more per week at or above the relevant minimum wage?

No

Yes

41 Do you travel to and from home to do the looking for work activities?

No

Yes

42 Are you studying and receiving Youth Allowance or Austudy?

No **Go to 45**

Yes *Go to next question*

43 Are you required to fulfil your Mutual Obligation or Activity Test Requirements to receive your payment?

No **Go to 45**

Yes *Go to next question*

44 Do you travel to and from home to do the activities required by your Mutual Obligation or Activity Test Requirements (for example, attending your educational institution, library)?

No

Yes

45 Would you like to receive a 6 month lump sum payment?

If you are eligible for Mobility Allowance, you can receive an advance on your payments. This equals 13 fortnightly payments.

It is only paid once every 12 months and **no part of the advance can be repaid or returned** in order to resume fortnightly payments. When the 6 month advance period ends, you automatically go back to fortnightly payments.

No **Go to 47**

Yes *Go to next question*

46 Do you plan to leave Australia within the next 6 months (even for a short holiday)?


No *Go to next question*

Yes When do you plan to leave Australia?

47 Do you want to authorise another person or organisation to make enquiries, get payments and/or act on your behalf?

No *Go to next question*

Yes

 You will need to complete and return an **Authorising a person or organisation to enquire or act on your behalf (SS313)** form.

If you do not have this form or want more information about nominee arrangements, go to **servicessaustralia.gov.au/nominees**

Checklist

- 48** Which of the following forms and documents are you providing with this form?

Where you are asked to supply documents, provide original documents.

If you are not sure, check the question to see if you should provide the documents.

Identity documents (Refer to 'Confirming your identity' in the Notes Booklet)	<input type="checkbox"/>
Details of vocational training (if you answered Yes at question 31)	<input type="checkbox"/>
Details of independent living skills or life skills training (if you answered Yes at question 32)	<input type="checkbox"/>
Details of self-employment (if you answered Yes at question 33)	<input type="checkbox"/>
Details of employment (if you answered Yes at question 34)	<input type="checkbox"/>
Details of voluntary work (if you answered Yes at question 35)	<input type="checkbox"/>
Authorising a person or organisation to enquire or act on your behalf (SS313) form (if you answered Yes at question 47)	<input type="checkbox"/>

Privacy notice

- 49** You need to read this

Privacy and your personal information

The privacy and security of your personal information is important to us, and is protected by law. We need to collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to servicessaustralia.gov.au/privacy

Declaration

- 50** I declare that:

- the information I have provided in this form is complete and correct.

I understand that:

- I must return **all** supporting documents at the same time as I lodge my claim form. If I do not return all documents, my claim may not be accepted. The only exception will be if I am waiting for medical evidence or other documents from a third party.
- this information is used to determine my eligibility for pension or allowance and may be used to determine my suitability for rehabilitation or training.
- information relating to programs jointly administered with another department may be passed to that department.
- Centrelink can make relevant enquiries to make sure I receive the correct entitlement.
- Job Plan means an Employment Pathway Plan under the *Social Security Act 1991*.
- Mutual Obligation Requirements means Activity Test or participation requirements under the *Social Security Act 1991*.
- giving false or misleading information is a serious offence.

Your signature

Date

/ /

Returning your form

Return this form and any supporting documents:

- **online** (excluding identity documents) using your Centrelink online account. For more information, go to servicessaustralia.gov.au/submitdocumentsonline
- **by post**
- **in person** at one of our service centres, if you are unable to use your Centrelink online account.