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## Services Australia

### **Delivery standards for Centrelink payments and services (CLK) 106-02000000**

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#### **Background**

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This document outlines content relevant to service and timeliness standards for Centrelink payments and services (CLK).

#### **Government intent**

Services Australia has developed a number of standards in regard to timeliness, service and completion of claims and forms. These ensure the agency provides support and assistance to customers, while providing the agency with the ability to measure and improve customer service.

#### **Timeliness standards (CLK)**

The Department of Social Services (DSS) Partnership Agreement contains Key Performance Indicators (KPIs) which contain some standards that Centrelink must meet.

In order to meet customer expectations and the KPIs under the Balanced Scorecard, Services Australia sets timeliness standards for the payments and services it offers.

#### **Contents**

[Timeliness standards - Claims processing](#)

#### **Related links**

[Centrelink service standards and procedures for pre-release and post-release prison customers](#)

[Standards for helping customers complete claims and forms](#)

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### Services Australia

# Centrelink service standards and procedures for pre-release and post-release prison customers 106-02020000

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## Background

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This document outlines help available to customers who have recently been, or will soon be, released from prison.

### Pre-release claim

A customer may lodge a pre-release claim for a social security pension, social security benefit or ABSTUDY Living Allowance and Crisis Payment before leaving prison if all the following apply:

- they have a known release date that is no more than 21 days in the future
- they agree to a pre-release appointment
- authentication can be established

Additionally, a customer may lodge a Crisis Payment claim with a social security pension, social security benefit or ABSTUDY Living Allowance if they have spent 14 or more days in prison or psychiatric confinement because of being charged.

Some customers are **not** eligible to lodge a pre-release claim. Customers 'on remand' are in custody awaiting trial with no known release date and can be released by the court or the relevant authorities at any time. They cannot lodge a claim before they are released from custody because they do not have a known release date.

The customer can make a claim using any service delivery channel available at the prison facility.

Only Service Officers in the F2F Incarcerated Customer Services team can undertake pre-release claims and assessments.

## Drug Court program

A customer may be released with a Drug Court requirement that may affect how they meet mutual obligation requirements. Customers released with a drug court program and claiming a payment with mutual obligations may receive a temporary exemption. See [Applying mutual obligation requirements \(People participating in Drug Programs\)](#).

## Post-release claim

Customers who did not lodge a claim for payment before their release from prison may contact the agency soon after their release from prison. If a customer contacts or makes a social security pension, social security benefit or ABSTUDY Living Allowance claim **within 7 days** after release, they may be also eligible for Crisis Payment. See:

- [New claim for Crisis Payment after customer released from prison or psychiatric confinement](#)
- [Intent to claim and vulnerable customer](#)

If a customer contacts or makes a claim for a social security pension, social security benefit or ABSTUDY Living Allowance **more than 7 days** after release, check their record to determine if they meet the intent to claim provisions. See [Intent to claim and vulnerable customers](#).

## If no incarcerated details are recorded

The agency may not be notified that a customer has been imprisoned. If this happens, the customer may have been incorrectly paid while in prison, resulting in a debt.

This can be identified when a customer is applying for a pre-release or post-release payment. The agency must confirm the details.

See the [Resources](#) page for a link to intranet information about confirming admission and release.

## Confirmation of prison admission and release dates

Confirmation of a customer's custody dates are needed for the claim process. Customers may have discharge documents or a letter from the correctional centre to confirm their entry and release dates.

If the customer does not have any evidence to confirm a period in custody, confirmation from the Incarcerated Customer servicing department is needed. See [Confirming prison admission and release dates](#).

## Family Tax Benefit (FTB) child leaves Youth Justice

In some cases the released child will have a discharge document to show a date of release. If this has not been given to the child or new carer, contact the Approved Care Organisation Team (ACO) or see [Confirming prison admission and release dates](#), to confirm their release date.

## Confirming period in custody for overseas prisoners

The Department of Foreign Affairs and Trade (DFAT) can help with confirming international prison admission and release dates after receiving the Disclosure and Use of Personal Information form. See the [Resources](#) page for a link to the form.

## Assistance to customer imprisoned overseas

Australians imprisoned overseas may be eligible for Services Australia Centrelink payments including Crisis Payment if they meet all the following conditions:

- they return to Australia
- they claim within 7 days of their release from an international prison
- they meet payment eligibility criteria

See [Confirming prison admission and release dates](#).

## Mutual obligation requirements

Customers released from prison are exempt from [RapidConnect](#).

Working age customers are **not** required to start looking for work straight after their release from prison.

A 2 week exemption from mutual obligation requirements from the date of release may be granted. A longer exemption may be granted in certain circumstances. See [Exemptions from mutual obligation requirements for prison release customers](#).

A person does not need to enter into a Job Plan if they are:

- still in prison
- charged with an offence

After release or at the end of any exemption they must enter into a Job Plan as soon as possible. A person may be eligible for employment assistance if they are:

- in prison
- released on license for paid work

See [Eligibility to access employment assistance services through Workforce Australia](#).

A customer who is on the [Time to Work Employment Service \(TWES\)](#) programme is not eligible for a Major Personal Crisis (MPC) exemption.

## Customer Vulnerability Indicator

A customer leaving prison may need to have a vulnerability code recorded on their record. See [Circumstances impacting job seeker compliance](#).

## Customer aggression incidents and Managed Service Plan (MSPs)

If the customer's behaviour is [aggressive](#) or [counterproductive](#), record an incident in:

- Customer Incident Management System (CIMS) – for Centrelink customers
- Customer Incident Recording Tool (CIRT) – for Medicare or Child Support customers

See [Customer aggression - Reporting and recording incidents](#).

An MSP is an administrative action that tailors the way the agency delivers services to a customer.

MSPs are put in place:

- after an incident of customer aggression, including when the behaviour is directed at another customer

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See [Customer aggression - Managed Service Plan \(MSP\)](#).

## Medical evidence

An Employment Services Assessment (ESAt) helps us determine what type of work a person can do based on their individual situation. The ESAt does this by assessing the impact of barriers and medical conditions on a customer's ability to meet mutual obligations. Medical evidence is required to support the completion of an ESAt for customers with medical conditions.

See [Employment Services Assessment \(ESAt\)](#) overview.

## Debts and interest charges

A customer's debt will accrue an interest charge if their debt was not temporarily written off while the customer was in custody.

If a customer is eligible for a social security pension, social security benefit or ABSTUDY Living Allowance on their release and has an existing debt, apply a short-term hardship write off code for a further 28 days. See [Temporary write off Centrelink debts](#).

At the end of the write off period, recovery will recommence, and a payment arrangement must be negotiated. See [General Centrelink debt recovery information](#).

## Raising debts for prepayments

A social security pension, social security benefit or ABSTUDY Living Allowance and/or Crisis Payment is not payable where the customer is released from prison later than originally scheduled. See [Reviewing and reassessing Crisis Payment \(CrP\)](#).

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See [Reviewing and](#)

## Anticipated payment recovery

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To vary a repayment, see [Changes to the repayment rate of an advance payment](#).

## Centrepay

Centrepay may help customers who are released from prison with budgeting. It is a free service that allows voluntary deduction from Centrelink payments to cover a range of expenses.

See [Centrepay](#).

## Member of a couple

Partnered customers with a known prison release date are eligible to have their claim assessed within 21 days of their known release date. Customers may need to provide more information to support their pre-release claim within 14 days of release.

The release from custody of a partnered customer may affect the payment rate of the partner. See [Assessment of circumstances for customers with partner in prison](#).

## Products to give to customers

### Prisoner Wallet Card

The wallet card provides customers with:

- key information for Services Australia payments and services, including
- actions customers should take to avoid getting a debt when they go to prison and
- documents to bring to Centrelink after a customer is released from prison

Service officers can order Prisoner Wallet Cards [s47E\(d\)](#) ) for corrective services staff to give to customers during their incarceration and release from prison. See [Resources](#) for a link to the POP.

### Information for People in Prison brochure

The brochure gives customers the information they need to know when doing business with the agency on entering, during and leaving custody.

Service Officers and Corrective Services staff can order Information for People in Prison brochures [s47E\(d\)](#) Staff can give the brochures to customers during their incarceration and release from prison. See the [Resources](#) page for a link to the POP.

The [Resources](#) page contains links to the Prison Servicing intranet page, information on requesting medical information, how customers can prove their identity, a verbal declaration script, relevant forms and contact details.

## Related links

[Adding a customer to the system](#)

[New claim for Crisis Payment prior to the release of a customer in prison or psychiatric confinement](#)

[New claim for Crisis Payment after customer released from prison or psychiatric confinement](#)

[Identifying barriers to participation for prison release customers](#)

[Exemptions from mutual obligation requirements for prison release customers](#)

[Eligibility for Crisis Payment \(CrP\)](#)

[Circumstances impacting job seeker compliance](#)

[Prison admission process and claims during incarceration](#)

[Identification and eligibility for income management](#)

[Voluntary Income Management eligibility](#)

[Income Management for Vulnerable Welfare Payment Recipients \(VWPR\)](#)

[Income Management and Cashless Debit Card customers entering or leaving prison](#)

[Temporary write off of Centrelink debts](#)

[Medicare number and Medicare card requests for prisoners](#)

[Incarcerated Customer Services](#)

[Customer aggression - Managed Service Plan \(MSP\)](#)

[Managed Service Plan \(MSP\) - Customer service delivered through a One Main Contact \(OMC\)](#)

## Process

This document outlines help available to customers who have recently been, or will soon be, released from prison.

### On this page:

[Review of pre-release interview scheduled by State and Territory Corrective Services](#)

[Processing pre-release new claim or restoration of primary payment](#)

[Using prison release data](#)

[Post-release interview \(customer has been released from prison\) - Pre-claim checks](#)

[Processing post-release \(customer has been released from prison\) - claim](#)

## Review of pre-release interview scheduled by State and Territory Corrective Services

For Service Officers in the Incarcerated Customer Servicing team only.

Table 1

Step	Action
1	<p><b>Pre-release interview period</b> + Read more ...</p> <p>Check the corrective services list of upcoming known releases and confirm the interview date is within 21 days of the known release.</p> <p>Is the customer's release date within 21 days of the interview claim date?</p>

	<ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 2</a></li> <li>• <b>No</b>, procedure ends here</li> </ul>
2	<p><b>Check if the customer has an existing Customer Reference Number (CRN)</b> + Read more ...</p> <p>Does the customer have an existing CRN?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 3</a></li> <li>• <b>No</b>, <a href="#">add the customer to the system</a> and document the customer's record. <a href="#">Go to Step 6</a></li> </ul>
3	<p><b>Status Resolution Support Services (SRSS)</b> + Read more ...</p> <p>Is the customer a cancelled or suspended SRSS customer?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, do not schedule a pre-release interview. This customer must contact the Department of Home Affairs upon release. Procedure ends here</li> <li>• <b>No</b>, <a href="#">go to Step 4</a></li> </ul>
4	<p><b>Managed Service Plan (MSP)</b> + Read more ...</p> <p>Does the customer have an MSP? s47E(d)</p> <ul style="list-style-type: none"> <li>• <b>Yes:</b> s47E(d)</li> <li>• <b>No</b>, <a href="#">go to Step 5</a></li> </ul>
5	<p><b>Medical condition</b> + Read more ...</p> <p>Check the customer's record for any indications of previous medical conditions.</p> <p>If a pre-release customer has an existing medical condition, in the phone interview, check if the customer can obtain their medical information from state or territory Corrective Service. The medical information will help support:</p> <ul style="list-style-type: none"> <li>• an <a href="#">Employment Services Assessment (ESAt)</a> post release, if required</li> </ul>



	<ul style="list-style-type: none"> <li>• <a href="#">the assessment for an exemption from mutual obligation requirements</a></li> </ul> <p><a href="#">Go to Step 6.</a></p>
6	<p><b>Schedule pre-release interview</b> + Read more ...</p> <p>Using the prison's upcoming release list, schedule pre-release interviews with customers who have a known release date.</p> <p>Some state and territory Corrective Services will schedule appointments using local arrangements.</p> <p>Procedure ends here.</p>

## Processing pre-release new claim or restoration of primary payment

For Service Officers in the Incarcerated Customer Servicing team only.

Table 2

Step	Action
1	<p><b>Authenticating a customer</b> + Read more ...</p> <p>Is the interview being completed by phone?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">authenticate the customer</a>. <a href="#">Go to Step 2</a></li> <li>• <b>No</b>, this is a paper claim: <ul style="list-style-type: none"> <li>○ authenticate the customer</li> <li>○ <a href="#">scan the claim to Centrelink CRN</a></li> <li>○ <a href="#">go to Step 2</a></li> </ul> </li> </ul>
2	s47E(d)
3	<b>Check relationship status</b> + Read more ...

	<p>See <a href="#">Assessment of circumstances for customers with a partner in prison</a> for more information.</p> <p>s47E(d)</p> <p>Is the customer single?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 4</a></li> <li>• <b>No</b>, and the customer is: <ul style="list-style-type: none"> <li>○ already linked to their partner, there is no need for more relationship information. <a href="#">Go to Step 4</a></li> <li>○ not linked to their partner, tell the customer partner details are required on the day of release from custody. Request a Partner details - if you live in Australia (MOD P) at <a href="#">Step 12</a>. <a href="#">Go to Step 4</a></li> </ul> </li> <li>• <b>Not recorded</b>, tell the customer their relationship details need to be confirmed. Request a MOD P at <a href="#">Step 12</a>. <a href="#">Go to Step 4</a></li> </ul>
4	<p><b>Check payment destination</b> + Read more ...</p> <p>s47E(d)</p> <p><b>Note:</b> if there is an existing payment nominee arrangement, staff must confirm with the customer that the nominee arrangement is still current before issuing payments. If the customer decides to cancel, see <a href="#">Cancelling a nominee arrangement</a>.</p> <p>Does the customer have an accessible bank account as their payment destination upon release?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 5</a></li> <li>• <b>No</b>: s47E(d)</li> </ul>
5	<p><b>Check the customer's social security pension, social security benefit or ABSTUDY Living Allowance and status</b> + Read more ...</p> <p>Eligibility for payments begin when a customer is released.</p> <p>Check if payment is restorable based on their payment type and suspension reason. See <a href="#">Cancellation, Suspension and Rejection reason codes (CLK)</a>.</p> <p>For payment restoration with mutual obligation requirements (JobSeeker (JSP) and Youth Allowance (YA) job seeker), determine if the job seeker:</p>

	<ul style="list-style-type: none"> <li>• can continue to meet their mutual obligation after their release, and</li> <li>• meets the income and assets requirements for their payment</li> </ul> <p>A person in prison or psychiatric confinement may make a claim for a social security pension or social security benefit and CrP-PRI up to 21 days before their release date.</p> <p>Eligibility for payments begins when the customer is released but the person may be restored from an earlier date.</p> <p>s47E(d)</p> <p>Does the customer have a suspended social security pension, social security benefit or ABSTUDY Living Allowance payment?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, and if the customer: <ul style="list-style-type: none"> <li>○ has lodged an SU695 Prison release Request for restoration of Disability Support Pension or Age Pension Claim for Crisis Payment and Anticipated Payment form, <a href="#">go to Step 8</a></li> <li>○ has a suspended JobSeeker Payment, Youth Allowance, Special Benefit, Carer Payment, ABSTUDY or Parenting Payment, an SU508 must be completed if a customer suspended JobSeeker Payment or Youth Allowance and uploaded or scanned to the customer's record</li> <li>○ <a href="#">go to Step 9</a></li> </ul> </li> <li>• <b>No</b>: <ul style="list-style-type: none"> <li>○ and/or they have lodged an SU674 Prison Pre-release Claim, <a href="#">go to Step 6</a></li> </ul> </li> </ul> <p><b>Note:</b> customers are <b>not</b> required to provide a Prison Pre-release Claim SU674 if they have a suspended social security pension, social security benefit or ABSTUDY Living Allowance.</p> <p>s47E(d)</p> <p>Payment can be restored from date of release if the customer:</p> <ul style="list-style-type: none"> <li>• meets all other eligibility for PPS from this date, and</li> <li>• has contacted within 13 weeks of the date of notice to suspend</li> </ul>
6	<p><b>Start claim lodgement process</b> + Read more ...</p> <p>Is the pre-release interview being completed by phone?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>: <ul style="list-style-type: none"> <li>○ For a new claim, complete the SU674. Make sure to use the verbal claim declaration with the customer. See <a href="#">Resources</a> for the verbal declaration script</li> <li>○ Once the call is finished, scan the claims to the customer's record. See <a href="#">Scanning Centrelink documents using an MFD</a></li> <li>○ <a href="#">Go to Step 7</a></li> </ul> </li> <li>• <b>No</b>, it is a SU674 claim: <ul style="list-style-type: none"> <li>○ Scan it to the customer's record</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ <a href="#">Go to Step 7</a></li> </ul>
7	<p><b>Does the customer have a medical condition?</b> + Read more ...</p> <p>s47E(d)</p> <p>This <a href="#">medical evidence</a> can be used to support the completion of an <a href="#">Employment Services Assessment (ESAt)</a> if one is required. See the <a href="#">Resources</a> page for the Verification of Medical Conditions form (SU684).</p> <p>Does the customer have a medical condition?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, the customer must provide evidence of their medical condition. See <a href="#">Employment Services Assessment (ESAt) overview</a> <ul style="list-style-type: none"> <li>○ For phone interview claims, encourage them to get their prison medical record before they leave prison. <a href="#">Go to Step 8</a></li> <li>○ For paper claims, <a href="#">go to Step 8</a></li> </ul> </li> <li>• <b>No</b>, <a href="#">go to Step 8</a></li> </ul>
8	<p><b>Obtain consent for prison trust account</b> + Read more ...</p> <p>s47E(d)</p> <p><a href="#">Go to Step 9.</a></p>
9	<p><b>Has the payment been suspended?</b> + Read more ...</p> <p>Customers entering prison will have had their payment suspended or cancelled. This is recorded as s47E(d) or s47E(d) See <a href="#">Cancellation, Suspension and Rejection reason codes (CLK)</a>.</p> <p>Determine if the customer's payment can be restored after their release and can continue to meet their mutual obligations.</p> <p>s47E(d)</p> <p>s47E(d)</p> <p>Is the payment restorable?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, for:</li> <li>• Where the customer is present on the phone and eligible for Crisis Payment, complete the SU508 once payment is restored <ul style="list-style-type: none"> <li>○ JobSeeker, Youth Allowance or Special Benefit, see Step 2 in Table 2 in <a href="#">Restoration of JobSeeker Payment (JSP), Youth Allowance (job seeker) and Special Benefit (SpB)</a>, then <a href="#">go to Step 13</a></li> <li>○ Age Pension, see <a href="#">Restoration of Age Pension</a>, then <a href="#">go to Step 13</a></li> <li>○ Disability Support Pension, see <a href="#">Restoration of Disability Support Pension, then go to Step 13</a></li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Carer Payment, see Step 7 in Table 1 in <a href="#">Restoration of Carer Payment (CP)</a>, then <a href="#">go to Step 13</a></li> <li>○ ABSTUDY payments, see <a href="#">Step 4 in the Restoration of ABSTUDY payments</a> table, then <a href="#">go to Step 13</a></li> <li>○ Parenting Payment, see <a href="#">Cancellation, suspension and rejection codes for Parenting Payment (PP)</a>, then <a href="#">go to Step 13</a></li> </ul> <ul style="list-style-type: none"> <li>• <b>No</b>, <a href="#">go to Step 10</a></li> </ul>
10	<p><b>Enter details into Assisted Customer Claim (ACC)</b> + Read more ...</p> <p>When entering a JSP or YAL (job seeker) claim using ACC:</p> <ul style="list-style-type: none"> <li>• all mandatory questions must be answered</li> <li>• all required documents must be provided</li> </ul> <p>This applies whether it is a phone or paper claim.</p> <p>If the paper Prison Pre-release Claim (SU674) form has been lodged, Service Officers in the Incarcerated Customer Servicing team must complete an Assisted Customer Claim (ACC) with the information contained in the SU674 during the pre-release service.</p> <p>s47E(d)</p> <p>See <a href="#">Claiming JobSeeker Payment (JSP)</a> to assess the claim.</p> <p><a href="#">Go to Step 11.</a></p>
11	<p><b>Check if more information is required</b> + Read more ...</p> <p>Is the customer required to provide more information?</p> <ul style="list-style-type: none"> <li>• <b>Yes:</b> <ul style="list-style-type: none"> <li>○ Request the information. See <a href="#">Requesting information (CLK)</a></li> <li>○ Place the claim on hold s47E(d)</li> <li>○ Claims placed on hold for a Request for Information will need confirmation of the customer's release date. <ul style="list-style-type: none"> <li>- If they have been released, consider rejecting the new claim</li> <li>- If they have not been released, place the activity back on hold</li> </ul> </li> <li>○ <a href="#">Go to Step 13</a></li> </ul> </li> <li>• <b>No</b>, <a href="#">go to Step 12</a></li> </ul>
12	<p><b>JobSeeker Payment processing</b> + Read more ...</p> <p>A JSP or YAL (job seeker) claim cannot be granted unless the Participation Interview has been completed and a RapidConnect determination made. Run the Participation Interview s47E(d)</p> <p>Interview</p> <p>The Participation Interview codes a RapidConnect status on the Job Seeker RapidConnect (<b>JMRC</b>) screen to determine the customer's start date of payments.</p>

	<p>If error <b>E543NM – 'Participation Workflow has not been completed'</b> appears, this means that both the Rapid Connect determination and Participation Interview have not been completed.</p> <p style="text-align: right;">s47E(d)</p> <p>Launch the Participation Interview using s47E(d) and start s47E(d) from the claim activity in Select:</p> <ul style="list-style-type: none"> <li>• s47E(d)</li> <li>•</li> <li>•</li> </ul> <p>Complete the rapid connection details including Accommodation, Income and Assets, Previous circumstances and other information question sets.</p> <p>For help, see:</p> <ul style="list-style-type: none"> <li>• <a href="#">Processing Youth Allowance (YA) (job seeker) claims</a></li> <li>• <a href="#">Processing JobSeeker Payment (JSP) claims</a></li> </ul> <p>s47E(d)</p> <p><a href="#">Go to Step 13.</a></p>
13	<p><b>Claiming Crisis Payment (CRP-PRI)</b> + Read more ...</p> <p>Is the customer claiming CrP-PRI?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, see <a href="#">New claim for Crisis Payment prior to the release of a customer in prison or psychiatric confinement. Go to Step 14</a></li> <li>• <b>No</b>, <a href="#">go to Step 14</a></li> </ul>
14	<p><b>Customer has an outstanding Centrelink debt</b> + Read more ...</p>

	<p>If a customer is eligible for a social security pension, benefit or ABSTUDY Living Allowance on their release and has an existing debt, the customer can apply to have a further 28 days deferral of debt recovery.</p> <p>See:</p> <ul style="list-style-type: none"> <li>• <a href="#">Temporary write off of Centrelink debts</a></li> <li>• <a href="#">Interest Charge (IC) for Centrelink debtors no longer receiving payments</a></li> </ul> <p>Does the customer want to defer debt repayment arrangement?</p> <ul style="list-style-type: none"> <li>• <b>Yes:</b> <ul style="list-style-type: none"> <li>○ s47E(d) in <a href="#">General Centrelink debt recovery information</a></li> </ul> </li> <li>• <b>No:</b> <ul style="list-style-type: none"> <li>○ For phone interviews, <a href="#">go to Step 15</a></li> <li>○ For paper claims, <a href="#">go to Step 16</a></li> </ul> </li> </ul>
15	<p><b>Child support</b> + Read more ...</p> <p>Is there a current child support case in place?</p> <ul style="list-style-type: none"> <li>• <b>Yes:</b> <ul style="list-style-type: none"> <li>○ Tell the customer that they need to contact Child Support to make sure they have an accurate assessment of their income. The customer can contact Child Support on the prison phone service. If the customer is in Tasmania, they can liaise with a correctional officer.</li> <li>○ <a href="#">Go to Step 16</a></li> </ul> </li> <li>• <b>No,</b> <a href="#">go to Step 16</a></li> </ul>
16	<p><b>Anticipated payment</b> + Read more ...</p> <p>Check if the customer is on weekly payment.</p> <p>Customers who leave custody and qualify for Crisis Payment must be offered an anticipated payment. However, customers on a weekly payment cannot be paid an anticipated payment. Check first if they are on a weekly payment. See <a href="#">Making a decision about a hardship advance or anticipated payment</a>.</p> <p>Is the customer claiming an anticipated advance payment?</p> <ul style="list-style-type: none"> <li>• <b>Yes,</b> <a href="#">make a decision about a hardship advance or anticipated payment</a>. <a href="#">Go to Step 17</a></li> <li>• <b>No,</b> <a href="#">go to Step 17</a></li> </ul>
17	<p><b>Income management</b> + Read more ...</p> <p>Check if the customer was on <a href="#">Income Management before going to prison</a>.</p> <p>If they are returning to live in an area subject to Income Management, their payment will be paid according to those arrangements.</p> <p><a href="#">Go to Step 18</a>.</p>

18	<p><b>Customer has dependent children</b> + Read more ...</p> <p>If the customer advises they will return to having care of a child, tell the customer they can apply for <a href="#">Family Tax Benefit</a> after they are released from prison.</p> <p><a href="#">Go to Step 19.</a></p>
19	<p><b>Managed Service Plan (MSP)</b> + Read more ...</p> <p>Does the customer have an MSP?</p> <ul style="list-style-type: none"> <li>• <b>Yes:</b> <ul style="list-style-type: none"> <li>○ s47E(d)</li> <li>○</li> </ul> </li> <li>• <b>No,</b> <a href="#">go to Step 20</a></li> </ul>
20	<p><b>Record progress of claim</b> + Read more ...</p> <p>s47E(d)</p> <p>To confirm expected date of release, see <a href="#">Table 3</a>.</p>

## Using prison release data

Table 3

Step	Action
1	<p><b>Prison release data</b> + Read more ...</p> <p>The prison release data is a list of all people released from custody on a particular day.</p> <p>Service officers in the Incarcerated Customer Servicing team can use the prison release data to check if they can record the released date in the customer's record.</p> <p>Did the customer submit a pre-release claim?</p> <ul style="list-style-type: none"> <li>• <b>Yes,</b> <a href="#">go to Step 2</a></li> <li>• <b>No,</b> see <a href="#">Confirming prison admission and release dates</a></li> </ul>
2	<p><b>Pre-release claim</b> + Read more ...</p> <p>A customer can lodge a claim for payment in the period 21 days before their known release date for the claim to be finalised before their release.</p>



	<p>Is the pre-release claim processed?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 3</a></li> <li>• <b>No</b>, see <a href="#">Confirming prison admission and release dates</a></li> </ul>
3	<p><b>Confirm expected date of release</b> + Read more ...</p> <p>To ensure payment integrity and compliance, service officers in the Incarcerated Customer Servicing team are required to confirm the expected release date for pre-release claims.</p> <p>Was the customer released as expected?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, document the release. Procedure ends here</li> <li>• <b>No</b>: <ul style="list-style-type: none"> <li>○ <b>and the release is later than expected:</b> s47E(d) s47E(d)</li> <li>○ <b>and the release date is earlier than expected:</b> payments are still payable</li> </ul> </li> </ul>

## Post-release interview (customer has been released from prison) - Pre-claim checks

Table 4

Step	Action
1	<p><b>Authenticating a customer</b> + Read more ...</p> <p>Staff must make sure they are satisfied that the person making the claim or on the phone is who they say they are, before making any updates. See <a href="#">Authenticating a Centrelink customer</a>.</p> <p><a href="#">Go to Step 2.</a></p>
2	<p><b>Evidence of prison release</b> + Read more ...</p> <p>After being in custody, customers who want to claim a payment must provide evidence confirming their release.</p> <p>Has the customer provided evidence of their release from prison?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 3</a></li> <li>• <b>No</b>, <a href="#">go to Step 4</a></li> </ul>
3	<p><b>Authenticating prison release evidence</b> + Read more ...</p> <p>After being released from prison:</p> <ul style="list-style-type: none"> <li>• any customer looking to claim payment will need to provide evidence confirming their release</li> </ul>

	<ul style="list-style-type: none"> <li>customers will receive a prison release certificate. This will have information such as: <ul style="list-style-type: none"> <li>Release date</li> <li>Institution or correctional facility name</li> <li>Period of incarceration</li> <li>Picture of the person</li> </ul> </li> </ul> <p>Customers may have other documentation that confirms their release from prison.</p> <p>s47E(d)</p> <p>Is the evidence provided by the customer acceptable?</p> <ul style="list-style-type: none"> <li><b>Yes</b>, <a href="#">go to Step 5</a></li> <li><b>No</b>, if there are concerns the evidence: <ul style="list-style-type: none"> <li>s47E(d)</li> </ul> </li> </ul>
4	<p><b>Confirming prison release</b> + Read more ...</p> <p>See <a href="#">Confirming prison admission and release dates</a> for how to confirm the customer's dates in custody.</p> <p>Has Corrective Services confirmed the customer's prison release date?</p> <ul style="list-style-type: none"> <li><b>Yes</b>, <a href="#">go to Step 5</a></li> <li><b>No</b>, ask the customer to give further evidence before claiming again. Procedure ends here</li> </ul>
5	<p><b>Customer not entitled to payment while in prison</b> + Read more ...</p> <p>A social security pension, a social security benefit, a Parenting Payment, Pensioner Education Supplement (PES), Mobility Supplement (MOB) or Carer Allowance (CA) is <b>not</b> payable to a person who is in prison or psychiatric confinement.</p> <p><b>Note:</b> a person may be entitled to payment when all three of the following are correct:</p> <ul style="list-style-type: none"> <li>they have been charged (but not convicted) with an offence</li> <li>they are in psychiatric confinement</li> <li>they are undertaking a course of rehabilitation</li> </ul> <p>s47E(d)</p>

	<p>s47E(d)</p> <p>Was the customer receiving a social security pension, benefit or ABSTUDY Living Allowance or benefit for their period of incarceration?</p> <p>s47E(d)</p>
6	<p><b>Possible fraudulent claims</b> + Read more ...</p> <p>s47E(d)</p>

## Processing post-release (customer has been released from prison) - claim

Table 5

Step	Action
1	<p><b>Review of customer record</b> + Read more ...</p> <p>Have you completed a review of the customer record and evidence provided?</p> <ul style="list-style-type: none"> <li>• Yes, <a href="#">go to Step 2</a></li> </ul>

	<ul style="list-style-type: none"> <li>• <b>No</b>, see <a href="#">Table 3</a></li> </ul>
2	<p><b>Check if the customer has submitted pre-release SU674 or SU695 form</b> + Read more ...</p> <p>Customers are <b>not</b> required to provide a Prison Pre-release Claim (SU674) if they have a suspended social security pension, social security benefit or ABSTUDY Living Allowance.</p> <p>Has the customer lodged a pre-release paper claim?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, if the customer is: <ul style="list-style-type: none"> <li>○ receiving a social security pension, social security benefit or ABSTUDY Living Allowance), <a href="#">go to Step 7</a></li> <li>○ not currently receiving a Social Security pension, social security benefit or ABSTUDY Living Allowance, <a href="#">go to Step 3</a></li> </ul> </li> <li>• <b>No</b>, <a href="#">go to Step 3</a></li> </ul>
3	<p><b>Status Resolution Support Services (SRSS)</b> + Read more ...</p> <p>Is the customer a cancelled or suspended SRSS customer?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, tell the customer to contact the Department of Home Affairs. Procedure ends here</li> <li>• <b>No</b>, <a href="#">go to Step 4</a></li> </ul>
4	<p><b>Check the customer's social security pension, social security benefit or ABSTUDY Living Allowance status</b> + Read more ...</p> <p>Does the customer have a suspended social security pension, social security benefit or ABSTUDY Living Allowance?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 5</a></li> <li>• <b>No</b>, <a href="#">go to Step 6</a></li> </ul>
5	<p><b>Payment is suspended</b> + Read more ...</p> <p>Customers entering prison will have had their payment suspended or cancelled. This is recorded as <b>s47E(d)</b> or <b>s47E(d)</b> . See <a href="#">Cancellation, Suspension and Rejection reason codes (CLK)</a>.</p> <p>Determine if the customer's payment can be restored after their release and can continue to meet their mutual obligations.</p> <p><b>s47E(d)</b></p> <p><b>s47E(d)</b></p>

	<p>Is payment restorable?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, payment is to be restored. For: <ul style="list-style-type: none"> <li>○ JobSeeker, Youth Allowance or Special Benefit, see Step 2 in Table 2 in <a href="#">Restoration of JobSeeker Payment (JSP), Youth Allowance (job seeker) and Special Benefit (SpB)</a>, then <a href="#">go to Step 10</a></li> <li>○ Age Pension, see <a href="#">Restoration of Age Pension</a>, then <a href="#">go to Step 10</a></li> <li>○ Disability Support Pension, see <a href="#">Restoration of Disability Support Pension, then go to Step 10</a></li> <li>○ Carer Payment, see Step 7 in Table 1 in <a href="#">Restoration of Carer Payment (CP)</a>, then <a href="#">go to Step 10</a></li> <li>○ ABSTUDY payments, see <a href="#">Step 4 in the Restoration of ABSTUDY payments</a> table, then <a href="#">go to Step 10</a></li> <li>○ Parenting Payment Single, see <a href="#">Cancellation, suspension and rejection codes for Parenting Payment (PP)</a>, then <a href="#">go to Step 10</a></li> </ul> </li> <li>• <b>No</b>, <a href="#">go to Step 6</a></li> </ul>
6	<p><b>Claim lodgement</b> + Read more ...</p> <p>A customer or their nominee may make a claim for <a href="#">JobSeeker Payment (JSP)</a> or <a href="#">Youth Allowance (job seeker)</a> payment.</p> <p><b>Note:</b> if there is an existing payment nominee arrangement, <b>staff must confirm</b> with the customer that the nominee arrangement is still current before issuing payments. If the customer decides to cancel, see <a href="#">Cancelling a nominee arrangement</a>.</p> <p>For help, see:</p> <ul style="list-style-type: none"> <li>• <a href="#">Processing Youth Allowance (YA) (job seeker) claims</a></li> <li>• <a href="#">Processing JobSeeker Payment (JSP) claims</a></li> </ul> <p>To help the customer or their nominee make a claim, either:</p> <ul style="list-style-type: none"> <li>• refer the customer to claim online or <a href="#">self service terminals</a>, procedure ends here, or</li> <li>• complete an Assisted Customer Claim (ACC) with the customer</li> </ul> <p><b>Job seeker Online Claim appointment</b></p> <p>s47E(d)</p>

	<p><b>Claim submission</b> s47E(d)</p> <p><a href="#">Go to Step 7.</a></p>
7	<p><b>Check relationship status</b> + Read more ...</p> <p>Is the customer single?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 8</a></li> <li>• <b>No</b>, and the customer is: <ul style="list-style-type: none"> <li>○ already linked to their partner, see <a href="#">Assessment of circumstances for customers with a partner in prison</a>. Correctly code the s47E(d) screen. <a href="#">Go to Step 8</a></li> <li>○ not linked to their partner, tell the customer partner details are required. Request a Partner details - if you live in Australia (MOD P) in the next step</li> <li>○ <a href="#">go to Step 8</a></li> <li>○ not recorded, tell the customer their relationship details need to be confirmed. Request a MOD P in the next step. <a href="#">Go to Step 8</a></li> </ul> </li> </ul>
8	<p><b>Check if more information is required</b> + Read more ...</p> <p>Is the customer required to provide more information?</p> <ul style="list-style-type: none"> <li>• <b>Yes:</b> <ul style="list-style-type: none"> <li>○ Request more information. See <a href="#">Requesting information (CLK)</a></li> <li>○ s47E(d)</li> <li>○ <a href="#">Go to Step 13</a></li> </ul> </li> <li>• <b>No</b>, <a href="#">go to Step 9</a></li> </ul>
9	<p><b>Claim processing for JSP, YAL (JSK) and DSP</b> + Read more ...</p> <p>A JSP or YAL (job seeker) claim cannot be granted unless the Participation Interview has been completed and a RapidConnect determination made. The Participation Interview must be conducted and run in s47E(d)</p> <p>The Participation Interview codes a RapidConnect status on the Job Seeker RapidConnect (<b>JMRC</b>) screen to determine the customers start date of payments.</p>

	<p>If error <b>E543NM - 'Participation Workflow has not been completed'</b> appears, this means that both the Rapid Connect determination and Participation Interview have not been completed.</p> <p>s47E(d)</p> <p>For help, see:</p> <ul style="list-style-type: none"> <li>• <a href="#">Processing Youth Allowance (YA) (job seeker) claims</a></li> <li>• <a href="#">Processing JobSeeker Payment (JSP) claims</a></li> <li>• <a href="#">Assessing Disability Support Pension (DSP) claims</a></li> </ul> <p>s47E(d)</p> <p><a href="#">Go to Step 10.</a></p>
10	<p><b>Customer has an outstanding Centrelink debt</b> + Read more ...</p> <p>If the customer has an existing debt that has not been written off, record the customer's period of imprisonment. A customer's debt will accrue an interest charge if the debt was not temporarily written off during imprisonment and should be adjusted at the time of release. See:</p> <ul style="list-style-type: none"> <li>• <a href="#">Temporary write off of Centrelink debts</a></li> <li>• <a href="#">Interest Charge (IC) for Centrelink debtors no longer receiving payments</a></li> </ul> <p>A customer upon release is eligible for a further 28 days deferral of recovery. See s47E(d) in <a href="#">General Centrelink debt recovery information</a>.</p> <p><a href="#">Go to Step 11.</a></p>
11	<p><b>Child support</b> + Read more ...</p> <p>Is there a current child support case in place?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, tell the customer to contact Child Support to make sure current income is accurately assessed. <a href="#">Go to Step 12</a></li> <li>• <b>No</b>, <a href="#">go to Step 12</a></li> </ul>

12	<p><b>Hardship advance claim</b> + Read more ...</p> <p><b>Is the customer claiming hardship advance payment?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">make a decision about a hardship advance or anticipated payment. Go to Step 13</a></li> <li>• <b>No</b>, <a href="#">go to Step 13</a></li> </ul>
13	<p><b>Claiming Crisis Payment (CrP-PRI)</b> + Read more ...</p> <p>A customer is not eligible for a CrP-PRI if any of the following apply:</p> <ul style="list-style-type: none"> <li>• have been not charged with an offence and placed in police custody</li> <li>• are in home detention</li> <li>• have been held in prison for less than 15 days</li> </ul> <p>Is the customer claiming Crisis Payment?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, see <a href="#">New claim for Crisis Payment after customer release from prison or psychiatric confinement</a></li> <li>• <b>No</b>, procedure ends here</li> </ul>

## References

### Policy

[Social Security Guide, 2.2.5.50, Discretion to treat a person as not being a member of a couple for a special reason](#)

[Social Security Guide, 3.1.4.05, Payability during periods in gaol or psychiatric confinement](#)

[Social Security Guide, 3.1.4.10, Situations that constitute being in gaol or psychiatric confinement](#)

[Social Security Guide, 3.1.4.41, Effect of home detention on social security benefits, social security pensions, PP, PES & CrP](#)

[Social Security Guide, 3.7.4.10, Qualification for CrP - general provisions](#)

[Social Security Guide, 3.7.4.40, Qualification for CrP - released prisoners](#)

[Social Security Guide, 3.1.4.70, Payability of CrP - released prisoners](#)

### Legislation

Links to the Federal Register of Legislation site go to a 'Series' page. Select the 'Latest' version.

### Definitions - couples



[Social Security Act 1991](#)

- section 4, Family relationships definitions - couples
  - subsection 1, definitions
  - subsection 11, 'Standard family situation categories'

**Definitions - general**[Social Security Act 1991](#)

- section 23(1), general definitions
  - subsection 1, Social security benefit, social security pension definitions
  - subsection 5, Person is in prison section
  - subsection 8, Psychiatric confinement

**Other references**

[Social Security Act 1991](#), section 1061JG, Qualification - release from gaol or psychiatric confinement

**Resources****Intranet links**

[Confirming admission and release](#)

[Incarcerated Customer Services Contacts](#)

[Prisoner Wallet card](#)

[Information for people in prison brochure](#)

[One Main Contact \(OMC\)/Personalised Services Service Officer \(PSSO\) contact cards](#)

[Product Ordering Portal \(POP\)](#)

**Services Australia website**

[How to prove your identity with Centrelink](#)

**Verbal declaration script to read to the customer**

Table 1: This table describes the different scripts Service Officers must read to the customer as part of the new claim process.

Item	Description
------	-------------

1	<p><b>Verbal script to be read to customers who are not required to supply further information/documentation</b></p> <p>'You declare that:</p> <ul style="list-style-type: none"> <li>• The information you have provided is complete and correct</li> <li>• You will notify us of any changes to this information within 14 days of the change(s) occurring</li> </ul> <p>You understand that:</p> <ul style="list-style-type: none"> <li>• Giving us false or misleading information is a serious offence</li> <li>• We can make relevant enquiries or ask you for more information to make sure you receive the correct entitlement</li> <li>• We will use the information you have provided to assess your claim</li> <li>• We may ask you to attend an appointment, and you must attend before we can assess your claim</li> <li>• The servicesaustralia.gov.au website contains important information about JobSeeker Payment/Youth Allowance/Parenting Payment to assist you</li> <li>• We will not assess your claim until this statement is accepted</li> <li>• We may not be able to pay you if you do not do any of the above'</li> </ul>
2	<p><b>Verbal Script to be read to customers who are required to supply further information/documentation</b></p> <p>'You declare that:</p> <ul style="list-style-type: none"> <li>• The information you have provided is complete and correct</li> <li>• You will notify us of any changes to this information within 14 days of the change(s) occurring</li> </ul> <p>You understand that:</p> <ul style="list-style-type: none"> <li>• You need to give us additional documents as requested before we can assess your claim</li> <li>• Giving us false or misleading information is a serious offence</li> <li>• We can make relevant enquiries or ask you for more information to make sure you receive the correct entitlement</li> <li>• We will use the information you have provided to assess your claim</li> <li>• We may ask you to attend an appointment, and you must attend before we can assess your claim</li> <li>• The servicesaustralia.gov.au website contains important information about JobSeeker Payment/Youth Allowance/Parenting Payment to assist you</li> <li>• We will not assess your claim until you accept this statement and supply all of the information or documents that we have asked for</li> <li>• We may not be able to pay you if you do not do any of the above'</li> </ul>

## Requesting medical information

Table 2

State	Accessing prisoner medical records	Responsibility
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ACT	<a href="#">Accessing Your Medical Records</a>	Justice Health
NSW	<a href="#">Access to Medical Records</a>	Justice Health and Forensic Mental Health
NT	<a href="#">Prisoners' rights</a>	Northern Territory Government
QLD	<a href="#">Application for Prison Health Records</a>	Queensland Health
SA	<a href="#">SA Prison Health Service</a>	SA Health
TAS	<a href="#">Correctional primary health</a>	Tasmanian Department of Health
VIC	<a href="#">Prisoner health records</a>	Corrections Victoria, Justice Health
WA	<a href="#">Access to prisoner information</a>	Department of Justice

## Forms

[Claim for Prison Pre-release \(SU674\)](#). This streamlined claim includes JSP/YAL claim, Identity Confirmation, Crisis Payment and Anticipated Payment claims.

[Prison release request for restoration of Disability Support Pension, Claim for CrP and Anticipated Pension \(SU695\)](#)

[Claim for ABSTUDY Student or Australian Apprentice in lawful custody \(SY022\)](#)

[Claim for crisis payment prison release and anticipated payment \(SU508\)](#)

## Contacts

[Medical Assessment Team \(MAT\)](#)

## Training & Support

Add the course number to the **Search** field in the **s47E(d)** in **s47E(d)**

- **s47E(d)** - Incarcerated Customer Service Offer - 1
- - Incarcerated Customer Service Offer - 2
- - Crisis Payment Overview
- - Crisis Payment Assessments
- - Prison Admission - Managing Compliance
- - CIMS: Introduction to CIMS
- - CIMS: Introduction to MSPs

s22



**Australian Government**  
**Services Australia**

## Claim lodgement of Centrelink claims 106-03020000

Currently published version valid from 26/06/2024 8:33 PM

### Background


s22

Paper claims for Age Pension, Aged Care, Disability Support Pension, Pensioner Education Supplement and Assistance for Isolated Children may be issued, and must be accepted in service centres.

This document outlines requirements for lodging a claim to receive a payment, concession card or other service. It covers backdating provisions, claim lodgement extensions and messages to give customers about the claim process.


### Requirement for a completed online, assisted or paper claim

To receive a payment, concession card, or other service, a customer must lodge a completed claim using

an  [online claim](#), an assisted customer claim or a paper form.

The preferred method is online, but if the customer is deemed [unable or unsuitable to complete an online claim](#), staff should offer to complete an Assisted Customer Claim (ACC) with the customer.

If the customer declines an ACC, offer a paper claim if available.

 A correspondence nominee can [submit an online claim on behalf of their principal](#) for some Centrelink payments. Nominees who do not have access to lodge online claims are to be offered an ACC when they apply for a payment or concession card on behalf of their principal. If they decline ACC they will need to complete and lodge a paper claim form if available.

When applicable, advise the customer and/or correspondence nominee that claim forms are available from:

- the [Services Australia website](#)
- any service centre, smart centre or an agent or representative of the agency

Claim forms should be completed and lodged as soon as possible. The [Resources](#) page links to forms.

## Date from which claim is assessed

The claim is assessed from the date the claim is accepted and lodged as fully complete with all supporting documentation (except forthcoming documents to be supplied by a third party).

The lodged date for a fully complete:

- online claim, is the date the claim is submitted. When lodging an online claim, customers are advised which documents are 'required' (must be supplied at the same time) and which are 'supplementary' (must be supplied within the specified timeframe from the date the claim [was submitted](#))
- paper claim, is the date it is lodged and accepted at a service centre
- faxed or mailed claim, is the date it is received
- verbal claim, is the latter date of when:
  - the verbal claim was made, and/or
  - all supporting documentation was supplied
- assisted customer claim, is the latter date of when:
  - the claim is lodged via Assisted Customer Claim (ACC), and/or
  - all supporting documentation was supplied

**Note:** the lodged (assessed) date and the actual start date of the claim may be different.

See [Start Day, Viewing and processing online and Assisted Customer Claim \(ACC\)](#), [Aged care means assessment - Preliminary checks](#) and [Intent to claim and vulnerable customers](#).

## Online claims



Customers can create a Centrelink online account.

An online claim **cannot** be submitted until it is fully completed and all supporting documentation is either uploaded as part of the claim or provided at a service centre.

Customers commencing an online claim under Circumstance Change Monitor (CCM) receive messaging, advising of the documents required before their claim can be submitted. Customers are able to upload the required documents on their **Next Steps** page in their online account and view the **Task list** in their Express Plus Centrelink mobile app. In certain circumstances, a **claim submission exception** could apply as it may not be reasonable for a customer to complete all their **Required** tasks before submitting their claim. For more information, see [Circumstances Change Monitor \(CCM\)](#).

**Note:** in most cases, this does not include supporting documents supplied by a third party. For example: medical evidence/certificates from a doctor, medical reports required from treating health professionals and Unreasonable to Live at Home forms. However, a medical certificate is required to be lodged for job seeker claims and a medical report for carer claims before the customer can submit their claim.

### Claims available online

There are a number of [payments, concession cards and other services that can be claimed online](#).

### Incomplete online claims

Incomplete online claims will expire if not submitted within 13 weeks of starting. Expired claims display on the customer's online account as 'non-completed' and cannot be accessed.

Customers who make an online claim for the same payment/concession card after the initial 13 weeks has expired will be directed to lodge a new claim.

### **labelling="Section-Header">Cancelling or withdrawing an online claim**

Customers may [voluntarily withdraw or cancel their claim](#) within 14 days of submitting an online claim.

### **Submitting an online claim**

Once the customer has submitted their claim online, the information will flow through to be indexed either via s47E(d) or through a new claim activity in s47E(d) for processing in s47E(d)

These activities are allocated, and the new claim processing continues as with a paper claim. The customer is not required to lodge a paper claim but may be required to provide further documentation (identity documentation, modules) in order for the claim to be submitted. For the online claim process, no signature is required as an electronic signature is generated when the customer submits the online claim.

### **Nominees**

A correspondence nominee can [submit an online claim on behalf of their principal](#) for some Centrelink payments and services.

Nominees who do not have access to lodge online claims are to be offered an Assisted Customer Claim (ACC) when they want to apply for a payment or concession card on behalf of their principal. If they decline ACC, then a paper-based claim form will need to be lodged.

### **Assisted customer claims (ACC) and verbal claims**

Use ACC for customers deemed [unable or unsuitable to complete an online claim](#).

ACC can also be completed for family assistance claims where the [family is in crisis](#) and for [remote Indigenous customers](#) who have language or literacy barriers affecting their capacity to use forms or online claims.

Customers and/or correspondence nominees who contact a Smart Centre to complete the ACC, may need to be referred to their local service centre depending on the payment they are applying for.

For more information, see [Viewing and processing online and Assisted Customer Claim \(ACC\)](#).

Apart from ACC claims, the following payments and concession cards can also be claimed verbally:

- ABSTUDY, **except:**
  - Australian Apprentices applying for ABSTUDY Living or Incidentals Allowance, or
  - tertiary students claiming ABSTUDY Incidentals Allowance
- Aged care - see [Aged care means assessment](#)

### **Online and ACC expired at 13 weeks**

Customers will be required to commence a new claim where a previous started claimed has expired after 13 weeks. In some instances, expired claims can be assessed for the original date. For more information, see [Circumstance Change Monitor](#).

## Paper-based claims

Paper-based claim forms lodged at service centres must be checked to ensure each question has been answered, the claim form has been signed, and that all required documents have been provided.

Where the customer and / or correspondence nominee has not provided all documents, the Service Officer is to remind the customer and / or correspondence nominee of what they need to provide and that any delays in providing these documents will delay the processing of their claim. The paper claim must still be accepted.



Paper-based claims may also be lodged via [Upload documents service](#), post, fax or offsite.

For example, from a:

- hospital
- residential drug and alcohol rehabilitation centre
- mental health facility, or
- refuge

When the processing team receives the claim, they will thoroughly check the claim and contact the customer and/or correspondence nominee to request further information if needed.

## New claim processing

Once a customer has lodged their claim form (except for [Disability Support Pension](#), [Pensioner Education Supplement](#), [JobSeeker Payment \(JSP\)](#) and [Youth Allowance \(YAL\)](#) job seeker) they may be contacted as soon as possible by phone or mail to discuss or advise the progress of their claim.

For more information, see [Circumstance Change Monitor](#).

## Single Touch Payroll (STP)

Customers may be presented with pre-filled Single Touch Payroll (STP) data during their online claim. Employer details will be presented to the customer if STP data has been provided to the Australian Taxation Office (ATO) within the 8 weeks prior to claim, see [Single Touch Payroll \(STP\)](#)

The [Resources](#) page contains links to the Services Australia website and intranet links to Office Locator and forms.

## Contents

[Standards for helping customers complete claims and forms](#)

[Backdating provisions for claim lodgement](#)

[Claims received that are incomplete or incorrect](#)

[Calculating the deemed date of claim manually](#)

[Early claims](#)

[Incorrect claims](#)

[Inappropriate claims](#)

[Withdrawal of claims](#)

[Intent to claim and vulnerable customers](#)

## **Related links**

[Immediate new claim and non-new claim priority processing](#)

[Apply for a payment or concession card options online](#)

[Applying to become an assurer](#)

[Assisting Indigenous customers to claim family assistance and/or Paid Parental Leave scheme payments](#)

[Calculating the start day general rule](#)

[Start Day](#)

[Circumstance Change Monitor \(CCM\)](#)

[Claiming ABSTUDY](#)

[Claiming and re-claiming Age Pension](#)

[Claiming Assistance for Isolated Children \(AIC\) Scheme](#)

[Claiming Carer Payment \(CP\) and/or Carer Allowance \(CA\)](#)

[Claiming Disability Support Pension \(DSP\)](#)

[Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\) claims](#)

[Claiming family assistance and Parental Leave Pay \(PPL\) for a newborn child](#)

[Claiming income support payments from Centrelink](#)

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

[Claiming Youth Allowance \(YA\) \(job seeker\)](#)

[Claiming a Home Equity Access Scheme loan](#)

[Claims received that are incomplete or incorrect](#)

[Contact in relation to an intended claim \(CLK\)](#)

[Upload documents service](#)

[Documents required for Centrelink new claims](#)

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

[Family assistance and Paid Parental Leave scheme options online](#)



[Helping customers in crisis or financial hardship claim family assistance](#)

[Nominees](#)

[Requesting information \(CLK\)](#)

[Scanning Centrelink documents using an MFD](#)

[Single Touch Payroll \(STP\)](#)

[Transfer to JobSeeker Payment \(JSP\) from another payment](#)

[Voiceprints for phone self service](#)

## Process

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Paper claims for Age Pension, Aged Care, Disability Support Pension, Pensioner Education Supplement and Assistance for Isolated Children may be issued, and must be accepted in service centres.

This document outlines requirements for lodging a claim to receive a payment, concession card or other service. It covers backdating provisions, claim lodgement extensions and messages to give customers about the claim process.

### On this page:

[Online claims](#)

[Assisted Customer Claims \(ACC\) and verbal claims](#)


[Actioning claim forms lodged at service centres, via Upload documents, post, fax, or offsite](#)

[Urgent claims](#)

## Online claims

Table 1

Step	Action
1	<b>Claims that can be submitted online</b> + Read more ...

	<p>The following claim types are currently available and can be submitted online by the:</p> <ul style="list-style-type: none"> <li>• customer, see <a href="#">Online claims</a> or</li> <li>• correspondence nominee, see <a href="#">Self Service for nominees</a></li> </ul>
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## Assisted Customer Claims (ACC) and verbal claims

Table 2


Step	Action
1	<p><b>Acceptance of Assisted Customer Claims (ACC) and other verbal claims</b> + Read more ...</p> <p>In some instances an assisted or verbal claim may be accepted for:</p> <ul style="list-style-type: none"> <li>• ABSTUDY (except Australian Apprentices applying for ABSTUDY Living or Incidentals Allowance or tertiary students claiming ABSTUDY Incidentals Allowance). See <a href="#">Claiming ABSTUDY</a></li> <li>• Crisis Payment (CrP) - see <a href="#">Eligibility for CrP</a></li> <li>• Aged care - see <a href="#">Aged care means assessment</a></li> </ul> <p>For claims using ACC, see <a href="#">Viewing and processing online and Assisted Customer Claim (ACC)</a>.</p>



## Actioning claim forms lodged at service centres, via Upload documents, post, fax or offsite

Table 3

Step	Action
1	<p><b>Paper claim</b> + Read more ...</p> <p>If a customer and/or correspondence nominee has lodged a paper-based claim</p> <ul style="list-style-type: none"> <li>• for Assistance for Isolated Children (AIC), <a href="#">go to Step 2</a></li> <li>• in person at a service centre, <a href="#">go to Step 3</a></li> <li>• in person with a remote/prison/communities services visiting services team, <a href="#">go to Step 4</a></li> <li>• via Upload documents, post, fax or offsite, <a href="#">go to Step 7</a></li> <li>• for Disability Support Pension, <a href="#">go to Step 8</a></li> <li>• stating they are experiencing vulnerability and in severe financial hardship, go to the <a href="#">Urgent claims</a> table</li> </ul> <p><b>Note:</b>  a correspondence nominee can <a href="#">submit an online claim on behalf of their principal</a> for some Centrelink payments. If a nominee does not have access to lodge online claims, including correspondence nominees, offer an ACC when they want to apply for a payment or concession card on behalf of their principal. If they decline ACC, they will need to lodge a paper claim form.</p>
2	<p><b>AIC claims</b> + Read more ...</p>

	<p>If an organisation is the applicant, they must complete Assistance for Isolated Children (AIC) - Organisation details (SY067) <b>and</b> the Claim for Assistance for Isolated Children (AIC) (SY040). The <a href="#">Resources</a> page contains a link to the online forms.</p> <p>If a customer and/or correspondence nominee has lodged a paper based Assistance for Isolated Children (AIC) claim:</p> <ul style="list-style-type: none"> <li>• in person at a service centre, <a href="#">go to Step 3</a></li> <li>• in person with a remote/prison/communities services visiting team, <a href="#">go to Step 4</a></li> <li>• via Upload documents, post or fax, <a href="#">go to Step 7</a></li> </ul> <p>Applicants living in isolated areas may have their original documents photocopied and endorsed by an official of the local court, police station or other government office. Photocopies must be stamped (if an office stamp is used) signed and dated by the official sighting the original documents.</p>
3	<p><b>Claim submitted at service centre</b> + Read more ...</p> <p>For paper claim forms lodged in person at a service centre, Service Officers should:</p> <p style="color: red;">s47E(d)</p> <ul style="list-style-type: none"> <li>• tell the customer or correspondence nominee a Service Officer will speak with them to lodge their claim</li> <li>• encourage the customer or correspondence nominee to utilise their waiting time by: <ul style="list-style-type: none"> <li>○ completing the checklist on the back of the claim form, and</li> <li>○ ensuring they have attached all documentation required to support their claim</li> </ul> </li> <li>• if an Interpreter is required, see <a href="#">Interpreter Services</a></li> </ul> <p>If the customer or correspondence nominee wishes to leave and return later with a supporting document, remove their details from the Virtual Waitroom.</p>
4	<p><b>Check claim is complete</b> + Read more ...</p> <p>When a paper claim form is lodged, check:</p> <ul style="list-style-type: none"> <li>• the claim is completed in blue or black pen</li> <li>• the application is fully complete, that is, each question has been answered and the claim form has been signed</li> <li>• the checklist has been completed (see back page of claim form)</li> <li>• relevant documents have been supplied at each section where requested. Paperclip icons displayed on claim forms indicate evidence is required</li> <li>• customer's contact and email details provided in the claim. Update if required. If the customer is not subscribed to electronic messaging, see <a href="#">Centrelink letters online and Electronic Messaging</a></li> </ul> <p>Service Officers can use the applicant's completed checklist as a guide to confirm all documents have been supplied. Service Officers are not expected to check whether each answer is correct or valid. This will be done by the processing team.</p> <p>For examples of supporting documents, see <a href="#">Documents required for Centrelink new claims</a>.</p> <p>Is the claim fully completed and all required supporting documentation supplied?</p> <p><b>Note:</b> this does not include supporting documents from a third party, e.g. additional evidence from a medical practitioner.</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, <a href="#">go to Step 6</a></li> <li>• <b>No</b>, <a href="#">go to Step 5</a></li> </ul>

5	<p><b>Claim incomplete and/or all supporting documentation not supplied</b> + Read more ...</p> <p>In most cases, this does not include supporting documents from a third party, e.g. a medical practitioner. However, a medical certificate needs to be lodged for job seeker claims before the claim can be submitted.</p> <p>If a claim is not fully completed and/or all supporting documentation is not supplied:</p> <ul style="list-style-type: none"> <li>• for JSP, YA (job seeker) or Parenting Payment: <ul style="list-style-type: none"> <li>○ run the <a href="#">ACC</a> up to <b>Next Steps</b></li> <li>○ the claim cannot be submitted in ACC until all required tasks are completed</li> <li>○ advise the customer that the outstanding documents can be  uploaded through online services or by attending a service centre. Once all documents have been received the claim can be submitted. The ACC will expire after 13 weeks if not submitted</li> <li>○ where applicable, advise correspondence nominee that they will need to provide outstanding documents by attending a service centre</li> <li>○ where applicable scan the Job Seeker Snapshot Off-line Form. See <a href="#">Centrelink Classification Index UNS003</a></li> </ul> </li> <li>• for all other claim types: <ul style="list-style-type: none"> <li>○ discuss outstanding requirements with the customer or correspondence nominee</li> <li>○ advise the customer or correspondence nominee that to be assessed from the earliest date, they are required to supply all the supporting documents</li> <li>○ scan the claim and supporting documents (unless the claim will be processed at the service centre)</li> <li>○ <a href="#">code any identity confirmation documents</a> if applicable</li> </ul> </li> </ul> <p>If the customer is in severe financial hardship, see the <a href="#">Urgent claims</a> table.</p> <p>Procedure ends here.</p>
6	<p><b>Claim accepted as lodged</b> + Read more ...</p> <p>Service Officers can accept a claim when it is fully completed and signed, with all supporting documentation supplied:</p> <ul style="list-style-type: none"> <li>• for JSP, YA (job seeker) or Parenting Payment claims: <ul style="list-style-type: none"> <li>○ run the <a href="#">ACC</a> and submit the claim</li> <li>○ advise the customer or correspondence nominee of the next steps for claim assessment</li> <li>○ discuss the security benefits of <a href="#">Voice Biometrics</a>, and encourage the customer to enrol</li> <li>○ scan supporting documents, including the Job Seeker Snapshot Off-line Form if applicable. See <a href="#">Centrelink Classification Index UNS003</a>. See also, <a href="#">Scanning Centrelink documents using an MFD</a></li> <li>○ <b>s47E(d)</b> when the Job Seeker Snapshot Off-line Form has been lodged</li> </ul> </li> <li>• for all other claim types: <ul style="list-style-type: none"> <li>○ advise the customer or correspondence nominee of the next steps for claim assessment</li> <li>○ scan the claim and supporting documents (this includes when the claim will be processed at the service centre). See <a href="#">Scanning Centrelink documents using an MFD</a></li> <li>○ <a href="#">code any identity confirmation documents</a> if applicable</li> <li>○ discuss the security benefits of <a href="#">Voice Biometrics</a>, and encourage the customer to enrol</li> </ul> </li> </ul> <p><b>Nominee</b></p> <p>Where a correspondence <a href="#">nominee</a> arrangement exists or the customer appoints a correspondence nominee the claim can be signed by the nominee.</p> <p>Procedure ends here.</p>
7	<p><b>Paper claim lodged via Upload documents online, post, fax or offsite</b> + Read more ...</p>

	<p style="text-align: center;"></p> <p>Claims may be accepted by <a href="#">Upload documents</a> online, fax and post.</p> <p>For faxed applications, the original document does not have to be provided unless the scanned image does not display clearly or is incomplete. The date the fax is received is considered the date of receipt for processing purposes. <b>Note:</b> original identity confirmation documents may still need to be provided - see <a href="#">Coding identity documents</a>.</p> <p>When a claim is lodged using Upload documents, post, fax or offsite:</p> <ul style="list-style-type: none"> <li>• for JSP, YA (job seeker) or Parenting Payment claims: <ul style="list-style-type: none"> <li>○ run the ACC, see <a href="#">Viewing and processing online and Assisted Customer Claim (ACC)</a>. However, the claim cannot be submitted until all required tasks are completed</li> <li>○ if the Job Seeker Snapshot Off-line Form has also been lodged reclassify the scan (see <a href="#">Centrelink Classification Index UNS003</a>) and <b>s47E(d)</b> when the Job Seeker Snapshot Off-line Form has been lodged</li> </ul> </li> <li>• for family assistance claims: <ul style="list-style-type: none"> <li>○ see <a href="#">Pre-processing checks for standalone and combined claims for family assistance and/or Paid Parental Leave scheme payments</a></li> </ul> </li> <li>• for all other claim types: <ul style="list-style-type: none"> <li>○ it must be accepted, even if it is not fully completed or missing supporting documentation</li> <li>○ scan all documents on Day 1 (where applicable)</li> <li>○ <a href="#">code any identity confirmation documents</a> if applicable</li> </ul> </li> <li>• Update customer's contact and email details provided in the claim. If the customer is not subscribed to electronic messaging, see <a href="#">Centrelink letters online and Electronic Messaging</a></li> </ul> <p>If documentation is required to support the claim:</p> <ul style="list-style-type: none"> <li>• for family assistance claims, see <a href="#">Information requests for FTB, PPL and DAP claims, and Add Newborn and PPL change of circumstances activities</a></li> <li>• for all other claims, see <a href="#">Requesting information (CLK)</a></li> </ul> <p>For further information, see <a href="#">Claims received that are incomplete or incorrect</a>.</p> <p> Advise the customer that the outstanding documents can be uploaded with <a href="#">online services</a> or by attending a service centre.</p> <p>Once all documents have been received, the claim can be submitted. Where applicable, advise correspondence nominee that they will need to provide outstanding documents by attending a service centre.</p> <p>Procedure ends here.</p>
8	<p><b>Disability Support Pension (DSP) claims</b> + Read more ...</p> <p>For DSP paper claims:</p> <ul style="list-style-type: none"> <li>• Check the claim form and make sure: <ul style="list-style-type: none"> <li>○ each question has been answered</li> <li>○ it has been signed</li> <li>○ all required documents have been provided</li> </ul> </li> <li>• Advise the customer or correspondence nominee they will be contacted if a Job Capacity Assessment (JCA) or a Disability Medical Assessment (DMA) is required which they will need to attend for assessment of their DSP claim. Access staff are not required to book a JCA or a DMA</li> <li>• Make sure the claim and all documents are scanned at Day 1</li> <li>• <a href="#">Code any identity confirmation documents</a> if applicable</li> <li>• Discuss <a href="#">JobSeeker Payment (JSP) and Youth Allowance (YA) (Provisional) payments</a> if applicable</li> </ul>

	<ul style="list-style-type: none"> <li>• Update customer's contact and email details provided in the claim. If the customer is not subscribed to electronic messaging, see <a href="#">Centrelink letters online and Electronic Messaging</a></li> <li>• Customers currently receiving JSP or YA provisional are exempt from mutual obligation requirements when claiming DSP. Make sure the Activity and Exemption Summary s47E(d) screen is coded, see <a href="#">JobSeeker Payment (JSP) and Youth Allowance (YA) (Provisional)</a></li> </ul> <p>For more information, see <a href="#">Claiming DSP</a>.</p> <p>The DSP processing teams will determine if a JCA appointment is required. See <a href="#">Eligibility for DSP</a>.</p> <p>Procedure ends here.</p>
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## Urgent claims

Table 4

Step	Action
1	<p><b>Consider vulnerability and criteria to fast track claims + Read more ...</b></p> <p>In determining if a case is urgent, Service Officers need to consider:</p> <ul style="list-style-type: none"> <li>• the <a href="#">vulnerability of the customer</a> and the <a href="#">expected timeframe to process the particular claim</a></li> <li>• if the customer meets the criteria for urgent processing, see <a href="#">Immediate new claim and non-new claim priority processing</a></li> <li>• if the customer is applying for a <a href="#">Crisis Payment (CrP)</a></li> <li>• if a <a href="#">referral to an external support service</a> is more applicable</li> </ul>

## References

Paper claims for Age Pension, Aged Care, Disability Support Pension, Pensioner Education Supplement and Assistance for Isolated Children may be issued, and must be accepted in service centres.

## Policy

[Social Security Guide, 3.1.8, Dates of Effect of Claim Determinations](#)

[Social Security Guide, 8.3.1, Start Days - General Provisions](#)

[Social Security Guide, 8.3.3.10, Backdated Start Days - General Provisions](#)

[Social Security Guide, 8.1, Claim Lodgement](#)

[Social Policy Guide, 2 Eligibility for PLP & DAPP](#)

[Family Assistance Guide, 4.2.1, Summary of the FTB Claim Process](#)

## Inability to sign due to lack of literacy or English

[Social Security Guide, 8.1.1.20, Claim Lodgement - General Provisions](#)

## Legislation

Links to the Federal Register of Legislation site go to a 'Series' page. Select the 'Latest' version.

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

- section 13, Deemed claim-person contacting Department about a claim for a social security payment
- section 14, Deemed claim-person contacting Department about a claim for a concession card
- section 16, How to make a claim

## Claim requirements for Family Tax Benefit (FTB)

[Family Assistance \(Administration\) Act 1999 part 3, division 1, Family tax benefit](#)

## Claim requirements for Child Care Subsidy (CCS)

[Family Assistance Legislation Amendment \(Jobs for Families Child Care Package\) Act 2017 1999 part 4A, division 1, Child Care Subsidy Benefit](#)

## Claim requirements for Aged care

[Aged Care Act 1997](#)

## Resources

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Paper claims for Age Pension, Aged Care, Disability Support Pension and Pensioner Education Supplement may be issued, and must be accepted in service centres.

## Services Australia website

[Payment and Service Finder](#)

[Forms](#)

## Intranet links

[Online Forms](#)

[Office Locator](#)

## Training & Support

Add the course number to the **Search** field in the s47E(d) in s47E(d) :

- s47E(d) - Lodging a claim



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# Australian Government

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## Services Australia

### First Contact Service Offer (FCSO) workflow 106-03010000

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### Background

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Paper claims for Age Pension, Carer Payment, Carer Allowance and Disability Support Pension may be issued, and must be accepted in service centres.

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This document outlines the purpose and use of the FCSO workflow.

### Using the FCSO workflow

FCSO is to be used **ONLY** if the customer or nominee is unable or unwilling to claim online or use Assisted Customer Claim (ACC).

The **FCSO workflow** is used to record a customer's initial intention to claim a payment.

[Most payments can](#) (or must) be claimed through Centrelink's online services. The **FCSO workflow** records an intention to claim for some customers. It is used for claims where the online option is not appropriate or available.

When a customer first contacts a Smart Centre or attends a service centre to claim a payment, the **FCSO workflow** can be used. It determines which claim may be best suited to their circumstances.

If a customer is not claiming online, staff can run the **FCSO workflow** for enquiries about the following payments and services:

- Age Pension (AGE)
- Disability Support Pension (DSP)
- Carer Payment (CP)
- Carer Allowance (CA)
- Special Benefit (SpB)
- Commonwealth Seniors Health Card (CSHC)
- Low Income Health Care Card (LIC)
- Foster Child Health Care Card (FST)
- Ex-Carer Allowance (child) Health Care Card (EHC)

For more information on the appropriate claiming option for each payment, refer to the relevant procedure under Related links.

The **FCSO workflow** does not identify when the Carer Child to Adult Transfer (CTAT) is appropriate for a customer. For more information see [Carer Payment \(CP\) and/or Carer Allowance \(CA\) Child to Adult Transfer \(CTAT\)](#).

### Features of FCSO workflow

The **FCSO workflow** guides Service Officers through a set of questions for the customer. It:

- identifies the best claim suited to the customer's life event
- records the responses on the customer's record in a <sup>s47E(d)</sup>

- issues appropriate forms

The workflow includes the following actions and outcomes:

- Gathers and confirms essential information about the customer. It includes personal details, contact information and relevant partner information
- Allows for combined claims from members of a couple to be offered within one workflow. This results in one joint claim form being issued (where applicable)
- Pre-fills customised claim forms with relevant information already recorded on the system. **Note:** Customised forms are not available for all claims
- Activates the data link with the Department of Home Affairs. If applicable, it pre-fills the customer's visa, citizenship (in some cases) and movement information into the relevant screens. If the information is not available via the data link or the customer's record, the relevant residence questions will be asked
- Ensures the customer's Contact Date is recorded via a <sup>s47E(d)</sup> on file
- Identifies, via trigger questions:
  - which documents and forms need to be issued to the customer
  - any special circumstances needing immediate assistance. For example, homelessness for under 18s, people in financial hardship. It prompts a referral to the appropriate specialist officer. **Note:** this is currently a manual process

The [Resources](#) page contains a link to forms.

## Related links

[Initial contact by a customer who is ill, injured or has a disability.](#)

[Claiming Carer Payment \(CP\) and/or Carer Allowance \(CA\).](#)

[Claiming Disability Support Pension \(DSP\).](#)

[Initial contact by a customer who has retired or is about to retire](#)

[Concession cards and information](#)

[Claiming and re-claiming Age Pension](#)

[Initial contact by customers claiming Commonwealth Seniors Health Card \(CSHC\).](#)

[Intent to claim and vulnerable customers](#)

## Process

Paper claims for Age Pension, Carer Payment/Allowance and Disability Support Pension may be issued, and must be accepted in service centres.

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This document outlines the purpose and use of the FCSO workflow.

## FCSO workflow

Step	Action
1	<p><b>Customer contacts</b> + Read more ...</p> <p>When a customer contacts Services Australia to ask about available assistance:</p> <p><sup>s47E(d)</sup></p>

	s47E(d)
2	<p><b>Privacy prompt and acceptance</b> + Read more ...</p> <p>Read the Privacy prompt message to the customer.</p> <p>Ask the customer if they would like the full privacy message read to them. If:</p> <ul style="list-style-type: none"> <li>• Yes, select <sup>s47E(d)</sup> read the full privacy message to the customer</li> <li>• No, select <sup>s47E(d)</sup></li> </ul> <p>Select <sup>s47E(d)</sup></p> <p>Does the customer consent to continue?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b> select <sup>s47E(d)</sup> to continue the workflow. <a href="#">Go to Step 3</a></li> <li>• <b>No</b>, select <sup>s47E(d)</sup> to go to the <b>s47E(d)</b> screen to finalise the workflow. Procedure ends here</li> </ul>
3	<p><b>Personal Details</b> + Read more ...</p> <p>The <b>s47E(d)</b> screen displays with <b>s47E(d)</b></p> <ul style="list-style-type: none"> <li>• Check the customer's name and date of birth are correct</li> <li>• Select <sup>s47E(d)</sup> to make any updates required</li> <li>• When details are updated or correct select <b>s47E(d)</b></li> </ul>
4	<p><b>Relationship details</b> + Read more ...</p> <p>The <b>s47E(d)</b> screen displays</p> <p>Has your relationship changed?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, select <sup>s47E(d)</sup> <b>s47E(d)</b></li> <li>• <b>No</b>, select <sup>s47E(d)</sup> to confirm partner details if required. Select <sup>s47E(d)</sup> <a href="#">go to Step 5</a></li> </ul>
5	<p><b>Contact details</b> + Read more ...</p> <p>Confirm the customer's current details displayed are correct for:</p> <ul style="list-style-type: none"> <li>• Address details</li> <li>• Telephone details</li> <li>• Email address details</li> <li>• Other contact details</li> <li>• Preferred Service Centre</li> </ul> <p>To update details use:</p>

	<p>s47E(d)</p> <p>Once all contact details are correct, Select s47E(d)</p>
6	<p><b>Residence details</b> + Read more ...</p> <p>The s47E(d) screen will display.</p> <p>No residence details will display if the customer is already a confirmed Australian resident.</p> <p>If residential status is unconfirmed additional questions present.</p> <ul style="list-style-type: none"> <li>• Confirm or update details</li> <li>• Select s47E(d)</li> </ul>
7	<p><b>Child Details</b> + Read more ...</p> <p>Complete details of any dependent children in the customer's care.</p> <p>Additional questions and messaging will display following response to the first question.</p> <p>Select s47E(d)</p>
8	<p><b>Life events</b> + Read more ...</p> <p>The s47E(d) screen will display the following options:</p> <ul style="list-style-type: none"> <li>• Responsible for children</li> <li>• Sick or have a disability or injury</li> <li>• Caring for a child or adult who is frail, aged, has a medical condition or disability?</li> <li>• Planning for or needing help in retirement</li> <li>• Recently arrived in Australia</li> <li>• In crisis or needing special help</li> <li>• Seeking assistance to access health or other concessions</li> </ul> <p>Select s47E(d) to all life events appropriate for the customer's circumstances.</p> <p>Selecting a life event will display a selection of specific events appropriate for the customers circumstances to choose from.</p> <p>Additional information or questions may display that require response.</p> <p>Select s47E(d)</p>
9	<p><b>Initial service offer</b> + Read more ...</p> <p>Based on the information already in the system, and new information recorded within the workflow a service offer(s) will display.</p> <p>s47E(d)</p> <p>Some examples of service offers are:</p> <p>s47E(d)</p>

s47E(d)

Select s47E(d)

10	<p><b>Issue forms and brochures</b> + Read more ...</p> <p>Certain form/s and brochures will default to send to the customer</p> <p>To add additional forms or brochures: s47E(d)</p> <p>To change the quantity of forms or not send a defaulted form use the s47E(d) icon in s47E(d) column</p> <p>Select s47E(d)</p>
11	<p><b>First contact outcome</b> + Read more ...</p> <p>s47E(d)</p>
12	<p><b>Finalise workflow</b> + Read more ...</p> <p>On completion of the workflow if there have been no updates made to the customer details s47E(d) will return to the s47E(d) screen.</p> <p>s47E(d)</p> <p>Notes can be viewed or edited.</p> <p>During the conversation, if it becomes clear that the customer is experiencing vulnerability, see <a href="#">Intent to claim and vulnerable customers</a>.</p>

## Resources

Paper claims for Age Pension, Carer Payment/Allowance and Disability Support Pension may be issued, and must be accepted in Service Centres.

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## Forms (staff)

[Forms](#)

## Training & Support

Add the course number to the **Search** field in the **s47E(d)** in **s47E(d)**:

- **s47E(d)** - Requesting Information