

Disability Support Pension claims



REJECTION REASONS EXPLAINED



What does “fully diagnosed, treated and stabilised” mean

To get Disability Support Pension (DSP), the following must be met:

- your condition will last more than 2 years
- your condition is **fully diagnosed, treated and stabilised**
- your condition is assigned an impairment rating of 20 points or more
- you have participated in a Program of Support if required
- you can't work for at least 15 hours a week in the next 2 years.

A condition must be fully diagnosed, fully treated and fully stabilised for DSP.

FULLY DIAGNOSED

A condition is **fully diagnosed** if a qualified medical practitioner has made the diagnosis. For most conditions this can be your General Practitioner (GP). For some conditions, a specialist must have made the diagnosis.

Conditions requiring specialist diagnosis

- Hearing, or other functions of the ear (such as balance) - diagnosed by a qualified medical practitioner with supporting evidence from either:
 - an ear, nose and throat specialist
 - an audiologist.
- Eye condition - ophthalmologist or ophthalmic surgeon has confirmed the diagnosis (we don't accept optometrist reports).

- Mental health condition (such as anxiety disorders, depression or schizophrenia) - either:
 - a psychiatrist
 - a registered medical practitioner (such as your GP) with supporting evidence from a clinical psychologist.
- Intellectual disability – an assessment by a registered psychologist of both:
 - intellectual function
 - adaptive behaviour.

Otherwise, a report from a special school with details of these assessments. It must include details supported by a psychologist about the IQ score, or ability to undergo IQ testing.

FULLY TREATED

A condition is **fully treated** if we assess that you've had all reasonable treatment including rehabilitation.

Reasonable treatment usually means the treatment is:

- accessed on a regular basis
- low risk with a high success rate
- available and accessible to you at a reasonable cost
- likely to lead to a substantial improvement of your condition.

We decide if your condition has been fully treated in consultation with relevant health professionals by looking at:

- the outcome of your past treatment
- the expected outcome of your current treatment
- what your treating doctor has said about any plans for further treatment, including whether you're on any waiting lists.

We may assess your condition isn't **fully treated** if you can access reasonable treatment that could improve your condition.



FULLY STABILISED

A condition is **fully stabilised** when, even with reasonable treatment:

- the condition won't significantly improve
- you won't be able to work at least 15 hours per week in the next 2 years.

Your condition isn't fully stabilised if further treatment will improve your condition and your ability to work. If further treatment won't help, you must give us medical or other evidence explaining why you can't have the treatment.

A medical condition with fluctuating symptoms, such as Bipolar Affective Disorder, may be fully stabilised if the treatment results in only partial improvement.

Authorised health professionals assess the medical evidence you give us. They include:

- health and allied health professionals, such as physiotherapists, nurses and psychologists
- Government-contracted Doctors.

Your options if we rejected your DSP claim

1. IF YOU DON'T UNDERSTAND OR AGREE WITH THE DECISION YOU CAN CONTACT US

We'll explain the decision. We may be able to resolve your concerns without a formal review.

You can apply for a formal review of the decision. This review is free.

You have up to 13 weeks from the rejection date to decide if you want a formal review. You can still apply after this time. However, if we change the decision, you may only get paid from the date you ask for the review.

Go to servicesaustralia.gov.au/reviewsandappeals for more information.

If you don't agree with the outcome of the formal review, you can apply to the Administrative Appeals Tribunal (AAT). The AAT is an independent body which can review a range of decisions made by Services Australia. The AAT can only review a decision that we've reviewed.

For more information about applying to the AAT, please go to aat.gov.au

2. GET MORE INFORMATION

You can give us more information or medical evidence. If you need help to do this, talk to your nominee or a person you trust.

Your medical evidence should include detailed information about diagnosis, treatments and prognosis for each disability or medical condition that you have.

Use the Claim for Disability Support Pension Medical Evidence Checklist (SA473) to check you have the right medical evidence. Go to servicesaustralia.gov.au/forms

You can send the information or medical evidence to us from your mobile device or computer. Go to servicesaustralia.gov.au/centrelinkuploaddocs

If you can't upload online, you can mail copies to:

Centrelink
Reply Paid 7800
CANBERRA ACT 2610

3. CHECK IF YOU CAN GET ANOTHER PAYMENT

You may be able to get other income support payments, if you can't get DSP. Use our Payment and Services Finder on our website to see what payments and services you may be able to get. Go to servicesaustralia.gov.au/paymentfinder

For more information go to servicesaustralia.gov.au/dsp

Disclaimer: this information is accurate as at July 2021.