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Australian Government

Services Australia

Commencing or returning to work or self-employment Disability Support Pension (DSP) 008-03100010

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Background

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This document outlines information about the reassessment of Disability Support Pension (DSP) when a customer commences or returns to work or self-employment.

Permanently blind

DSP customers assessed as being manifestly eligible due to permanent blindness are:

- exempt from the pension [income and assets test](#), unless they are also claiming Rent Assistance (RA), and
- able to work an unlimited number of hours per week, and
- not required to report each fortnight to receive their own pension

Claiming RA - permanently blind DSP customer

Services Australia calculates the rate of DSP using the pension income test and assets test. Customers must report their income fortnightly to ensure they get the correct rate of payment.

Not claiming RA - partner of a permanently blind DSP customer

A partner who receives an income support payment that is subject to an income test, **must** report the permanently blind customer's income, as it may affect their rate of income support payment.

Mobility Allowance (MOB) customers

If a MOB customer is receiving DSP and commences, or returns, to work of 15 hours or more per week, they are entitled to the higher rate of MOB. This is actioned automatically when their relevant employment income and hours information is recorded.

If a DSP customer is receiving the higher rate of MOB and commences working 30 hours or more per week and therefore is no longer qualified for DSP, they may still be eligible for MOB. If DSP is no longer payable due to employment income and the MOB customer is still working at least 15 hours per week, they may continue to be paid the MOB higher rate.

Hours for the higher rate of MOB must be recorded separately for customers no longer required to report. This includes Disability Support Pension (Blind) (DSB) customers.

For more information and coding, see [Rates for Mobility Allowance](#).

Types of work

In addition to working independently, work may also include employment:

- with an [Australian Disability Enterprises \(ADE\)](#) (formerly known as Business Services or Disability Supported Employment (DSE))
- under the [Supported Wage System \(SWS\)](#)
- undertaken with ongoing support from a [Disability Employment Services \(DES\)](#) provider

Employment income




DSP is subject to the pension income test. A DSP customer must notify their gross income from employment and hours worked.

When a customer has employment income, and:

- is **under Age Pension age** - Working Credits may allow the customer to [keep some of their income support payment while they are working](#)
- is **of Age Pension age** and receiving a pension, excluding Parenting Payment Single (PPS), they may be eligible for the [Work Bonus](#)
- their income **reduces their fortnightly rate** to nil and some of that income is employment income, the customer's payment may [remain current at nil rate for up to 12 fortnights](#). The customer may also retain their Pensioner Concession Card (PCC) during this period **as long as** they still qualify for DSP

Reporting income

Most DSP customers can report employment income and hours worked through self service using:

-  [Centrelink online accounts](#)
-  Express Plus Centrelink Mobile App
-  Phone self service for customers

Make genuine attempts to transition customers to report via self service options before assisted reporting is completed, unless an [exception](#) applies.

Reporting requirements for DSP customers:

- Required to report 2 weekly if they have employment income

- If a DSP customer's partner is receiving an allowance and is on 2 weekly reporting or variable lodgement of the Application for Payment (SU19), the DSP customer is also required to report their income details every 2 weeks

If employment income precludes payment, DSP is automatically suspended under the Return to Work provisions after any Working Credits are depleted and the customer has had 12 consecutive fortnights at employment income nil rate.

If the customer reports that they are working 30 or more hours per week, then DSP may need to be suspended prior to the end of the nil rate period.

Use [Recording and correcting employment income details](#) to record employment income.

Customers must keep their own record of the hours worked and employment income paid so their payment is not delayed while waiting for this information from their employer. Employment income worksheets (SU505) are available to help customers keep track of the hours they work and the amounts they are paid. The worksheet is available on the Services Australia website.

Employment income is electronically reported by an employer for a customer where:

- they are employed by an [Australian Disability Enterprise \(ADE\)](#)
- they have provided consent (SS407), and
- the employer has signed a Privacy and Security Agreement (AH940)

Hours of work

DSP customers are able to work indefinitely for **less than 30 hours per week** without losing eligibility for their DSP, subject to the income test. This applies even if their Continuing Inability to Work (CITW) was assessed under the 15 hours per week rule when they claimed DSP.

If a DSP customer starts work of 30 hours a week or more, their DSP can be suspended for up to 2 years, provided they notify within 14 days. This allows their payment to be restored if they stop working or reduce their hours within that time, without having to lodge a new claim. The intent of this rule is to allow people to test their ability to take on more work while maintaining the safety net of DSP payments.

DSP customers must advise their hours of work when reporting employment income. Where a DSP customer has worked equal to or greater than 60 hours for 2 consecutive fortnights, a Manual Follow-up (MFU) activity is created. Service Officers must assess if suspending the payment under the Return to Work provisions is appropriate due to exceeding allowable work hours.

Hours of work - working in ADE, SWS or with support from DES

DSP is **not** to be suspended or cancelled due to the number of hours worked, where the customer is working:

- for an Australian Disability Enterprises (ADE), formerly known as Business Services or Disability Supported Employment
- in the Supported Wage System (SWS)

- with support from a Disability Employment Service (DES) Employment Support Service (ESS) or Disability Management Service (DMS) provider, where the customer has not completed a 52 week employment outcome
- with a moderate or high level of ongoing support from a DES (ESS) provider after a [DES 52 week employment outcome](#)

This is because DSP customers who meet any of the above criteria are not considered to be working independently.

DSP customers **are** subject to the 30 hour rule and may have their DSP suspended/cancelled where they are employed after the [DES 52 week employment outcome](#), and receiving:

- ongoing support through a DES Disability Management Service (DMS) provider, or
- the flexible level of ongoing support through a DES-ESS provider

Customer notifies within 14 days

DSP is suspended for up to 2 years if the customer notifies **within 14 days** of commencing or returning to work:

- for 30 hours or more per week at the relevant minimum wage **and** they expect to be working at this rate on a long-term basis (for example, 4 weeks or more), **or**
- where their income reduces the rate of DSP to nil on a long term basis

If DSP is reduced to zero because of income, any **Working Credits** are offset against their employment income first and DSP does not suspend until after the Working Credits have been depleted. This does not apply to income from self-employment.

If the customer becomes eligible again while DSP is suspended, payment can be restored without the need for a new claim. If the DSP suspension continues beyond 2 years, DSP is automatically cancelled.

Customer notifies outside of 14 days

DSP is cancelled for customers who notify **outside of 14 days** of commencing or returning to work. Although the payment is cancelled, the legislation allows for it to be restored with a 2 year period so is considered cancelled deemed suspended.

Where the notification occurred outside of 14 days, investigate any overpayment made after Working Credits are applied.

Customer fails to notify

DSP must be cancelled if a customer **does not** notify, and Services Australia is made aware of this information more than 14 days after the change in circumstances.

DSP cannot be suspended or deemed to be suspended and must be cancelled from the date work commenced, or if employment income is known, the date Working Credits are fully depleted.

The customer must make a new claim if they want to re-test eligibility for DSP.

Customer commences self-employment

When a DSP customer commences [self-employment](#), there must be consideration given to whether they have a long-term capacity to work 30 hours or more per week.

Income from self-employment cannot be offset against a customer's [Working Credit balance](#). If the customer's (or their partner's) income reduces their rate to nil and is from self-employment only, payments are to be suspended/cancelled depending on when they notified, and without the benefit of depleting their Working Credit balance.

A customer who works 30 hours or more per week in self-employment may still qualify for DSP. This depends on the nature of the work performed and whether it equates to 30 hours or more per week in open employment. If it is determined that the nature of the duties performed in their self-employment equates to work of 30 hours or more per week in open employment, and they notified within 14 days, their DSP is suspended for up to 2 years, and they may be eligible for a [Special Employment Advance \(SEA\)](#). If they notify outside 14 days, they are to be cancelled deemed suspended and if they do not notify, their DSP is to be cancelled.

If the customer is still eligible for DSP, there is a requirement to assess and record self-employment income. The customer needs to provide the relevant information regarding their business within 14 days. See [Changes to income and assets from a business structure](#).

Alternative payment while DSP suspended/cancelled - RTW

During the suspension or deemed suspension (cancellation) period, customers can claim an alternative payment such as JobSeeker Payment (JSP) or Youth Allowance (YA) if eligible. DSP can be reinstated within 2 years, in which case, the alternative payment must be cancelled.

Effect on partner's payment

If DSP is suspended or deemed suspended (cancelled) and the customer's partner receives DSP, Age Pension or Carer Payment (CP), the partner's payment may also be suspended for up to 2 years if they enter an employment income nil rate period.

If DSP is reinstated because the customer ceases work or reduces their hours, their partner's payment can also be reinstated, if they are still eligible.

Details of the DSP customer's income are to be obtained as any payments received by them may affect their partner under the income test rules that apply to their payment.

Partner earns income

If a DSP customer has a partner who receives DSP or Age Pension, and their partner starts earning Australian employment income that precludes payment of DSP to the customer, then the customer's DSP can be suspended at the end of the employment income nil rate period.

If the partner being paid employment income is not receiving DSP or Age Pension, the customer's DSP is to be cancelled after 12 consecutive fortnights at employment income nil rate. This is because none of the employment income is paid to the DSP customer, and they are not considered to be eligible for an extended employment suspension period.

If the DSP customer starts to be paid employment income or has an increase in employment income and this, combined with the partner's income, precludes payment, the customer's DSP may be suspended.

Concession cards

If a customer commences employment, they may [continue to be qualified for a Pensioner Concession Card \(PCC\) after their DSP is suspended/cancelled](#) due to employment income or working 30 or more hours per week.

If the customer's DSP is:

- **suspended** because of a DSP or Age Pension partner's employment income, the customer may continue to be qualified for a PCC
- **cancelled** solely because of a partner's employment income, the PCC entitlement is cancelled on the same day that DSP is cancelled

Telephone Allowance

DSP customers who are under 21 years of age with no dependent children, (and their partner, if applicable) will maintain [qualification for Telephone Allowance \(TAL\)](#) and receive the quarterly payment of TAL for a further 12 months following suspension or cancellation of DSP due to employment.

Customers with children

If a DSP customer or partner receives Family Tax Benefit (FTB) or Child Care Subsidy (CCS), check if the customer needs to [revise their current family assistance income estimate](#) and advise the customer of the choices available to help reduce the chance of an overpayment during the reconciliation process.

Advice about support for employment

DSP customers receive an [automatic letter](#) when:

- they report employment income
- they have an ongoing increase in their income of 5 per cent or more, or
- their DSP payment is suspended or cancelled using an [employment-related DSP code](#)

This letter provides employment support information to assist them to remain in the workforce and does not require action by the customer.

DSP participation requirements

DSP customers with [participation requirements](#) who commence or return to work are required to attend their DSP initial participation interview and sign a [DSP Participation Plan](#). They are required to attend follow-up participation interviews once a year regardless of their interview cycles while the customer is employed. Customers with no reported income for 6 weeks are placed back in the normal participation cycle.

DSP customers who are suspended RTW as they are working 30 hours or more per fortnight or employment income has precluded payment, are not required to attend any DSP participation [interviews](#).

DSP customers in an extended employment suspension period because of their DSP or Age Pension partner's employment income, are not required to attend any DSP participation [interviews](#).

Voluntary work

DSP customers who advise they are commencing or undertaking voluntary work do not lose qualification for DSP.

However, customers should be advised they may benefit from a referral to an Employment Services Provider.

The [Resources](#) page contains tables with:

- Date of Effect rules for DSP Suspensions/Cancellations (Deemed Suspended) and relevant legislation
- interaction between Suspension/Cancelled (deemed suspended) and 12 fortnights at employment income nil rate
- examples for DES support and short-term employment

Related links

[Calling a customer or returning a customer's call](#)

[Change of circumstances for Mobility Allowance \(MOB\) customers](#)

[Changes to income and assets from a business structure](#)

[Coding income from the Support Wage System \(SWS\)](#)

[Conducting interviews for Disability Support Pension \(DSP\) customers with participation requirements](#)

[Creating a manual letter or Online Advice \(OLA\)](#)

[Determining the Date of Event for employment income](#)

[Disability employment assistance services and programs](#)

[Disability Support Pension \(DSP\) letters and advices](#)

[Disability wage subsidies](#)

[Eligibility criteria for participation with Disability Employment Services \(DES\)](#)

[Employment assistance for people with a disability](#)

[Employment income nil rate period](#)

[Extended entitlement to Concession Cards](#)

[Factors to determine self-employment](#)

[General notification provisions and exceptions](#)

[Participation requirements for Disability Support Pension \(DSP\) customers under 35 years of age](#)

[Partner commencing or returning to work](#)

[Pensions income and assets tests](#)

[Rates for Mobility Allowance](#)

[Recording and correcting employment income details](#)[Reporting overview](#)[Requesting information \(CLK\)](#)[Restoration of Disability Support Pension \(DSP\)](#)[Self-employed or employee?](#)[Special Employment Advance \(SEA\)](#)[Supported Wage System \(SWS\)](#)[Transitional rules for pension customers who were on payment at 19 September 2009](#)[Wages and conditions of employment](#)[Work Bonus and balance for pensioners of Age Pension age](#)[Working Credit](#)

Process

This document outlines information about the reassessment of Disability Support Pension (DSP) when a customer commences or returns to work or self-employment.

On this page:

[Types of employment](#)[Coding employment details](#)[Coding suspension or cancellation of DSP](#)[DSP customer commences or returns to self-employment](#)[Reviewing further action](#)

Types of employment

Table 1

Step	Action
1	<p data-bbox="357 1700 991 1733">Commencement of employment + Read more ...</p> <ul data-bbox="405 1760 1386 1906" style="list-style-type: none"> <li data-bbox="405 1760 1386 1906">• If a customer is receiving DSP and commences, or returns to, work of 15 hours or more per week, they are entitled to the higher rate of MOB. This is actioned automatically once the relevant information is coded on their record. <p data-bbox="453 1912 1339 1984">If DSP is suspended or cancelled (deemed suspended) due to hours worked or preclusion of payment due to employment income, and the</p>

	<p>customer is still working 15 hours or more for MOB purposes, see Rates for Mobility Allowance (MOB) for details on processing</p> <ul style="list-style-type: none"> • If the partner of a DSP customer commences work and the partner is: <ul style="list-style-type: none"> ○ not in receipt of an income support payment (ISP), see Partner commencing or returning to work. Procedure ends here ○ in receipt of Age Pension, see Commencing or returning to work for Age Pension ○ in receipt of another ISP, see the relevant Operational Blueprint for the partner's payment • If the customer is permanently blind, see Table 5, Step 3 • If Services Australia identifies a customer has returned to work (advice received from a third party or through internal investigation) and it is outside the notification period (that is, 14 days since work commenced) and prior to the customer contacting to advise of commencement, see Table 3, Step 2 <p>Customer notifies commencement of, or return to, work</p> <p>If the customer has commenced or returned to:</p> <ul style="list-style-type: none"> • self-employment, go to Step 2 • work through an Australian Disability Enterprises (ADE), formerly known as Business Services or Disability Supported Employment (DSE), go to Step 3 • work with current or ongoing support from a Disability Employment Service (DES), go to Step 4 • participating in the Supported Wage System (SWS), go to Step 5 • working in open employment, go to Step 6
2	<p>Customer advises they have commenced self-employment + Read more ...</p> <p>Decide which business structure they are operating and request the appropriate documentation:</p> <ul style="list-style-type: none"> • Module F - Business details - partnerships • Module F - Sole Traders • Module PC - Private Company • Module PT - Private Trust <p>Send a Request for Information (RFI) letter to the customer to return the documentation within the allowable time for the customer's location and circumstances. See Requesting information (CLK).</p>

	<p>Record the details on a DOC. Procedure ends here until documents are returned.</p> <p>Upon return of documentation, see Table 4, Step 1.</p>
3	<p>Australian Disability Enterprises (ADE) + Read more ...</p> <p>Previously known as Disability Supported Employment or Business Services.</p> <ul style="list-style-type: none"> • While working in an ADE, DSP customers do not lose qualification for DSP based on their hours of employment as they do not receive the relevant minimum wage • DSP payments are not to be suspended under the Return to Work provisions due to hours while in supported (sheltered) employment • A customer can consent for the ADE to report their employment income directly to Services Australia on a regular basis via Electronic Employer Reporting (EER). The amount reported by the employer is taken to be the income for ADE customers therefore they do not need to report separately • DOC the customer's record including details of employment with ADE and the reason DSP is not suspended/cancelled due to hours worked • Reported income is assessed under the pensions income test <p>Procedure ends here.</p> <p>For ADE customers whose income is not being reported via EER, see Table 2, Step 1 as they are still required to report their employment income.</p>
4	<p>Disability Employment Services (DES) + Read more ...</p> <p>A customer's hours of work will not affect their eligibility for DSP if they are working with support from:</p> <ul style="list-style-type: none"> • a Disability Employment Service's (DES) Employment Support Service (ESS) or Disability Management Service (DMS) provider, and have not completed a 52 week employment outcome, or • a DES (ESS) provider after the DES 52 week employment outcome, with moderate or high level of ongoing support <p>In all other cases (including where the customer has passed the 52 week employment outcome and is on the DES (ESS) flexible level of ongoing support), the customer is considered to be working independently, go to Step 6.</p> <p>The customer's DES participation status must be confirmed by:</p> <ul style="list-style-type: none"> • checking the Referral Summary s47E(d) screen. If the referral status is displayed as 'placed', then they are currently participating • contacting the customer's DES (ESS) provider by phone to determine if the customer is receiving ongoing support, and if so, the level of support

	<p>being provided (that is, flexible, moderate or high). Details of the discussion must be documented on the customer's record</p> <p>Although the customer may remain on DSP despite the hours they are working, they are still required to report their employment income. See Table 2, Step 1.</p>
5	<p>Participating in Supported Wage System (SWS) + Read more ...</p> <p>A customer who participates in the SWS continues to qualify for DSP, subject to the pension income and assets test. This is because they do not receive the relevant minimum wage and are not considered to be working independently.</p> <p>A customer participating in SWS is not precluded from undertaking non-SWS work. Employment details must be coded on ^{s47E(d)} with an Income Type of ^{s47E(d)} Earnings from Employment) if the employment was not ADE or SWS/DES Ongoing Support. Note: if a Service Officer has concerns about the number of hours the customer is working and their ongoing DSP eligibility, discuss with Local Peer Support (LPS) and they can escalate to Level 2 Helpdesk for further advice if required.</p> <p>See Coding income from the Supported Wage System (SWS).</p> <p>Procedure ends here.</p>
6	<p>Open Employment + Read more ...</p> <p>A DSP customer is considered to be working in open employment if they are receiving the relevant minimum wage. The relevant minimum wage is the national minimum wage or the relevant award wage.</p> <p>DSP customers working indefinitely up to 30 hours per week in open employment do not lose qualification for DSP and will remain current at an employment income nil rate for a period of up to 12 consecutive fortnights if their employment income precludes payment.</p> <p>If the DSP customer has a partner who is also receiving an income support payment, and the DSP customer starts work, the employment income must be coded to prevent an overpayment on the partner's record.</p> <p>A DSP customer commencing, or returning to, work of 30 hours or more per week in open employment is to be suspended or cancelled under the Return to Work provisions.</p> <p>Note: where a DSP customer has worked equal to or greater than 60 hours for 2 consecutive fortnights, a Manual Follow-up (MFU) activity is created. ^{s47E(d)}</p>

	See Table 2, Step 1 .
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Coding employment details

Table 2

Step	Action
1	<p>Employment details + Read more ...</p> <p>A customer can notify a change in circumstances:</p> <ul style="list-style-type: none"> • in writing • by attending a service centre • by phoning Centrelink • using self service facilities <p>If a DSP customer is working less than 30 hours per week but their income precludes payment, and some of that income is employment income (theirs or their partner's), they remain current at an employment income nil rate for a period of up to 12 consecutive fortnights provided they continue to meet the qualification requirements for DSP</p> <p>If a DSP customer commences, or returns to, work of 30 hours or more per week at the relevant minimum wage, they are not entitled to the employment income nil rate period, and their payment is to be suspended/cancelled under the Return to Work provisions, after depletion of Working Credits if applicable.</p> <p>If a DSP customer has commenced or returned to work and:</p> <ul style="list-style-type: none"> • is working with moderate or high ongoing support from a DES (ESS) provider, go to Step 3 • working with an Australian Disability Enterprise (ADE), go to Step 4 • declines to provide employment income details, go to Step 2 • does not currently know employment income details, go to Step 5 • can provide employment income details, go to Step 6
2	<p>Customer declines to provide employment income/hours details + Read more ...</p> <p>If the customer declines to provide employment income/hours details, they are not able to access their Working Credit balance.</p> <p>If the customer notified the change of circumstance within 14 days, suspend DSP using the Customer First Benefit Action (^{s47E(d)} screen using the following codes:</p>

	<ul style="list-style-type: none"> • s47E(d) : DSP • s47E(d) SUS • s47E(d) FTW (Return to work - notified within 14 days) • s47E(d) <ul style="list-style-type: none"> ○ if notification is within the same entitlement period the customer commenced work, suspend from the Entitlement Period Start Day (EPSD) of the following entitlement period ○ if notification is within 14 days of the customer commencing work but outside the same entitlement period as the change, suspend from the day after the notification period (that is, Day 15) ○ See the Resources page for examples and relevant SSAA sections <p>If the customer notified the change of circumstance outside 14 days, cancel DSP via the Benefit Action (^{s47E(d)}) screen in Customer Record using the following codes:</p> <ul style="list-style-type: none"> • s47E(d) DSP • s47E(d) CAN • s47E(d) : FTY (Return to work - notified outside 14 days) • s47E(d) cancel from the day the customer started work • See the Resources page for examples and relevant SSAA sections <p>A letter is automatically issued advising the customer their payment has been suspended or cancelled and explain it may be restored within 2 years if their hours of work reduce to less than 30 per week.</p> <p>If the customer has a partner who is receiving Age Pension, DSP, or Carer Payment, the partner is also eligible to have their payment suspended for up to 2 years if they enter an employment income nil rate period. If the partner is entitled, the suspension (EPP) is applied automatically. This may occur after the customer becomes suspended, depending on when the partner's payment was/is reduced to nil due to employment income. See Extended suspension periods for pension payments.</p> <p>Complete a ^{s47E(d)} to document outcome. Use ^{s47E(d)} and select ^{s47E(d)} Select/delete information depending on customer's situation.</p> <p>See Table 5, Step 1.</p>
3	<p>DES (ESS) participant receiving moderate or high ongoing support + Read more ...</p>

	<p>To make sure the customer's payment does not suspend due to hours worked, the initial coding of Type of Employment Income must be manually coded. Once this coding is set up, customers can report future employment income online.</p> <ul style="list-style-type: none"> • Run the Process Direct s47E(d) Note: if the workflow is unavailable manually, update all details on the s47E(d) screen by selecting the relevant employer or creating a new one, and coding the Employment Income Paid Details s47E(d) screen • Code s47E(d) • Code s47E(d) field - as date employment income was paid • Code the amount of gross employment income paid • Code the hours worked within the reporting period • If the customer's employment income varies, make sure their reporting frequency is correct as they will need to report their employment income on a fortnightly basis • Finalise the activity <p>Advise the customer of their employment income reporting requirements. They must notify any changes to their circumstances within 14 days of the change or on their Entitlement Period End Day (EPED).</p> <p>Explain the benefits of advising within the notification period including access to Working Credits and their payment not cancelling for failing to report.</p> <p>Document record with details of action undertaken and any relevant discussion points with the customer.</p> <p>Procedure ends here.</p>
4	<p>ADE participant not reporting income through Electronic Employer Reporting (EER) + Read more ...</p> <p>To make sure the customer's payment does not suspend due to hours worked, the initial coding of Type of Employment Income must be manually coded. Once this coding is set up, customers can report future employment income online.</p> <ul style="list-style-type: none"> • Run the s47E(d) in Process Direct. Note: if the workflow is not available, manually update all details on the s47E(d) screen by selecting the relevant employer or creating a new one, and coding the Employment Income Paid Details s47E(d) screen • Code Type of Employment Income: as Aust. Disability Enterprises s47E(d) • Code s47E(d) field - as date employment income was paid • Code the amount of gross employment income paid

	<ul style="list-style-type: none"> • Code the hours worked within the reporting period • If the customer's employment income varies and their employment income is not being reported via EER, make sure their reporting frequency is correct as they will need to report their employment income on a fortnightly basis • Finalise the activity <p>Advise the customer of their employment income reporting requirements. They must notify any changes to their circumstances within 14 days of the change or on their Entitlement Period End Day (EPED).</p> <p>Explain the benefits of advising within the notification period including access to Working Credits and their payment not cancelling for failing to report.</p> <p>Document record with details of action undertaken and any relevant discussion points with the customer.</p> <p>Procedure ends here.</p>
5	<p>Customer does not currently know employment income details + Read more ...</p> <p>If the customer's employment income pay date is not within the current entitlement period but they have commenced work, place them on fortnightly reporting. Discuss self service reporting options. Advise them they must report the hours worked in the reporting period on their initial Entitlement Period End Day (EPED), and employment income and hours on the following EPEDs.</p> <p>If work is not starting until a future entitlement period, advise the customer they must contact Services Australia within 14 days after the date they are paid employment income.</p> <p>Advise the customer of their employment income/hours reporting requirements. They must notify any changes to their circumstances within 14 days of the change or on their EPED. Explain the benefits of advising within the notification period including access to Working Credits and suspension under the Return to Work rules rather than cancelling for failing to report. Document record with details of any action undertaken and relevant discussion points with the customer.</p> <p>Procedure ends here.</p>
6	<p>Code employment details and determine reporting requirements + Read more ...</p> <p>Determine the most appropriate reporting regime for the customer.</p> <p>If the customer is working less than 30 hours per week, make sure their reporting frequency is correct.</p>

Customers with employment income and receiving an income support payment must report fortnightly regardless of whether they have mutual obligations/participation requirements or not.

The only exception is if a pension customer meets the [Pension Monthly Exception Rule](#).

See [Reporting overview](#) for more information on reporting.

If the customer's employment income is not already coded, promote the use of self service to report and update employment income. If the customer is unable to use self service options, the following employment details may be required depending on reporting frequency, before manual coding can be completed:

- Employer's name, ABN, phone number and/or address
- Employment status (for example, FTO full-time ongoing, PTC part-time/casual)
- Income type (for example, EAR, ADE, SWS/DES)
- Date commenced
- Amount
- Date gross employment income is paid
- Duration of employment to determine if temporary or ongoing
- Hours worked

Code the hours worked and employment income amount via [Recording and correcting employment income details](#) in Process Direct using coding covered in [Determining the Date of Event for employment income](#). Once any Single Touch Point (STP) employment income is confirmed/updated, the workflow will go to the ^{s47E(d)} screen where hours worked must be coded as well as any non-STP employment income.

If the customer has variable earnings, code an IOP event with the employment income details. A separate HOP frequency must be coded for the hours worked in the fortnight. If the customer has worked but not yet been paid, only the HOP event is to be coded for the entitlement period.

Advise the customer of their employment income/hours reporting requirements. They must notify any changes to their circumstances within 14 days of the change or on their Entitlement Period End Day (EPED).

Explain the benefits of advising within the notification period including access to Working Credits and suspension under the Return to Work rules rather than their payment cancelling for failing to report.

Document record with details of any action undertaken and relevant discussion points with the customer.

7	<p>View the Assessment Results ^{s47E(d)} screen + Read more ...</p> <p>Check the ^{s47E(d)} screen to see the effect of combined income on payment after coding the employment income.</p> <p>If the customer is working:</p> <ul style="list-style-type: none"> • 30 hours or more per week at or above the relevant minimum wage, go to Step 10 • less than 30 hours per week at or above the relevant minimum wage, check if combined income reduces the customer's DSP to nil. If income: <ul style="list-style-type: none"> ○ precludes payment, go to Step 9 ○ does not preclude payment, go to Step 8
8	<p>Continuation of DSP + Read more ...</p> <p>DSP will continue to be paid as income does not preclude payment and the hours are less than 30 per week.</p> <ul style="list-style-type: none"> • Record any employment details not included on ^{s47E(d)} on a DOC • Finalise the activity • Check if the customer is eligible for a Special Employment Advance (SEA) and if so invite them to lodge an application • If eligible for the higher rate of MOB as working 15 hours or more per week, check that rate has automatically been applied if hours have been coded • Advise the customer of the outcome and the requirement to notify any changes including fluctuating fortnightly employment income • Make sure reporting frequency is correct for the customer's circumstances. Explain the benefits of advising within the notification period including access to Working Credits and their payment not cancelling for failing to report • If the customer did not notify within 14 days, investigate a possible overpayment. See Debt identification <p>Procedure ends here.</p>
9	<p>Working less than 30 hours per week but combined income reduces DSP to nil + Read more ...</p> <p>Note: this provision only applies if the DSP customer is earning employment income (that is, the employment income is not solely earned by the partner). If the partner is not getting Age Pension, DSP or Care Payment, and solely earns the employment income, the DSP customer will remain current throughout the 12</p>

	<p>employment income nil rate fortnights, subject to the income test, and then cancel 12P.</p> <p>When the customer's Working Credits are depleted or using the Work Bonus results in a nil rate, DSP is automatically suspended due to employment income (EAN) after 12 consecutive fortnights at the employment income nil rate. Statement reporters must continue to report each fortnight during this period.</p> <p>The suspension (SUS EAN) will occur even if the customer has reported late. The status line will show as DSP/RTW once the activity is finalised.</p> <p>If the customer has a partner who is receiving Age Pension, DSP, or Carer Payment, the partner is also eligible to have their payment suspended for up to 2 years if they enter an employment income nil rate period. If the partner is entitled, the suspension (SUS-EPP) is applied automatically when the customer's DSP is suspended. See Extended suspension periods for pension payments.</p> <p>DSP can remain suspended for up to 2 years and be restored within that period if the customer contacts to advise there has been a reduction in their, or their partner's, paid employment income if both are receiving employment income, and it is now below the threshold.</p> <p>The 2 year suspension period commences from the start of the nil rate period.</p> <p>For example:</p> <ul style="list-style-type: none"> • customer becomes nil rate on 23/7/22 • remains on employment income nil rate for 12 fortnights • DSP automatically suspended EAN on 15/10/22 • 2 year suspension period ends on 23/7/24 (2 years from date payment became nil rate) <p>See Table 5, Step 1.</p>
10	<p>Determine if work is long-term + Read more ...</p> <p>The intention of Section 96 (Return to Work provisions) of the Social Security (Administration) Act 1999 is to cover customers who are likely to be working on a long-term basis.</p> <p>The Return to Work provisions apply to DSP recipients who start work or increase their employment income on a long-term basis. The suspension provisions do not apply to those who are ordinarily unable to maintain such work on a long-term basis.</p> <p>Ask the customer if the work is short or long term. If the customer did not contact in person or by phone, and the period of employment is not clear, the Service Officer can call the customer to check. See Calling a customer or returning a customer's call.</p>

	<p>If not able to gather the information verbally, a letter may need to be issued. See Creating a manual letter or Online Advice (OLA).</p> <p>s47E(d)</p> <p>s47E(d)</p> <p>Is work expected to be long-term?</p> <ul style="list-style-type: none"> • Yes, go to Step 12 • No, go to Step 11
11	<p>Work is short-term + Read more ...</p> <p>If the work is determined to be short-term, the customer will remain current on DSP with their employment income assessed under the income test.</p> <ul style="list-style-type: none"> • Record the details on a DOC and include any relevant details from the discussion, including employment information not already recorded on s47E(d) • Advise the customer of the outcome and the requirement to notify of any changes to their paid income and hours within 14 days of the change or on the next date they are due to report. This includes if employment will continue for longer than expected, or the number of hours worked changes • If customer did not inform of employment within 14 days, investigate possible overpayment • Make sure reporting frequency is correct for the customer's circumstances. Explain the benefits of advising within the notification period including access to Working Credits and their payment not cancelling for failing to report <p>Procedure ends here.</p>
12	<p>Long-term employment + Read more ...</p>

	<p>Did the customer inform of the commencement of, or change in, long-term employment within the notification period?</p> <ul style="list-style-type: none"> • Yes, DSP is to be suspended and can remain suspended for up to 2 years before cancellation occurs. See Table 3, Step 1 • No, <ul style="list-style-type: none"> ○ DSP must be cancelled (deemed suspended) but can be restored within 2 years of cancellation if their hours of work reduces to less than 30 per week. See Table 3, Step 1 <p>Services Australia became aware of the employment before the customer notified but not within 14 days of the date the customer commenced work, DSP must be cancelled. See Table 3, Step 1</p>
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Coding suspension or cancellation of DSP

Table 3

Step	Action
1	<p>Suspension or cancellation + Read more ...</p> <p>If the customer is to be:</p> <ul style="list-style-type: none"> • Suspended, go to Step 3 • Cancelled deemed suspended, go to Step 3 • Cancelled, go to Step 2
2	<p>Cancellation of DSP + Read more ...</p> <p>If a customer fails to notify of their change of circumstances and Services Australia becomes aware they have commenced or returned to work (advice received from a third party or through internal investigation) and it is more than 14 days after the change, DSP must be cancelled.</p> <ul style="list-style-type: none"> • If the customer's partner is receiving an income support payment, make sure the partner is on reporting. See Reporting overview • Payment cannot be restored. The customer must reclaim if their hours of work or income reduce, and they want to re-test eligibility <p>Manually cancel DSP via the ^{s47E(d)} screen in Customer First using the following codes:</p> <ul style="list-style-type: none"> • s47E(d) : DSP • s47E(d) : CAN • s47E(d) n: FTE (return to work - did not notify)

	<ul style="list-style-type: none"> • s47E(d) <ul style="list-style-type: none"> ○ if employment income is not known, cancel from the date the customer commenced work. Working Credits are not accessible ○ if no Working Credit balance or the Working Credit balance was reduced to nil prior to the entitlement period the customer commenced work, cancel from date the customer commenced work ○ if no Working Credit balance or the Working Credit balance was reduced to nil prior to entitlement period due to the customer already working for the employer less than 30 hours per fortnight and has now increased their hours to more than 30 hours per fortnight, cancel from the date the customers hours increased to more than 30 hours per fortnight ○ if the Working Credit balance was reduced to nil within the same, or a later, entitlement period in which the customer commenced work, cancel from date the Working Credit balance reduced to nil ○ if Working Credit balance already reduced to nil within the same, or a later, entitlement period in which the customer commenced work, cancel from date the Working Credit opening balance is already nil ○ see the Resources page for examples and relevant SSAA sections <p>Note: if applicable, make sure all outstanding earnings reports are completed and customer is taken off reporting prior to suspension or cancellation. This ensures the cancellation code is not overridden and changed to Failed to Report (FRP).</p> <p>See Table 5, Step 1.</p>
3	<p>Working Credits + Read more ...</p> <ul style="list-style-type: none"> • If a customer notifies of their change in circumstances within 14 days of commencing or returning to work for 30 hours or more per week, their DSP is suspended • If a customer notifies of their change in circumstances more than 14 days after commencing or returning to work for 30 hours or more per week, their DSP is cancelled deemed suspended <p>If the customer provides their employment income details, any Working Credits they have are taken into account prior to suspension or cancellation.</p> <p>Customers must continue to report their income each fortnight until their Working Credits are depleted.</p>

	<p>A Manual Follow-up (MFU) review generates when customers report 30 hours or more per week for 2 consecutive fortnights.</p> <p>Once employment income is coded, check the Working Credit Balance Summary (WCBS) screen to determine the Working Credits depletion date (that is, when Working Credit balance = 0).</p> <p>Note: if the date is more than 28 days in the future, advise the customer to continue to report their income each fortnight until the Working Credits have depleted. DSP will be suspended via the ^{s47E(d)} screen from the correct date of effect, when the system generated DSP 30 hour MFU is allocated.</p>
4	<p>Working Credit including nil balance + Read more ...</p> <p>If the customer notified the change of circumstance within 14 days, manually suspend DSP via the Benefit Action ^{s47E(d)} screen in Customer First using the following codes:</p> <p>If applicable, complete all outstanding earnings reports and take the customer off reporting prior to suspension or cancellation. This ensures the suspension or cancellation code is not overridden and changed to Failed to Report (FRP).</p> <ul style="list-style-type: none"> • ^{s47E(d)} : DSP • ^{s47E(d)} SUS • ^{s47E(d)} FTW (Return to work – notified within 14 days) • ^{s47E(d)} <ul style="list-style-type: none"> ○ if no Working Credit balance or the Working Credit balance was reduced to nil prior to the entitlement period the customer commenced work, suspend from: Entitlement Period Start Day (EPSD) of the following entitlement period if the customer notified in the same entitlement period they commenced work, OR the day after the end of the notification period (that is, Day 15) if the customer notified in the entitlement period following the entitlement period they commenced work but it was still within 14 days ○ if Working Credit balance reduces to nil in the same entitlement period the customer commenced work, suspend from the EPSD of the following entitlement period ○ if Working Credit balance reduces to nil in an entitlement period after the entitlement period in which the customer commenced work, suspend from day the Working Credit balance reduces to nil

- if Working Credit balance already reduced to nil in the same entitlement period in which the customer commenced work, suspend from the EPSD of the following entitlement period
- if Working Credit balance already reduced to nil in an entitlement period after the entitlement period in which the customer commenced work, suspend from the first day the Working Credit balance is already nil
- if payment suspended in an entitlement period following the entitlement period after the entitlement period where the Working Credit balance reduces to nil, **suspend from the later of:** day the opening Working Credit balance is already nil,
OR
day after end of notification period (that is, Day 15)
- if payment suspended in an entitlement period following the entitlement period after the entitlement period where the Working Credit balance is already reduced to nil, **suspend from the later of:** day the opening Working Credit balance is already nil,
OR
day after end of notification period
- see the [Resources](#) page for examples and relevant SSAA sections

If the customer notified the change of circumstance outside 14 days, manually cancel DSP via the Benefit Action ^{s47}_{(E(d))} screen in **Customer Record** using the following codes:

- **s47E(d)** : DSP
- **s47E(d)** CAN
- **s47E(d)** : FTY (Return to work - notified outside 14 days)
- **s47E(d)**
 - if no Working Credit balance or the Working Credit balance was reduced to nil prior to the entitlement period the customer commenced work, cancel from day they commenced work
 - if Working Credit balance reduces to nil in the same, or later, entitlement period as the entitlement period the customer commenced work, cancel from the day the Working Credit balance reduces to nil
 - if Working Credit balance is already reduced to nil in the same, or later, entitlement period as the entitlement period the customer commenced work, cancel from the day the Working Credit balance is already reduced to nil

	<ul style="list-style-type: none"> ○ see the Resources page for examples and relevant SSAA sections <p>Complete s47E(d) to document outcome:</p> <ul style="list-style-type: none"> • Use s47E(d) and select s47E(d) Select/delete information depending on customer's situation <p>If the customer has a partner who is receiving Age Pension, DSP, or Carer Payment, the partner is also eligible to have their payment suspended for up to 2 years if they enter an employment income nil rate period. See Extended suspension periods for pension payments.</p> <p>See Table 5, Step 1.</p>
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DSP customer commences or returns to self-employment

Table 4

Step	Action
1	<p>Relevant Module F has been returned + Read more ...</p> <p>Will the customer's (and their partner's) income reduce their rate to nil?</p> <ul style="list-style-type: none"> • Yes, payments need to be suspended/cancelled immediately, go to Step 6 • No, go to Step 2
2	<p>Customer working + Read more ...</p> <p>Is the customer self-employed for 30 hours or more per week?</p> <ul style="list-style-type: none"> • Yes, go to Step 4 • No: <ul style="list-style-type: none"> ○ and the reason they are working less than 30 hours per week is solely because of their medical condition (that is, they are doing as much work as they can), go to Step 5 ○ otherwise, go to Step 3
3	<p>Medical qualification + Read more ...</p> <p>Based on discussions with customer or current scanned information, determine whether they still have a CITW.</p> <ul style="list-style-type: none"> • Code income from self-employment. For more information see: <ul style="list-style-type: none"> ○ Assessing and coding the Business details for sole traders and partnerships MOD F

	<ul style="list-style-type: none"> ○ Assessing and coding the Private Company details from the MOD PC <p>Does the customer's CITW need to be assessed?</p> <ul style="list-style-type: none"> • Yes, organise an Employment Services Assessment (ESAt). Procedure ends here until ESAt report returned • No, go to Step 5
4	<p>Working 30 hours or more per week + Read more ...</p> <p>s47E(d)</p> <p style="text-align: right;">work in</p> <p>open employment of 30 hours per week or more?</p> <ul style="list-style-type: none"> • Yes, go to Step 6 • No, go to Step 5
5	<p>Less than 30 hours per week in open employment + Read more ...</p> <p>Customer's self-employment duties do not equate to work of 30 hours or more per week in open employment.</p> <p>The customer remains qualified for DSP. Their income from self-employment is coded and assessed under the income test.</p> <ul style="list-style-type: none"> • Code income from self-employment. For more information see: <ul style="list-style-type: none"> ○ Assessing and coding the Business details for sole traders and partnerships MOD F

	<ul style="list-style-type: none"> ○ Assessing and coding the Private Company details from the MOD PC • If the customer has employment income as well, they can use their Working Credits to offset employment income but not income from self-employment only • If the customer is working less than 30 hours per week but their payment is reduced to nil due to income, and some of that income is employment income, they can remain current at employment income nil rate for up to 12 fortnights and retain certain benefits before DSP is suspended/cancelled • Record the details on a DOC including information regarding any discussion about medical condition being the sole reason for working under 30 hours per week <p>Procedure ends here.</p>
6	<p>14 day notification period + Read more ...</p> <p>Did the customer advise within 14 days of commencing or returning to self-employment?</p> <ul style="list-style-type: none"> • Yes, go to Step 7 • No, go to Step 8 • Did not notify, go to Step 9
7	<p>Notified within 14 days - Suspended DSP + Read more ...</p> <p>If the customer notified of the change in their circumstances within the notification period, suspend DSP for 2 years.</p> <p>Note: self-employed customers cannot deplete their self-employment income against their Working Credit balance.</p> <ul style="list-style-type: none"> • Code income from self-employment. For more information, see: <ul style="list-style-type: none"> ○ Assessing and coding the Business details for sole traders and partnerships MOD F ○ Assessing and coding the Private Company details from the MOD PC <p>Customer First</p> <ul style="list-style-type: none"> • Manually suspend payments. Go to the Benefit Action ^{s47E(d)} screen, in the ^{s47E(d)} system and code the following: <ul style="list-style-type: none"> ○ ^{s47E(d)} field 'DSP' ○ ^{s47E(d)} field 'SUS'

- **s47E(d)** : field '**FTW**' (Return to work - notified within notification period)
- **s47E(d)** field - **suspend from:**
Entitlement Period Start Day (EPSD) of the following entitlement period if the customer notified in the same entitlement period they commenced self-employment,
OR
the day after the end of the notification period (that is, Day 15) if the customer notified in the entitlement period following the entitlement period they commenced self-employment but was still within 14 days
- Complete **s47E(d)** to document outcome:
 - **s47E(d)**

and select **s47E(d)** . Select/delete information depending on customer's situation

Process Direct

- Key **s47E(d)** in the **s47E(d)** field
- On the **s47E(d)** screen, select **s47E(d)**
- **s47E(d)** : DSP
- **s47E(d)** SUS
- **s47E(d)** FTW (Return to work - notified within notification period)
- **s47E(d)** **suspend from:**
 - Entitlement Period Start Day (EPSD) of the following entitlement period if the customer notified in the same entitlement period they commenced self-employment,
 - **OR**
 - the day after the end of the notification period (that is, Day 15) if the customer notified in the entitlement period following the entitlement period they commenced self-employment but was still within 14 days
- Select **s47E(d)**
- Update the fields:
 - **s47E(d)**
 - **s47E(d)**
 - **s47E(d)** - if the system does not select a default Service Reason, select **DSP**

	<ul style="list-style-type: none"> • Select ^{s47E(d)} • Select s47E(d) and this will take you to ^{s47E(d)}, review and address any errors and warnings, then select s47E(d) and this will take you to ^{s47E(d)} – check the correct outcome displays • Select: ^{s47E(d)} • Add text to the s47E(d) box as follows: <ul style="list-style-type: none"> ○ DSP has been SUS-FTW from DOE: ○ Under s96 SS Admin Act ○ Add details, e/g customer declined to provide employer details, commenced employment XX/XX/XXXX <p>Note: DSP/RTW will appear on benefit status line when ^{s47E(d)} is coded with FTW</p> <p>If the customer has a partner who is receiving Age Pension, DSP, or Carer Payment, the partner is also eligible to have their payment suspended for up to 2 years if they enter an employment income nil rate period. See Extended suspension periods for pension payments.</p> <p>See Table 5, Step 1.</p>
8	<p>Notified outside 14 days + Read more ...</p> <p>Note: because of a system limitation, Service Officers must code DSP cancellations in Customer Record, not Customer First.</p> <p>If the customer failed to notify of the change in their circumstances within the notification period, cancel DSP (deemed suspended for 2 years).</p> <p>Self-employed customers cannot deplete their self-employment income against their Working Credit balance.</p> <ul style="list-style-type: none"> • Code income from self-employment. For more information, see: <ul style="list-style-type: none"> ○ Assessing and coding the Business details for sole traders and partnerships MOD F ○ Assessing and coding the Private Company details from the MOD PC • Manually cancel payment. Using Customer Record, go to the ^{s47E(d)} screen and code the following: <ul style="list-style-type: none"> ○ ^{s47E(d)} field ‘DSP’ ○ ^{s47E(d)} field ‘CAN’ ○ ^{s47E(d)} field ‘FTY’ (Return to work - notified outside notification period)

	<ul style="list-style-type: none"> ○ s47E(d) field - cancel from the day the customer commenced self-employment • Complete s47E(d) to document outcome: <ul style="list-style-type: none"> ○ s47E(d) <p style="text-align: center;">and select s47E(d) . Select/delete information depending on customer's situation</p> <p>Note: RTW will appear on benefit status line when s47E(d) is coded with FTY</p> <p>If the customer has a partner who is receiving Age Pension, DSP, or Carer Payment, the partner is also eligible to have their payment suspended for up to 2 years if they enter an employment income nil rate period. See Extended suspension periods for pension payments.</p> <p>See Table 5, Step 1.</p>
9	<p>Did not notify before Services Australia became aware of employment - Cancelled + Read more ...</p> <p>If the customer failed to notify before Services Australia became aware of the employment and it is more than 14 days after the change, cancel DSP.</p> <ul style="list-style-type: none"> • Code income from self-employment. For more information, see: <ul style="list-style-type: none"> ○ Assessing and coding the Business details for sole traders and partnerships MOD F ○ Assessing and coding the Private Company details from the MOD PC • Manually cancel payment. Using Customer First, go to the s47E(d) screen to code the following: <ul style="list-style-type: none"> ○ s47E(d) field: DSP ○ s47E(d) field: CAN ○ s47E(d) field: FTE (Return to work full-time - Earned income not advised by customer) • s47E(d) field: Date of commencement of self-employment. Working Credits are not accessible. If the customer's partner is receiving an income support payment, make sure the partner is on reporting. See Reporting overview • Payment cannot be restored. The customer will need to reclaim if their hours of work or income reduces, and they want to re-test their eligibility • Record details of all action taken on a DOC on the customer's record <p>See Table 5, Step 1.</p>

Reviewing further action

Table 5

Step	Action
1	<p>Further action + Read more ...</p> <ul style="list-style-type: none"> • If the DSP customer is a care receiver, go to Step 2 • If the DSP customer is receiving DSP Blind, go to Step 3 • If DSP is continuing, go to Step 4 • If DSP has been suspended or cancelled, go to Step 5 • Cancellation of DSP after 2 years, go to Step 6
2	<p>DSP customer is a care receiver + Read more ...</p> <ul style="list-style-type: none"> • s47E(d) <p style="text-align: right;">and</p> <p>select Confirm.</p> <p>Include relevant information in the s47E(d) , advise the care receiver's DSP has been suspended or cancelled</p> <ul style="list-style-type: none"> • CP qualification will only continue if: <ul style="list-style-type: none"> ○ the care receiver still requires a qualifying level of personal care and/or supervision, and ○ the carer still provides the equivalent of a working day of personal care over the 24 hour period • If the care receiver's DSP is cancelled, an Income and Asset Review activity (CRP/AAP) with review reason 'IAR' is created on the Future Activity List (s47E(d)) screen in the care receiver's record <ul style="list-style-type: none"> ○ If the care receiver is receiving an income support payment or Department of Veterans' Affairs (DVA) payment when the review activity matures at the end of the year, a review form will not be issued

	<ul style="list-style-type: none"> ○ If the care receiver is not receiving an income support payment or DVA payment upon maturity, an Income and Asset Review form will be automatically issued to the care receiver by the system ● If the care receiver's DSP is suspended and is likely to remain suspended for a long time (for example, suspended RTW), the Carer Payment - Income and Assets details of the person being cared for - 16 years of age and over (SA304A) form should be issued through Request Documents in Process Direct to the care receiver. See Requesting information (CLK) <p>Go to Step 5.</p>
3	<p>DSP Blind customer commences employment + Read more ...</p> <p>Customer can work unlimited hours.</p> <p>They do not need to declare income unless they are:</p> <ul style="list-style-type: none"> ● claiming Rent Assistance (RA) with their DSP (Blind), or ● have a partner who has applied for or is receiving a payment subject to the assessment of income and assets ● Note: if RA is being claimed/paid with Family Tax Benefit (FTB) only, income does not need to be declared <p>See Permanent Blindness.</p> <p>If customer declares employment income:</p> <ul style="list-style-type: none"> ● Code the employment income or code SWS income if SWS commenced ● Make sure Pensions Disability Information (^{S47E(d)}) screen is correctly coded for income and assets assessment: <ul style="list-style-type: none"> ○ If Blind - Income and Assets Exempt is Y (Yes), income from employment is not required to be reported ○ If Blind - Income & Assets Exempt is N (No) because the customer is claiming Rent Assistance or they have a partner on an income support payment (not blind), income from employment must be reported ● Advise of outcome and, if required to report, the need to notify fluctuating income fortnightly ● Update reporting requirements if required. The Reporting Income Statement (RIS) can be in an accessible mail format ● If income not advised within 14 days, investigate possible overpayment of RA <p>DSP (Blind) customers who are not required to report their earnings and hours each fortnight and are working 15 hours or more per week and receiving the higher rate of Mobility Allowance (MOB), need to have their work hours coded to ensure</p>

	ongoing payment of MOB. For more information and coding details, see Rates for Mobility Allowance .
4	<p>DSP Continuation + Read more ...</p> <p>If DSP is to continue:</p> <ul style="list-style-type: none"> • advise the customer any changes in their employment income or the hours they work must be advised within 14 days of the change or reported on their Entitlement Period End Day (EPED) • make sure reporting frequency is correct for the customer's circumstances • check if the customer needs to revise their family income estimate for the current financial year and advise payment choices available to help reduce the risk of overpayment • DOC relevant information covered in discussion <p>Procedure ends here.</p>
5	<p>DSP Suspended/Cancelled + Read more ...</p> <p>Advise the customer of the following:</p> <ul style="list-style-type: none"> • If DSP has been suspended as advised within the notification period or cancelled outside notification period, the legislation allows payment to be restored within 2 years of the date of suspension or cancellation if the customer's hours of work fall below 30 per week or employment income no longer precludes payment. Note: this does not apply where DSP was cancelled prior to any notification • For DSP to be restored within the 2 year timeframe, the customer must advise Services Australia on or before the last day of the 2 year period. If outside the 2 year timeframe a new claim will have to be lodged • If the customer has been suspended or cancelled (deemed suspended) for a return to work reason and they have a partner who is receiving Age Pension, DSP, or Carer Payment, the partner is also eligible to have their payment suspended for up to 2 years if they enter an employment income nil rate period. They will continue to qualify for a Pensioner Concession Card (PCC) for 2 years. See Extended suspension periods for pension payments • They can claim an alternative payment during the DSP suspension period if their income is below the threshold for that payment. See: <ul style="list-style-type: none"> ○ Identifying people with a partial capacity to work ○ Claiming JobSeeker Payment (JSP)

	<ul style="list-style-type: none"> • If the customer commences employment, they will continue to be qualified for a Pensioner Concession Card (PCC) for 2 years after their pension is suspended/cancelled • If the customer is under 21 years of age with no dependent children they will remain qualified for Telephone Allowance (TAL) for 12 months while DSP is suspended and receive the quarterly payment of TAL during the extension period • Check if the customer needs to revise their family income estimate for the current financial year and advise payment choices available to help reduce the risk of overpayment • If working 30 hours or more per week assess eligibility for Special Employment Advance (SEA). If appropriate, invite customer to lodge an application • If the customer is no longer receiving DSP due to increased working hours but was qualified for the higher rate of Mobility Allowance (MOB) and continues to work 15 or more hours per week, they retain qualification for the higher rate of MOB • If DSP is suspended and the customer was in receipt of Pensioner Education Supplement (PES), this will cease. See Qualifying payments for Pensioner Education Supplement (PES) and ABSTUDY PES For more information and coding details, see Rates for Mobility Allowance • DOC relevant information covered in the discussion <p>Procedure ends here.</p>
6	<p>Cancellation of payment after 2 year suspension/cancellation deemed suspended + Read more ...</p> <ul style="list-style-type: none"> • DSP is automatically cancelled if the payment is suspended FTW or continues to not be payable due to earnings preclusion, and payment has remained suspended for 2 years • Letter is automatically issued when payment is cancelled

References

Policy

30 hour rule

[Social Security Guide, 3.6.1.20, Qualification for DSP during employment - 30 hour rule](#)

15 hour rule and continuing inability to work

[Social Security Guide, 3.6.1.22, Qualification for DSP during employment - 15 hour rule](#)

[Social Security Guide, 3.6.2.112, DSP assessment of continuing inability to work - 15 hour rule](#)

Minimum wage and what this does not include for DSP

[Social Security Guide, 1.1.R.133, Relevant minimum wage \(DSP, MOB, Partial capacity to work & CA\)](#)

Suspending/cancelling DSP

[Social Security Guide, 3.6.1.100, Continuation, variation or termination of DSP](#)

Employment income

[Social Security Guide, 3.1.12, Employment income nil rate period](#)

[Social Security Guide, 4.3.3.10, General provisions for income from employment](#)

Working credit

[Social Security Guide, 3.1.11, Working credit](#)

[Social Security Guide, 3.1.11.20, Working credit accrual](#)

[Social Security Guide, 3.1.11.30, Working credit depletion](#)

[Social Security Guide, 8.6.7, Summary of rules for date of effect - determinations involving working credit or student income bank](#)

When is a person working independently of a program of support?

[Social Security Guide, 1.1.I.95, Independently of a program of support](#)

Legislation

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

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

- section 68, Person receiving social security payment or holding concession card
- section 93, recipient complying with subsection 68(2) notice
- section 94, recipient not complying with subsection 68(2) notice
- section 95, failure to provide statement under subsection 68(2)
- section 96, suspension instead of cancellation under section 93
- section 97, suspension taken to have been under section 96
- section 118, date of effect of adverse determinations - general rules

[Social Security Act 1991](#)

- section 1061ZD, Extended qualification rule: former recipient of Disability Support Pension
- section 1073D, To whom do working credit accrual and depletion rules apply?

Resources

Date of Effect Rules for DSP Suspensions/Cancellations (Deemed Suspended) and relevant Social Security Administration Act sections

Table 1

Scenario	Date of Effect (DOE)	Example
<p>Scenario 1</p> <ul style="list-style-type: none"> • notification reporter • current on DSP • commences working 30 hours per week • contacts Services Australia (SA) within notification period therefore complying with s68(2) to provide information • information provided indicates no longer qualified and payment to be cancelled under s93 rules • for DSP, s96 overrides s93 rule to cancel and allows payment to be suspended instead of cancelled • nil Working Credits or Working Credit balance already reduced to nil prior to the entitlement period in which the 	<ul style="list-style-type: none"> • s93(1)(g) - notifies within required period and payment is cancelled in the Entitlement Period (EP) following the EP in which the event or changed occurred, DOE is the Entitlement Period Start Day (EPSD) of the fortnight following the EP in which they commenced work • s93(1)(h) - notifies within required period but payment is not cancelled in the EP following the EP in which the event or change occurred, DOE is the day after the end of the notification period 	<p>s93(1)(g)</p> <ul style="list-style-type: none"> • EP - 1/3/22 to 14/3/22 • commences work 7/3/22 • notifies SA on 8/3/22 • suspension DOE is 15/3/22 (EPSD of following EP) <p>s93(1)(h)</p> <ul style="list-style-type: none"> • EP - 1/3/22 to 14/3/22 • commences work 7/3/22 • notifies 16/3/22 (within 14 days but in next EP) • suspension DOE is 22/3/22 (day after end of notification period – Day 15)

customer commenced work		
<ul style="list-style-type: none"> • Scenario 2 • notification reporter • current on DSP • commences working 30 hours per week • contacts SA within notification period therefore complying with s68(2) to provide information • information provided indicates no longer qualified and payment to be cancelled under s93 rules • for DSP, s96 overrides s93 rule to cancel and allows payment to be suspended instead of cancelled • Working Credits 	<p>s93(3)(a), (b), (c) or (d) depending on when the deemed cancellation occurs due to Working Credit balance being reduced to nil or if it has already been reduced to nil, in an instalment period which is the same as, or later than, the instalment period in which the event or change of circumstance occurred</p> <p>s93(3)(a)</p> <ul style="list-style-type: none"> • s93(3)(a)(i) - payment cancelled and Working Credit balance reduced to nil within an EP that is later than the EP in which the event or change of circumstance occurred, DOE is the day the balance reduces to nil • s93(3)(a)(ii) - payment cancelled and Working Credit balance reduces to nil in the same EP the event or change occurred, DOE is Entitlement Period Start Day (EPSD) of fortnight following the EP in which the event or change occurred <p>s93(3)(b)</p> <ul style="list-style-type: none"> • s93(3)(b)(i) - payment cancelled 	<p>s93(3)(a)(i)</p> <ul style="list-style-type: none"> • EP - 1/3/22 to 14/3/22 • commences work 7/3/22 • Working Credit reduces to nil on 16/3/22 so not in the same EP the event or change occurred • suspension DOE is 16/3/22 (day Working Credit reduces to nil) <p>s93(3)(a)(ii)</p> <ul style="list-style-type: none"> • EP - 1/3/22 to 14/3/22 • commences work 7/3/22 • Working Credit reduces to nil on 13/2/22 so in the same EP the event or change occurred • suspension DOE is 15/3/22 (Entitlement Period Start Day (EPSD) of following EP) <p>s93(3)(b)(i)</p> <ul style="list-style-type: none"> • EP - 1/3/22 to 14/3/22 • commences work 10/3/22 • notifies on 22/3/22 • Working Credit reduced to nil on 16/3/22 • suspension DOE is 16/3/22 (day Working Credit already reduced to nil) <p>s93(3)(b)(ii)</p> <ul style="list-style-type: none"> • EP -1/3/22 to 14/3/22

	<p>and Working Credit balance already reduced to nil within an EP that is later than the EP in which the event or change of circumstance occurred, DOE is the day the Working Credit balance reduced to nil</p> <ul style="list-style-type: none"> • s93(3)(b)(ii) – payment cancelled and Working Credit balance already reduced to nil in same EP the event or change occurred, DOE is the Entitlement Period Start Day (EPSD) of fortnight following the EP in which the event or change occurred <p>s93(3)(c) - payment cancelled in an EP following the EP after the EP where Working Credit balance reduces to nil, DOE is the later of:</p> <ul style="list-style-type: none"> • day the Working Credit balance was reduced to nil – s93(3)(c)(i); or • day after end of notification period - s93(3)(c)(ii) <p>s93(3)(d) - payment cancelled in an EP following the EP after the EP where Working Credit balance is already reduced to nil, DOE is the later of:</p>	<ul style="list-style-type: none"> • commences work 7/3/22 • Working Credit reduced to nil on 3/3/22 • suspension DOE is 15/3/22 (Entitlement Period Start Day (EPSD) of following EP) <p>s93(3)(c)</p> <ul style="list-style-type: none"> • EPs - 1/3/22 to 14/3/22, 15/3/22 to 28/3/22, 29/3/22 to 11/4/22, 12/4/22 to 25/4/22 • commences working 20 hours per week on 7/3/22 • hours increased to 35 per week on 4/4/22 • Working Credit balance reduced to nil on 11/3/22 • notification end date is 18/4/22 • suspension DOE is 19/4/22 (later date - day after end of notification period) <p>s93(3)(d)</p> <ul style="list-style-type: none"> • EP - 1/3/22 to 14/3/22 • commenced working 20 hours per week on 17/1/22 • increased hours to 35 per week on 4/4/22 • notification end date is 18/4/22 • Working Credit balance reduced to nil on 26/1/22 • suspension DOE is 19/4/22 (later date - day after end of notification period)
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	<ul style="list-style-type: none"> • first day the opening Working Credit balance is already nil s93(3)(d)(i); or • day after end of notification period - s93(3)(d)(ii) 	
<p>Scenario 3</p> <ul style="list-style-type: none"> • notification reporter • current on DSP • commences working 30 hours per week • contacts SA within notification period therefore complying with s68(2) so covered by s93 rules • Working Credits • declines to give employment income details therefore cannot access Working Credit balance 	<p>s93(1)(g) - notifies within required period and payment is cancelled in the EP following the EP in which the event or change occurred, DOE is the Entitlement Period Start Day (EPSD) of the fortnight following the EP in which the event or change occurred</p> <p>s93(1)(h) - notifies within required period but payment is not cancelled in the EP following the EP in which the event or change occurred, DOE is the day after the end of the notification period</p>	<p>s93(1)(g)</p> <ul style="list-style-type: none"> • EP - 1/3/22 to 14/3/22 • commences work 7/3/22 • notifies 8/3/22 • suspension DOE is 15/3/22 (EPSD of following EP) <p>s93(1)(h)</p> <ul style="list-style-type: none"> • EP - 1/3/22 to 14/3/22 • commences work 7/3/22 • notifies 16/3/22 (within 14 days but in next EP) • suspension DOE is 22/3/22 (day after end of notification period)
<p>Scenario 4</p> <ul style="list-style-type: none"> • notification reporter • current on DSP • commences working 30 hours per week • contacts SA within notification period therefore complying with 	As per Scenario 2 with DOE based on information received via reporting which allows for accurate depletion of Working Credit balance	See Scenario 2

<p>s68(2) so covered by s93 rules</p> <ul style="list-style-type: none"> • Working Credits • employment income details not known at time of contact 		
<p>Scenario 5</p> <ul style="list-style-type: none"> • notification reporter • current on DSP • commences working 30 hours per week • does not contact SA therefore not complying with s68(2) so covered by s94 rules • no Working Credits or Working Credit balance already reduced to nil prior to the entitlement period in which the customer commenced work 	<p>s94(1)(e) - if does not advise of the change, DOE is the day on which the event or change of circumstances occurred</p>	<p>s94(1)(e)</p> <ul style="list-style-type: none"> • EP - 1/3/22 to 14/3/22 • commences work 7/2/22 • does not notify and Agency cancels payment after the notification period ends and before the customer advises the event or change of circumstance • cancellation DOE is 7/2/22 (day on which the event or change occurred)
<p>Scenario 6</p> <ul style="list-style-type: none"> • notification reporter • current on DSP • commences working 30 hours per week • does not contact SA therefore not complying with 	<p>s94(2)(g) - if the cancellation is attributable to the reduction of the Working Credit balance to nil within an EP that is the same as, or later than, the EP in which the event or change of circumstance occurred, DOE is the day on which the Working Credit balance reduces to nil</p> <p>s94(2)(h) - if the cancellation is attributable to the Working</p>	<p>s94(2)(g)</p> <ul style="list-style-type: none"> • EP - 1/3/22 to 14/3/22 • commences work 7/3/22 • does not notify and Agency cancels payment after the notification period ends and before the customer advises the event or change of circumstance • Working Credit balance reduces to nil on 15/3/22

<p>s68(2) so covered by s94 rules</p> <ul style="list-style-type: none"> Working Credits 	<p>Credit balance having already been reduced to nil within an EP that is the same as, or later than, the EP in which the event or change of circumstance occurred, DOE is the first day on which the opening Working Credit balance is already nil</p>	<ul style="list-style-type: none"> cancellation DOE is 15/3/22 (day the Working Credit balance reduces to nil) <p>s94(2)(h)</p> <ul style="list-style-type: none"> EP - 1/3/22 to 14/3/22 commences work 7/3/22 does not notify and Agency cancels payment after the notification period ends and before the customer advises the event or change of circumstance Working Credit balance reduced to nil on 3/3/22 cancellation DOE is 3/3/22 (day on which the opening Working Credit balance is already nil)
<p>Scenario 7</p> <ul style="list-style-type: none"> notification reporter current on DSP commences working 30 hours per week contacts SA outside notification period therefore not complying with s68(2) so covered by s94 rules nil Working Credits or customer declines to give employment income details 	<p>s97A(1) - does not notify within in required period, DOE is the day on which the event or change occurred</p>	<p>s97A(1)</p> <ul style="list-style-type: none"> EP - 1/3/22 to 14/3/22 commences work 7/3/22 notifies 16/3/22 cancellation (deemed suspended) DOE is 7/3/22 (day the event or change occurred)

<p>Scenario 8</p> <ul style="list-style-type: none"> notification reporter current on DSP commences working 30 hours per week contacts outside notification period therefore not complying with s68(2) so covered by s94 rules Working Credits 	<p>s94(2)(g) - if the cancellation is attributable to the reduction of the Working Credit balance to nil within an EP that is the same as, or later than, the EP in which the event or change of circumstance occurred, DOE is the day on which the Working Credit balance reduces to nil</p> <p>s94(2)(h) - if the cancellation is attributable to the Working Credit balance having already been reduced to nil within an EP that is the same as, or later than, the EP in which the event or change of circumstance occurred, DOE is the first day on which the opening Working Credit balance is already nil</p>	<p>s94(2)(g)</p> <ul style="list-style-type: none"> EP - 1/3/22 to 14/3/22 commences work 7/3/22 notifies 16/3/22 Working Credit reduced to nil on 15/3/22 cancellation (deemed suspended) DOE is 15/3/22 (day the balance reduces to nil) <p>s94(2)(h)</p> <ul style="list-style-type: none"> EP - 1/3/22 to 14/3/22 commences work 7/3/22 notifies 16/3/22 Working Credit balance reduced to nil on 3/3/22 cancellation (deemed suspended) DOE is 3/3/22 (day on which the opening Working Credit balance is already nil)
<p>Scenario 9</p> <ul style="list-style-type: none"> DSP customer statement reporter reports employment income and hours each fortnight commences working 30 hours per week employment income may or may not preclude payment nil Working Credits 	<p>93(1)(g) - if initial notification is within the same fortnight the event or change occurred, DOE is backdated to the Entitlement Period Start Day (EPSD) of fortnight following the instalment period in which the event or change occurred</p>	<p>Example 1</p> <ul style="list-style-type: none"> EP - 1/3/22 to 14/3/22 commences work 7/3/22 reports 14/3/22 and 28/3/22 MFU triggered after 28/3/22 DOE is backdated to 15/3/22 (EPSD of fortnight following the EP in which commenced working 30 hours) <p>Example 2</p> <ul style="list-style-type: none"> EP - 1/3/22 to 14/3/22

<ul style="list-style-type: none"> MFU generated when customer reports 30 hours or more per week for 2 consecutive fortnights 		<ul style="list-style-type: none"> commences work 7/3/22 notifies 14/3/22 and 29/3/22 (late reporting) MFU triggered after 29/3/22 despite late reporting DOE is still backdated to 15/3/22 (EPSD of fortnight following the EP in which 30 hours commenced) as customer did not get paid for 2nd fortnight until reported income and hours
<p>Scenario 10</p> <ul style="list-style-type: none"> DSP customer statement reporter reports employment income and hours each fortnight commences working 30 hours per week employment income may or may not preclude payment Working Credits MFU generated when customer reports 30 hours or more per week for 2 consecutive fortnights 	<p>As per Scenario 2 with DOE based on information received via reporting which allows for accurate depletion of Working Credit balance</p>	<p>As per Scenario 2</p>
<p>Scenario 11</p> <ul style="list-style-type: none"> DSP customer statement reporter 	<p>DSP automatically suspended after Working Credit balance depleted to nil followed by 12 full</p>	

<ul style="list-style-type: none"> • reports employment income and hours each fortnight • commences working less than 30 hours per week on an ongoing basis • employment income precludes payment 	<p>fortnights at employment income nil rate.</p> <p>Note: payment is automatically suspended at the end of the 12 fortnights but for restoration purposes, the 2 year suspension period commences from the start of the employment income nil rate period</p>	
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Interaction between Suspension/Cancelled (deemed suspended) and 12 fortnights at employment income nil rate period

Table 2

Event	Is the customer's payment suspended or cancelled (deemed suspended) for 2 years?	Is the customer eligible for 12 fortnights at employment income nil rate?
The customer has commenced employment of 30 hours or more per week, at or above the relevant minimum wage on a long-term basis and has notified within 14 days	Yes Suspended	No The customer has lost qualification to DSP due to hours not employment income
The customer is employed and hours increase to 30 hours or more per week, at or above the relevant minimum wage on a long-term basis and has notified within 14 days	Yes Suspended	No The customer has lost qualification to DSP due to hours not employment income
The customer has commenced employment of 30 hours or more per week, at or above the relevant minimum wage on a short-term basis, and either the employment income alone or together with	No Does not apply as employment is short-term	Yes The 12 fortnights at employment income nil rate will apply although as the work is short-term, payment may become current again within the 12 fortnights

other ordinary income reduces the rate of payment to nil		
The customer has commenced employment of less than 30 hours per week, at or above the relevant minimum wage, and either the employment income alone or together with other ordinary income reduces the rate of payment to nil	Yes Suspended - will commence after the 12 fortnights at employment income nil rate	Yes The 12 fortnights at employment income nil rate runs prior to the suspension period
The customer is employed for less than 30 hours per week, at or above the relevant minimum wages, and has an increase in their employment income (that is, a pay increase or an increase in hours) and either the employment income alone or together with other ordinary income reduces the rate of payment to nil	Yes Suspended - will commence after the 12 fortnights at employment income nil rate	Yes The 12 fortnights at employment income nil rate runs prior to the suspension period
The customer has commenced employment at a 'proportion of a relevant minimum wage' and regardless of the number of hours worked their employment income either alone or together with other ordinary income reduces the rate of payment to nil	Yes Not working at relevant minimum wage so is not suspended due to hours but suspension applies due to employment income contributing to the rate reduction to nil	Yes The 12 fortnights at employment income nil rate runs prior to the suspension period
The customer is employed for less than 30 hours per week, at the relevant minimum wage and rate of payment is reduced to nil because of an increase in income from sources other than employment	Yes The suspension will commence after the 6 fortnights at nil rate as the reduction to nil is based on the customer's employment income	Yes The 6 fortnights at nil rate runs prior to the suspension period

<p>The customer is employed for less than 30 hours per week, at the relevant minimum wage or is employed at a 'proportion of a relevant minimum wage' regardless of the number of hours worked and rate of payment is reduced to nil because their partner commences employment or has an increase in employment income</p>	<p>Yes</p> <p>The suspension will commence after the 12 fortnights at employment income nil rate as reduction to nil is based on both customer and their partner's employment income</p>	<p>Yes</p> <p>The 12 fortnights at employment income nil rate runs prior to the suspension period</p>
<p>The customer is not employed and the rate of payment is reduced to nil because of the partner's employment income</p>	<p>No</p> <p>Does not apply as customer is not working</p>	<p>Yes</p> <p>The customer remains current during 12 fortnights at employment income nil rate because of partner-only employment income. DSP will then cancel 12P at the end of the 12 fortnights</p>

Examples, DES support and short-term employment

Table 3

Item	Example detail
1	<p>DSP customer commences employment</p> <p>Trish has a mild intellectual disability. Trish is participating in the Disability Employment Services (DES) Employment Support Service (ESS) program. Trish is assessed as requiring moderate level support in the workplace from the DES provider. This includes support through changes in the workplace, and for more than 2 years, support to reinforce previous tasks learned and to learn new tasks. Trish is working as a process worker for 31 hours per week at the relevant minimum wage. Would Trish remain qualified for DSP?</p> <p>Answer</p> <p>Yes</p> <p>A person working 30 hours or more per week while receiving moderate or high level ongoing support from an ESS provider is not considered to be working independently because the person requires significant and regular assistance over the long-term to maintain their employment.</p> <p>While Trish remains qualified and her payment will not be suspended due to the hours worked, her employment income may preclude so DSP may not be payable.</p>

2	<p>Commencing work on a short term basis</p> <p>Jonah is working 30 hours a week as a Santa for the month of December. However, Jonah is only able to maintain the extra effort to work these hours for this short period. Jonah's DSP is not suspended as the work is not long term and he is unable to maintain the hours over a long period. His employment income will be assessed under the income and assets tests so he may be subject to an employment income nil rate period.</p>
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