

s22 (Out of Scope)



Australian Government

Services Australia

Restoration of Disability Support Pension (DSP) 008-03130020

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Background

s22 (Out of Scope)

This document explains DSP reinstatement after suspension or cancellation due to work changes. It also helps to identify if the customer can have their DSP restored or they need to reclaim.

Restoring DSP

- Before restoring DSP, confirm the customer meets all eligibility rules
- Code any changes in a customer's circumstances to ensure a correct outcome
- The date of effect (DOE) may vary depending on the customer's circumstances and reason for restoration

Customer requested cancellation

A customer request to cancel DSP cannot be formally reviewed. This is because it is not a decision made under any provision of the Social Security Act 1991.

If a Vulnerability Medical Assessment (VMA) is completed within 13 weeks of cancellation of DSP, and the customer was not considered vulnerable, DSP cannot be restored. The customer will need to lodge a new DSP claim.

If a customer is identified as vulnerable, a VMA allows restoration of DSP within 13 weeks of cancellation.

Eligibility if working up to 30 hours per week

DSP customers can work up to 30 hours per week and stay on DSP as long as they remain eligible, this includes meeting the income test.

Exceptions may apply to this rule for people paid under an international agreement, or outside Australia.

Customer must have notified starting work

To be eligible for the 2 year suspension, customers must notify Services Australia (the agency) they have started working within 14 days of their start date.

When the customer notifies of their return to work, the agency may suspend or cancel DSP using one of the [valid return to work reason](#) codes.

If a DSP customer commences working 30 or more hours per week, or their employment income precludes payment, and they:

- notify of the change within 14 days, payment is suspended (FTW or EAN) and can be restored within 2 years
- notify of the change outside 14 days, payment is cancelled, deemed suspended (FTY or EAL) and can be restored within 2 years
- fail to notify and the agency becomes aware of it through a third party or internal investigation and it is more than 14 days after the change, payment is cancelled (FTE) and cannot be restored. The customer must make a new claim

Customer ceases or reduces work in the 2 year suspension period

Where DSP was suspended or cancelled because of a [valid return to work reason](#) code, the agency can restore the customer's DSP within 2 years of the date of effect (DOE) of the suspension or cancellation if:

- they have ceased working 30 hours per week
- their hours have dropped below 30 hours per week, or
- their employment income no longer precludes payment

In addition, the customer must meet all of the following conditions:

- it is less than 2 years since the date of effect (DOE) of the suspension or deemed suspension
- the hours of work satisfy eligibility. If DSP was granted on or before 1 July 2006 but suspended or deemed suspended after 1 July 2006, the customer can retain their grandfathered status
- all other qualification and payability requirements with the exception of medical eligibility

The [s47E\(d\)](#) in Process Direct must be used to restore DSP if the suspension or deemed suspension was for a [valid return to work reason](#).

DSP suspended due to partner's employment income

From **1 January 2023**, suspension of a customer's DSP can occur for up to 2 years if their:

- partner is getting DSP or Age Pension, and
- partner's employment income precludes the customer's payment

The suspension reason code is **EPP**. Restoration of a customer's DSP can occur within 2 years if their partner's employment income no longer precludes payment.

Alternative payment while DSP suspended or cancelled

During the suspension or deemed suspended period, customers can receive an alternative income support payment if:

- they are not qualified for DSP due to the number of hours they are working, and
- their income does not preclude them from another payment

This payment must be cancelled if DSP is restored.

Mobility Allowance (MOB)

Check eligibility for MOB when a customer contacts in relation to reporting employment income, changing jobs, or starting work.

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

Returned correspondence

Payment may be suspended/cancelled 'whereabouts unknown' (WUK) because of returned correspondence until the customer makes contact to advise their current address.

DSP may be restored with full arrears if the customer has continued to be qualified and retained payability for DSP during the period of suspension/cancellation.

s47E(d)

The date of effect of the restoration is the date of the original decision (date of suspension or cancellation), as per [Legislation](#).

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This will help with deciding if they can receive arrears upon restoration. See [Return to sender \(RTS\) mail for Centrelink](#) for more information.

Note: Service Officers cannot use the **Restore Extended Suspension** workflow to restore a customer in the above scenario.

Release from gaol or psychiatric confinement

DSP may be suspended for up to 2 years if a customer is imprisoned or in psychiatric confinement because of a criminal charge.

If the customer remains incarcerated or has not reapplied for a payment, DSP must be cancelled at the end of the 2 years. If DSP is cancelled, the customer must lodge a new DSP claim upon their release from prison or psychiatric confinement. Service Officers must

discuss lodgement of a new DSP claim with the customer, upon their release from prison or psychiatric confinement. This discussion must be clearly documented on the customer's record.

DSP may be restored from the date of their release if the customer is released within 2 years. Service Officers must clearly document the discussion of DSP restoration on the customer's record. On the day of release, the customer may apply for an early payment (of up to 7 days) of their first pension instalment. They may also qualify for a [Crisis Payment](#).

For customers released from prison, before restoring DSP [confirm the date of release with the appropriate state or territory authority](#).

Note: Service Officers cannot use the [s47E\(d\)](#) to restore a customer in the above scenario.

The [Resources](#) page contains contact details, Office Locator and email template for referral to specialised services.

Related links

[Alternative Identity](#)

[Cancellation of Disability Support Pension \(DSP\)](#)

[Cancellation, suspension and rejection codes for Disability Support Pension \(DSP\)](#)

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

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

[Commencing or returning to work or self-employment Disability Support Pension \(DSP\)](#)

[Confirming prison admission and release date dates](#)

[Customer ceases work or reduces hours of work in the 2 year suspension period for Disability Support Pension \(DSP\)](#)

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

[Extended suspension periods for pension payments](#)

[General notification provisions and exceptions](#)

[Identifying entitlements and services for the customer \(CLK\)](#)

[Income Test for Disability Support Pension customer who is under 21 years with no dependent children](#)

[Income Test for Disability Support Pension customer who is under 21 years, with no dependent children and with affecting income at 19 September 2009](#)

[Income Test for partnered pension customers](#)

[Income Test for single pension customers](#)

[Initial contact and identification of services for people with a disability](#)

[Returning to Australia](#)

[Return to sender \(RTS\) mail for Centrelink](#)

[Suspension of Disability Support Pension \(DSP\)](#)

[Transitional rules for pension customers who were on payment at 19 September 2009](#)

[Work Bonus and balance for pensioners of Age Pension age](#)

[Working Credit](#)

[Separating safely - protecting personal details](#)

[Family and domestic violence](#)

Process

This document explains DSP reinstatement after suspension or cancellation due to work changes. It also helps to identify if the customer can have their DSP restored or they need to reclaim.

On this page:

[Checking the reason for suspension or cancellation](#)

[Restoration or new claim after suspension or cancellation](#)

[Restoration request for customer in return to work suspension Process Direct](#)

[Restoration request for a customer in an extended employment suspension period \(EPP\) - Customer First](#)

Checking the reason for suspension or cancellation

Table 1: checking if DSP can be restored.

Step	Action
1	<p>Has DSP been suspended or cancelled? + Read more ...</p> <p>Check the s47E(d) screen. This displays a history of the pension status, including date of effect and suspension/cancellation reasons.</p> <ul style="list-style-type: none"> ▪ If DSP is suspended/cancelled due to customer being overseas and the customer is advising their return, see: <ul style="list-style-type: none"> ◦ Return to Australia procedures for International Services staff ◦ Return to Australia procedures for service centre and Smart Centre staff ◦ Return to Australia coding for dependent children ◦ Procedure ends here ▪ If DSP has been suspended, or cancelled but is deemed suspended, for a valid return to work reason, go to Step 2 ▪ If DSP is cancelled because of a customer's request (CLR), go to Step 4 ▪ If DSP has been suspended/cancelled 'whereabouts unknown' (WUK), go to Step 8 ▪ If DSP has been suspended 'In prison' (IMP), including psychiatric confinement because the person was charged with an offence, go to Step 11 ▪ If DSP has been suspended 'Partner extended employment suspension period' (EPP), go to Table 4, Step 1 ▪ If DSP has been suspended/cancelled for not complying with participation requirements, see Conducting interviews for Disability Support Pension (DSP) customers with participation requirements ▪ If cancelled for any other reason, go to Step 6 ▪ If suspended for any other reason, go to Step 12
2	<p>DSP suspended or cancelled (deemed suspended) for valid return to work reason + Read more ...</p> <p>When DSP is suspended or cancelled for a valid return to work reason including employment income precluding payment, the customer status line displays DSP/RTW.</p> <p>At the end of the 2 years, DSP auto cancels. This displays in the header, for example, DSP/CAN-FTW.</p> <p>See Cancellation, suspension and rejection codes for DSP.</p> <p>If DSP has been suspended or cancelled (deemed suspended) for a valid return to work reason, DSP is to be restored using the s47E(d) in Process Direct if all of the following apply:</p> <ul style="list-style-type: none"> ▪ The customer requests restoration of payment within the 2 year suspension period ▪ The date of effect (DOE) of the original return to work (RTW) reason is not more than 2 years ago: <ul style="list-style-type: none"> ◦ If the customer's status is SUS with an EAN reason code on the s47E(d) screen, the 2 year period is counted from the start of the employment income nil rate period ◦ If the customer's status is SUS with an FTW reason on the s47E(d) screen, the 2 year period is counted from the suspension DOE ◦ Otherwise, the 2 years is counted from the cancellation DOE <p>Does the customer meet the above criteria?</p> <ul style="list-style-type: none"> ▪ Yes, go to Step 3

- **No**, the customer must submit a new claim for DSP. Record details on a **DOC** on the record, noting the customer requested a restoration and the reasons why they could not be restored (for example, customer did not notify therefore DSP cancelled FTE). [Go to Step 6](#)

3

Is customer still working or expecting to receive a final pay + Read more ...

DSP may be restored if the customer:

- is working less than 30 hours per week, **and**
- will not receive employment income that precludes them from receiving a DSP payment

The customer must **not** be restored if:

- their income, and
- their partner's income (if applicable), will preclude them from receiving a DSP payment

This is because the customer may enter another employment income nil rate period, which they are not entitled to because they have not received an instalment of DSP above \$0 for at least one entitlement period.

If the customer is still working, discuss the number of hours and employment income they expect to receive.

Consider the following, if:

- **under Age Pension age**, Working Credits may allow the customer to [keep some of their income support payment while they are working](#)
- **over Age Pension age**, and getting a pension (excluding Parenting Payment Single (PPS), they may be [eligible for the Work Bonus](#)

The Work Bonus is not used in the customer's transitional rules calculation but will still be used in the comparison calculations. Partners may still benefit by the reduction in total income.

If the customer expects to receive a final pay that would preclude them from payment, they must contact **after** they have received this pay to request a restoration. The customer will need to lodge a new claim if this takes them outside the 2 year period.

For more details, see [Pensions income and asset tests](#).

Does the customer meet the criteria for restoration?

- **Yes:**
 - Process Direct - must be used when restoring DSP/RTW, see [Table 3, Step 1](#)
 - Customer First - should only be used when Process Direct is unavailable, see [Table 2, Step 7](#)
- **No:**
 - The customer remains suspended or cancelled (deemed suspended)
 - Record details on a **DOC** on the record noting the customer requested a restoration and the reasons why they could not be restored
 - Procedure ends here

4

DSP was cancelled due to customer request (CLR) + Read more ...

Check the reason the customer has lost eligibility for DSP.

Check **Document Tools** to see if the customer has had a Vulnerability Medical Assessment (VMA) completed in the last 13 weeks. A VMA will upload on the customer's record as an UNS008.

The customer may have had a VMA completed if:

- there are concerns about their vulnerability
- they have an intellectual/mental health condition, inability, and capacity to make decisions regarding their DSP, or
- there is an indication they have impaired decision making

A VMA would not be available or required if there is clear evidence that the customer:

- only has a physical impairment, no intellectual/mental health condition or vulnerability, or
- has the ability and capacity to make decisions about their DSP, and there is no impaired decision making

VMA exists and the recommendation is that the customer is considered vulnerable + Read more ...

If the request to restore DSP has:

- occurred within 13 weeks of cancellation, restore DSP from date of cancellation, see [Table 2, Step 5](#)
- **not** occurred within 13 weeks of cancellation, refer to [Level 2 Disability Helpdesk](#)

VMA exists and the customer is not considered vulnerable + Read more ...

DSP cannot be restored. Customer must lodge a new claim for DSP. See [Claiming Disability Support Pension](#). Procedure ends here.

The customer has not had a VMA, is not considered vulnerable and requests restoration within 13 weeks of cancellation + Read more ...

DSP cannot be restored. Customer must lodge a new claim for DSP. See [Claiming Disability Support Pension](#). Procedure ends here.

The customer has not had a VMA, is considered vulnerable and requests restoration within 13 weeks of cancellation + Read more ...

If the customer:

- has a Personalised Services Service Officer (PSSO), email the PSSO and cc the [Personalised Services Centrelink](#) mailbox. See the [Resources](#) page for the email template to use
- has an Indigenous Service Officer (ISO) (if relevant), Multicultural Service Officer (MSO), or Community Engagement Officer (if relevant), contact the staff member involved directly for a case consultation. (See the [Resources](#) page for how to find the MSO in Office Locator, see [Multicultural Service Officers \(MSO\)](#).)
- is not connected to a specialist officer, contact a [Social Worker \(SW\)](#). To make a referral, email [Social worker referrals](#). See the [Resources](#) page for the email template to use

After completing the referral, record details on a **DOC** on the customer's record:

- Customer request to restore DSP. Customer has been referred to specialist to determine if DSP can be restored after CAN-CLR

PSSO, SW and ISO can:

- refer for a VMA to be undertaken where required, to help with decision-making
- email the [Forensic Psychology Team](#) and cc in the [Assessment Services National Administration Team \(ASNAT\) Support](#) - referring customer for a Vulnerability Medical Assessment. CC the specialist officer's team leader into all emails about a VMA
- record referral details on a **DOC** on the customer's record

Assessment Services will place a VMA on the customer's record within 7 business days.

Procedure ends here until VMA has been completed.

When VMA is completed, [go to Step 5](#).

5 **Review VMA** + Read more ...

Does the assessment recommend the customer is vulnerable/at risk and DSP can be restored?

- **Yes**, restore DSP with the date of effect as date paid to plus 1 (DPT+1), see [Table 2, Step 5](#)
- **No**, DSP cannot be restored and customer will need to lodge a new DSP claim, see [Claiming Disability Support Pension](#). If requested, help the customer to claim **another income support payment**, see [Identifying entitlements and services for the customer \(CLK\)](#). Procedure ends here.

Note: if a VMA had been completed before cancellation that supports the cancellation of DSP, DSP cannot be restored. The customer will need to lodge a new DSP claim and claim another income support payment. Record details on a **DOC**.

If the customer requests restoration outside of 13 weeks, refer to [Level 2 Policy Helpdesk-Disability](#).

6 **When DSP can be restored** + Read more ...

DSP can be restored in the following circumstances:

- If DSP cancelled **failed to report (CAN/FRP)** and the customer asked for a review of the decision within 13 weeks of the date of cancellation advice. The customer must supply all employment income details for the relevant eligibility periods
- When a customer is **CAN/FRP** and was very late reporting, consider if special circumstances apply:
 - Check the reasons for the late reporting. The longer the delay, the greater the need to provide detailed reasons to account for the delay for the full period
 - **s47E(d)**

- If DSP cancelled **failed to reply to correspondence (FRC)** and the customer asked for a review and/or lodged the requested information within 13 weeks of the date of cancellation advice:
 - Check customer's eligibility for payment has been re-established
 - When a customer is late supplying the correspondence, consider the following to determine if special circumstances apply. **s47E(d)**

- If DSP cancelled **proof of identity not provided (POI)**. Payment can be restored if the required identity documents are supplied and identity is confirmed via the Identity Confirmation Dashboard in Process Direct. If the customer is in hardship and unable to provide enough identify documents within the review period, consider [Alternative Identity](#) or [Commencement of Identity](#).
- If DSP cancelled **customer failed to advise tax file number (NTC)** and the customer has contacted and provided their tax file number, DSP is to be restored, see [Table 2, Step 5](#). For more details, see [Requesting a Tax File Number \(TFN\)](#)
- If DSP cancelled **failed to return eligibility review (PER)** and the customer has contacted within 13 weeks of the date of cancellation requesting a review of the decision and the entitlement review has been returned and documented, DSP is to be restored. When a customer is late supplying the correspondence, consider the following to determine if special circumstances apply:
 - **s47E(d)**

- If DSP cancelled **failed to respond to Digital Declaration Intervention (DDI)** and the customer has contacted within 13 weeks of the date of cancellation and the customer confirms or updates current employment and income details for the relevant cancellation period for the customer and partner, DSP is to be restored

For all cases, consider:

- if the customer has requested a review of decision, the payment can be restored if the decision is overturned
- if DSP is cancelled due to an agency error, payment can be restored after investigation. For example, employment information has been updated but payment not stimulated, correspondence provided but not documented, the customer was not given specific or correct information
- the plausibility of the reasons for the delay
- **s47E(d)**

Note: there is no need to assess medical eligibility.

Was the payment cancelled due to any of the above circumstances?

- **Yes**, restore DSP with the date of effect as date paid to plus 1 (DPT+1), see [Table 2, Step 5](#)
- **No**, [go to Step 7](#)

7

If DSP cannot be restored after cancellation + Read more ...

If DSP has been cancelled for any other reason it cannot be restored.

Contact the customer to tell them:

- they need to lodge a new claim and must meet all eligibility requirements at the date of claim
- about the current [DSP eligibility requirements](#), including medical criteria

Customers who are no longer eligible or who do not wish to claim DSP may wish to claim an alternative payment, such as [JobSeeker Payment \(JSP\)](#).

Does the customer wish to make a new claim for DSP?

- **Yes**, see [Claiming Disability Support Pension](#)
- **No**, and the customer wishes to claim **another income support payment**, see [Identifying entitlements and services for the customer \(CLK\)](#)

Procedure ends here.

8

Customer was suspended/cancelled 'whereabouts unknown' + Read more ...

Check the address details,

If an address has been incorrectly ended, go to the [s47E\(d\)](#) screen and [s47E\(d\)](#). This will remove the end date from the current address.

Does the customer's address need to be updated or corrected?

- **Yes**, [go to Step 9](#)
- **No**, [go to Step 10](#)

9

Customer's address has changed, or the recorded address had an error + Read more ...

- Get the new address details
- [Update the address](#)
- Reissue the returned correspondence
- Procedure ends here until required information/documentation is provided. Once provided, see [Table 2, Step 2](#)

[s47E\(d\)](#)

10

Customer's address is unchanged + Read more ...

Check if there is any reason to doubt the customer is living at the address. This would include where mail was previously returned from the address, and the customer cannot satisfactorily explain why.

If mail has been returned, and the customer can explain why mail is not likely to be returned again, DSP can be restored.

Note: Service Officers must consider the customer's circumstances while DSP was suspended/cancelled before restoring.

When DSP has been suspended/cancelled for a prolonged period of time consider:

- the customer's circumstances and if any additional evidence is required
- how the customer supported themselves while DSP was suspended/cancelled

If there is reason to doubt the customer is living at the address, they **must** provide evidence they still live at the recorded address. This must be done **before** restoring the payment.


If mail is returned from an address which the customer advises is correct, further mail sent to the same address is also likely to be returned.

This is a potential family and domestic violence interaction point, see [Family and domestic violence](#).

Record the details of the decision on a **DOC**.

Is evidence of address required?

- **Yes**, see [Table 2, Step 1](#)
- **No**, see [Table 2, Step 2](#)

11	<p>DSP suspended IMP - imprisoned or in psychiatric confinement charged with an offence + Read more ...</p> <p>If DSP is suspended due to imprisonment (IMP) and the customer is now in psychiatric confinement, and:</p> <ul style="list-style-type: none"> has been charged with, but not convicted of, a criminal offence is undertaking a course of rehabilitation, see Payability of Disability Support Pension (DSP) for customers who are in psychiatric confinement for a criminal offence an SA379 Customer in Psychiatric Confinement or document from relevant authorities has been lodged to verify change in circumstances go to Step 12 <p> If the customer is released from gaol or psychiatric confinement, before restoring DSP, check the s47E(d) screen for lodgement of the 'Confirmation of Release' document.</p> <p>Has the 'Confirmation of Release' document been lodged?</p> <ul style="list-style-type: none"> Yes, this is acceptable evidence, go to Step 12 No, confirm the date of release with the appropriate state or territory authority. <ul style="list-style-type: none"> Ask the customer to supply a Prison Discharge Certificate from the relevant institution If the customer is unable to supply a Prison Discharge Certificate, phone the institution. Confirm the date of permanent release and length of time the customer was detained The customer may apply for an early payment of up to 7 days of their first pension instalment The customer may qualify for a Crisis Payment (CrP) If the customer being released is partnered, update the s47E(d) screen to reflect partnered status correct at date of release <p>Go to Step 12.</p>
12	<p>Check if further information is required + Read more ...</p> <p>Review and update non-medical details first to determine continuing DSP eligibility and record details on a DOC.</p> <p>Check to see if any more information is needed from the customer before DSP can be restored. For example:</p> <ul style="list-style-type: none"> changes to employment income details proof of income and asset details payouts as a result of ceasing work business has ceased or has been closed proof of change of address details <p>Note: where DSP is SUS for reason Failed to Confirm DEWR Address (FCA), s47E(d) see Job seeker change of address</p> <ul style="list-style-type: none"> partner details if customer is now a member of a couple <p>Is further information needed?</p> <ul style="list-style-type: none"> Yes, see Table 2, Step 1 No, see Table 2, Step 2

Restoration or new claim after suspension or cancellation

Table 2

Step	Action
1	<p>Request required information + Read more ...</p> <p>Advise the customer of any action required for restoration, and that DSP cannot be restored until the requested information has been received/verified.</p> <p>Has the customer supplied the required information to enable restoration of DSP?</p> <ul style="list-style-type: none"> Yes, go to Step 2

	<ul style="list-style-type: none"> • No, advise the customer that DSP cannot be restored and why. Request forms and information. See Requesting information (CLK) and DOC the decision. Procedure ends here
2	<p>Eligible for DSP + Read more ...</p> <p>Is the customer still eligible for DSP?</p> <ul style="list-style-type: none"> • Yes, go to Step 3 • No, advise the customer that DSP cannot be restored and why. Record details on a DOC. Procedure ends here
3	<p>Determine date of restoration + Read more ...</p> <p>Some cancellation and suspension codes allow a gap in eligibility; otherwise restoration will take place from date paid to plus 1 (DPT + 1).</p> <p>If the reason for restoring DSP is:</p> <ul style="list-style-type: none"> • The customer has provided/verified correct address details after being suspended whereabouts unknown, go to Step 4 • If the customer has been released from prison or from psychiatric confinement, the date of effect will be the date of release not the default of DPT+1. Go to Step 5 • If the customer is in psychiatric confinement and documentation has been provided confirming they have commenced a course of rehabilitation, the DOE will be: <ul style="list-style-type: none"> ◦ the date the agency was notified, or ◦ start date of the course, whichever is the later, go to Step 5 <p>For all other reasons, go to Step 5.</p>
4	<p>Date of restoration - whereabouts unknown + Read more ...</p> <p>Consider whether the customer:</p> <ul style="list-style-type: none"> • received advice of the decision to suspend. For example, they were not at their known address and/or advice of the decision was returned • has retained qualification and payability during the suspension/cancellation period <p>Have they retained qualification and payability, and it is determined they did not receive the advice of the decision to suspend/cancel?</p> <ul style="list-style-type: none"> • Yes, restore from date of suspension/cancellation. Go to Step 5 • No, action to take depends on whether DSP is cancelled or suspended: <ul style="list-style-type: none"> ◦ If cancelled, do not restore DSP. If the customer wants to make a new claim for DSP, see Claiming Disability Support Pension. Otherwise, record details on a DOC. Procedure ends here ◦ If suspended, restore from date the customer contacted, not the default of DPT+1. Go to Step 5
5	<p>Restore DSP + Read more ...</p> <p>Service Officers must consider the customer's circumstances while DSP was suspended/cancelled before restoring.</p> <p>When DSP has been suspended/cancelled for a prolonged period of time consider:</p> <ul style="list-style-type: none"> • the customer's circumstances and if any additional evidence is required • how the customer supported themselves while DSP was suspended/cancelled <p>If the customer is under income management (INM on the benefit status line) and they have an arrears or lump sum payment eligibility, do not make any changes to their record to allow this payment to be made. Contact the Income Management Team to allow income management to be turned on for the arrears payment before it is made.</p> <p>If Rent Assistance (RA) was paid with Family Tax Benefit (FTB), and FTB was cancelled because of the suspension/cancellation of the income support payment, the Service Officer must:</p> <ul style="list-style-type: none"> • check if they need to restore FTB first • update any change of circumstances, for example, non-employment income, assets, address, rent (if not already updated)

To restore DSP:

s47E(d)

Additional coding is required for a customer in psychiatric confinement and undergoing a course of rehabilitation.

This will restore DSP and generate a letter to advise the customer of the outcome.

If the Service Officer cannot restore DSP, they may need to escalate/discuss. If contact is made through a:

- Smart Centre, go to [Local Peer Support \(LPS\)](#) for assistance
- service centre, go to the [Technical Support Line](#) for assistance

Is the customer in psychiatric confinement and undergoing a [course of rehabilitation](#)?

- **Yes**, [go to Step 6](#)
- **No**, procedure ends here

6 **Customers in psychiatric confinement and undergoing a course of rehabilitation** + Read more ...

Complete this additional coding:

s47E(d)

s47E(d)

Procedure ends here.

7

s47E(d)

+ Read more ...

Only use the DSP reinstatement workflow in Customer First if Process Direct is **unavailable**. If Process Direct is available, see [Table 3, Step 1](#).

Running the workflow - more information required

If the Service Officer determines more information is required before the payment can be restored, and the customer cannot provide it verbally, they must request information. See [Requesting information \(CLK\)](#). Record the details of the decision on a **DOC**. Procedure ends here.

Once all relevant updates have been undertaken including the [coding of employment income](#), select the **DSP Reinstatement** workflow in Customer First.

s47E(d)

AWE warning(s) and errors **s47E(d)** may occur when restoring DSP and customers are receiving Family Tax Benefit (FTB). Attempt to get a revised estimate from the customer that includes their expected income support payment (and partner income details, if applicable). See [Helping families provide a reasonable annual income estimate for family assistance payments](#).

- Document outcome using **Fast Note - s47E(d)**
 - select/delete information depending on the customer's situation

If the Service Officer cannot restore DSP, they may need to escalate/discuss, If contact is made through a:

- Smart Centre, go to [LPS](#) for assistance

- service centre, go to the [Technical Support Line](#) for assistance

Note: check if the customer was in receipt of Pensioner Education Supplement(PES)/ABSTUDY PES before the DSP being suspended/cancelled. If PES/ABSTUDY PES was stopped due to the DSP suspension/cancellation, a **Fast Note** must be sent to the relevant team to determine if PES can be restored. See [Restoration of Pensioner Education Supplement \(PES\) and ABSTUDY PES](#).

Restoration request for customer in return to work suspension Process Direct

Table 3

Step	Action
1	<p data-bbox="260 528 874 560">s47E(d) + Read more ...</p> <p data-bbox="260 584 1481 707">If Rent Assistance (RA) was paid with Family Tax Benefit (FTB), and FTB was cancelled because of the suspension/cancellation of the income support payment, the Service Officer must check if they need to restore FTB first. Update any change of circumstances, for example, non-employment income, assets, address, rent (if not already updated).</p> <p data-bbox="260 734 443 766">In Process Direct:</p> <p data-bbox="260 786 363 817">s47E(d)</p> <p data-bbox="260 891 363 922">s47E(d)</p> <p data-bbox="260 1016 1469 1077">The s47E(d) will only present if the customer's DSP has cancelled, or suspended, for a valid return to work reason, and restoration is requested within the 2 year period.</p> <p data-bbox="260 1106 625 1137">Additional information required</p> <p data-bbox="260 1162 1490 1223">When running the workflow, if the Service Officer determines additional information is required before the payment can be restored, and it cannot be provided verbally, request information using Request Documents.</p> <p data-bbox="260 1249 1469 1310">Explain to the customer, DSP cannot be restored until the requested information is provided. Encourage them to upload the relevant evidence as soon as they have it.</p> <p data-bbox="260 1335 363 1366">s47E(d)</p> <p data-bbox="260 1424 1453 1485">Annotate the Request for Information (RFI) Note/DOC advising customer has contacted requesting their DSP be restored. Payment cannot be restored until additional evidence is provided to assess if customer is payable.</p> <p data-bbox="260 1512 995 1543">If all required information is provided within the allowable timeframe:</p> <p data-bbox="260 1568 363 1599">s47E(d)</p> <p data-bbox="260 1704 1481 1800">If the customer does not contact within the allowable timeframe and the RFI activity falls due, the Service Officer is to finalise the RFI activity and cancel Restore Extended Suspension transaction. Payment is to remain suspended or cancelled (deemed suspended).</p> <p data-bbox="260 1827 1315 1859">If all the required information is provided outside the allowable timeframe, the Service Officer must:</p> <ul data-bbox="309 1886 1382 1982" style="list-style-type: none"> ▪ consider if payment can be restored using the original date of notification ▪ if unsure, seek advice from Local Peer Support (LPS) or Service Support Officer (SSO) and if further clarification is required, the LPS/SSO will request help from the Level 2 Disability Helpdesk <p data-bbox="260 2016 663 2047">No additional information required</p> <p data-bbox="260 2074 600 2105">Continue through the workflow.</p>
2	Disability Support Pension (DSP) restoration + Read more ...

Check eligibility for Mobility Allowance (MOB) when a customer contacts about reporting employment income, changing jobs or starting work. See [Change of circumstances for Mobility Allowance \(MOB\) customers](#).

DSP restoration details:

s47E(d)

3	<p>Change Contact details + Read more ...</p> <p>s47E(d)</p> <p>Make updates as required. For more details, see:</p> <ul style="list-style-type: none"> • Changing address (CLK) • Updating telephone details and/or paying Telephone Allowance (TAL)
4	<p>Residency Task Selector + Read more ...</p> <p>s47E(d)</p> <p>If Service Officer thinks the customer may be overseas or travelled overseas since SUS date, activate the Department of Home Affairs datalink.</p> <p>Make updates as required. For more details, see:</p> <ul style="list-style-type: none"> • Activating the Department of Home Affairs datalink and contingency procedures if datalink is unavailable • Recording legal residence status
5	<p>Marital Status + Read more ...</p> <p>Update the customer's relationship status as required. For more details, see:</p> <ul style="list-style-type: none"> • Change in relationship status from single to partnered • Change in relationship status from partnered to single <p>s47E(d)</p>
6	<p>Income and Assets Update + Read more ...</p> <p>s47E(d)</p> <p>Note: if the customer is working less than 30 hours per week, do not code their employment income. The customer is required to report their income each fortnight.</p> <p>Make updates as required. For more details, see Coding income and assets for Centrelink payments and services.</p>
7	<p>Reporting Regime + Read more ...</p> <p>On the s47E(d) screen, update the customer's reporting regime as required. For more details, see Reporting screens.</p> <p>If the customer was a statement reporter before being suspended/cancelled (deemed suspended) for a return to work reason, they will automatically be profiled as a statement reporter once DSP is restored.</p>

8	<p>Restoration + Read more ...</p> <p>s47E(d)</p> <p>Confirm the restoration details are correct.</p>
9	<p>SAP warnings and errors + Read more ...</p> <p>s47E(d)</p> <p>Warnings or errors may present when restoring DSP and the customer is receiving Family Tax Benefit (FTB).</p> <p>Try to get a revised estimate from the customer that includes their expected income support payment (and partner income details, if applicable). See Helping families provide a reasonable annual income estimate for family assistance payments.</p> <p>s47E(d)</p>
10	<p>Assessment results + Read more ...</p> <p>The s47E(d) screen will display the outcome of the restoration activity.</p> <p>If the outcome shown on the s47E(d) screen is unexpected, consult Local Peer Support (LPS) for assistance.</p> <p>If the s47E(d) screen shows:</p> <ul style="list-style-type: none"> ▪ DSP is cancelled due to income or assets exceeding the threshold (CAN-INC or CAN-ASS), s47E(d) s47E(d) Go to Step 11 ▪ DSP is restored correctly, go to Step 13
11	<p>Cancellation outcome + Read more ...</p> <p>If the s47E(d) screen shows the customer's DSP will be cancelled because their income and/or assets exceed the relevant threshold, check their record to make sure all income and asset details are correct.</p> <p>If the customer's income and assets require further updates, complete these updates and s47E(d) before returning to the s47E(d) screen.</p> <p>If the s47E(d) screen shows:</p> <ul style="list-style-type: none"> ▪ DSP is still cancelled due to income or assets exceeding the threshold (CAN-INC or CAN-ASS), s47E(d) s47E(d) Go to Step 12 ▪ DSP is restored correctly, go to Step 13
12	<p>Customer remains suspended/cancelled (deemed suspended) + Read more ...</p> <p>If the customer is not currently payable due to their income and/or assets exceeding the relevant threshold, the customer is eligible to remain suspended or cancelled (deemed suspended) for the remainder of the 2 year period.</p> <p>s47E(d)</p> <p>Tell the customer that if their circumstances change during the remainder of the 2 year suspension period, they can request a restoration again.</p> <p>Procedure ends here.</p>
13	<p>Finalise DSP restoration + Read more ...</p> <p>s47E(d)</p> <ul style="list-style-type: none"> ▪ An auto-DOC is created once the activity is finalised advising of the successful restoration. s47E(d) s47E(d)

s47E(d)

Note: check if the customer was in receipt of Pensioner Education Supplement (PES)/ABSTUDY PES before the DSP being suspended/cancelled. If PES/ABSTUDY PES was stopped due to the DSP suspension/cancellation, a fastnote must be sent to the relevant team to determine if PES can be restored. See [Restoration of Pensioner Education Supplement \(PES\) and ABSTUDY PES](#).

Restoration request for a customer in an extended employment suspension period (EPP) - Customer First

Table 4

Step	Action
1	<p>Check employment income + Read more ...</p> <p>Determine whether the EPP suspended DSP customer, or their partner is expecting to be paid any more employment income. This includes where they have finished work, but not received their final pay yet.</p> <p>Will this preclude the EPP partner from payment?</p> <ul style="list-style-type: none"> • Yes, the EPP suspended customer must contact after they have received the final pay, or when employment income no longer precludes payment, to request a restoration. The EPP suspended customer will need to lodge a new claim if this takes them outside the 2 year period. Procedure ends here. • No, go to Step 2
2	<p>Check relationship status + Read more ...</p> <p>Check if the relationship status needs to be updated. For more details, see:</p> <ul style="list-style-type: none"> • Change in relationship status from single to partnered • Change in relationship status from partnered to single <p>s47E(d)</p> <p>Make any updates before processing the request for a restoration.</p>
3	<p>Check contact and accommodation details + Read more ...</p> <p>Check if the EPP suspended customer needs to update their:</p> <ul style="list-style-type: none"> • Contact information • Address • Accommodation details <p>Make any updates before processing the request for a restoration.</p> <p>s47E(d)</p>
4	<p>Income and asset updates + Read more ...</p> <p>Make any updates to the EPP suspended customer's income and assets as required. For more details, see Coding income and assets for Centrelink payments and services.</p>
5	<p>Process restoration + Read more ...</p> <p>If Rent Assistance (RA) was paid with Family Tax Benefit (FTB), and FTB was cancelled because of the suspension/cancellation of the income support payment, the Service Officer must check if they need to restore FTB first.</p> <p>s47E(d)</p>

	<p>If the Age Pension or DSP customer's payment is suspended or cancelled (deemed suspended) they need to request restoration of their own payment separately.</p> <p>s47E(d)</p>
6	<p>Assessment results + Read more ...</p> <p>The s47E(d) screen displays the outcome of the restoration activity.</p> <p>If the outcome shown on s47E(d) screen is unexpected, consult Local Peer Support (LPS) for help.</p> <p>If the s47E(d) screen shows:</p> <ul style="list-style-type: none"> • DSP is cancelled due to income or assets exceeding the threshold (CAN-INC or CAN-ASS), go to Step 7 • DSP is restored correctly, go to Step 8
7	<p>Check income and asset details + Read more ...</p> <p>Check with the customer that the income and assets details on their record are correct. Make any changes as required.</p> <p>If the outcome on s47E(d) screen is:</p> <ul style="list-style-type: none"> • DSP is restored correctly, go to Step 8 • Still CAN-INC or CAN-ASS, go to Step 9
8	<p>Finalise restoration + Read more ...</p> <p>Finalise the activity on s47E(d) screen.</p> <p>If the customer or their partner continue to receive employment income, place the DSP partner on reporting, if appropriate. For more details, see Reporting overview.</p> <p>Create a DOC on the customer's record detailing that payment has been restored, including any other updates that have been made to the record.</p> <p>Note: check if the customer was in receipt of Pensioner Education Supplement(PES)/ABSTUDY PES before the DSP being suspended/cancelled. If PES/ABSTUDY PES was stopped due to the DSP suspension/cancellation, a Fast Note must be sent to the relevant team to determine if PES can be restored. See Restoration of Pensioner Education Supplement (PES) and ABSTUDY PES.</p> <p>Procedure ends here.</p>
9	<p>DSP partner remains suspended + Read more ...</p> <p>If the customer or their partner's income and/or assets still preclude payment, the customer is entitled to remain in the extended employment suspension period until the maximum period of 2 years is reached.</p> <ul style="list-style-type: none"> • s47E(d) • Finalise the other updates to the DSP partner's record • DOC the request for restoration including the reason the EPP suspended customer is not eligible at this time • Advise the customer that if their circumstances change during the remainder of the 2 year suspension period, they can request a restoration again

References

Policy

[Social Security Guide, 3.6.1, DSP - Qualification & Payability](#)

[Social Security Guide, 3.6.1.20, Qualification for DSP during Employment - 30 Hour Rule](#)

[Social Security Guide, 3.6.1.100, Continuation Variation or Termination of DSP - 30 Hour Rule](#)

[Social Security Guide, 3.1.4, Imprisonment, Psychiatric Confinement & Prison Release](#)

[Social Security Guide, 3.6.1.100, Continuation Variation or Termination of DSP](#)

Legislation

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

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

- section 109(3), Date of effect of favourable determination resulting from review
 - subsection 3, If: (a) a decision (the **original decision**) is made in relation to a person's social security payment; and (b) the person is not given notice of the original decision
- section 96(3A), Disability Support Pension - suspension instead of cancellation under section 93
- section 110(1) or (2), Date of effect of favourable determination
- section 85, Resumption of payment after cancellation or suspension

[Social Security Act 1991](#), section 1158, Some social security payments not payable during period in gaol or in psychiatric confinement following criminal charge

Resources

Contact details

[Assessment Services National Administration Team \(ASNAT\) Support:](#)

- ASNAT Support, and
- Forensic Psychology Team

[Level 2 Policy Helpdesk](#)

[Personalised Services Centrelink](#)

[Social workers referrals](#)

Office Locator

[Office Locator](#) - find a Multicultural Service Officer (MSO) by:

- searching the service centre in the **Office/Town** field
- scroll to the **Teams** section
- select specialists, the MSO's name and contact number will be listed

Email template - Referral to specialised services

This table contains an email template to use when referring a customer to Social Work Services/Personalised Services for a consideration of a Vulnerability Medical Assessment (VMA) when they request to cancel their DSP.

Include the following in the subject line and body of the email
<p>Subject heading: Referral to Social Work Services for consideration of Vulnerability Medical Assessment for a claimant requesting DSP cancellation.</p> <p>Hi team,</p> <p>The following customer/nominee has contacted and requested cancellation of their DSP.</p> <p>Please consider a VMA for this customer.</p>

Customer Name:

CRN:

Date of contact:

Name of referring officer and LOGON

Note additional information, detail the reason for the referral to Social Work Services. Include information received from the customer/nominee about their request to cancel DSP. Service Officers must also provide details about any vulnerable circumstances they have identified.

Training & Support

Add the course number to the **Search** field in the [Learning Portal](#) (LMS) in ESSentials:

- **CLK01111** - Suspensions, cancellations & restoration
- **CLK00419** - DSP Eligibility After Grant