



## Disability Support Pension (DSP) - Quick Steps Guide

DSP is a step-by-step process based on the functional impact of your disability or medical condition, not just diagnosis alone.

### DSP Application Flow

1. **Check basic eligibility:** age, residency, medical condition, work capacity
2. **Identify main conditions:** permanent conditions causing most functional impact
3. **Gather medical evidence:** diagnosis, treatment, stability, functional limits
4. **Impairment Tables assessment:** total of 20 points required
5. **Program of Support:** meet requirements or qualify for exemption
6. **Lodge DSP claim:** submit via myGov/Centrelink
7. **Job Capacity Assessment (JCA):** functional assessment
8. **Decision & review rights:** approval, rejection, or appeal



## Step 1: Check if You're Eligible

- Be aged 16 or over and under Age Pension age
- Meet residency requirements
- Have a **permanent medical condition** (fully diagnosed, treated, and stabilised)
- Score 20 points or more under the DSP impairment tables - check your level of disability against these tables:  
<https://www.legislation.gov.au/F2023L00188/asmade/text>
- Unable to work 15+ hours per week within the next 2 years
- Meet income and assets tests



You can check eligibility on the Services Australia website or by calling Centrelink.



## Step 2: Gather Your Medical Evidence

This is the most important part.

You'll need:

- Medical reports from your **GP and/or specialists**
- Information showing your condition is:
  - Diagnosed
  - Reasonably treated
  - Stabilised (unlikely to improve in the next 2 years)
- Details about how your condition affects your ability to work. Medical evidence must explain what you cannot do day-to-day and at work. Doctors should link symptoms to functional limits using clear language (for example: cannot sustain, requires assistance, unable to complete.)

Tip: Ask your doctor to clearly explain how your condition impacts your daily functioning and work capacity.



## Step 3: Get a Medical Evidence Form (if needed)

Centrelink may ask your doctor to complete:

- A **Medical Evidence Form (SA473)** or
- A detailed medical report/letter



## **Step 4: Program of Support (POS)**

Most applicants must show 18 months participation in a program of support within the last 3 years, unless exempt. Common exemptions include 20 points on one Impairment Table, or severe, permanent conditions.



## **Step 5: Submit Your Claim**

You can apply:

### **Online (recommended):**

- Log into your **MyGov account**
- Link to **Centrelink**
- Select **Make a claim → Disability Support Pension**

OR

By phone or in person:

- Call Centrelink's Disability line **132 717**
- Visit a **Services Australia service centre**

OR

### **By Mail:**

- **Services Australia, Disability Services PO Box 7806  
CANBERRA BC ACT 2610**



## Step 6: Uploading Supporting Documents with your Application

Upload:

- Medical reports
- Identity documents (if requested)
- Employment history details

OR

- Make copies of originals to take or post to Services Australia - do not send originals
- Make sure everything is clear and complete to avoid delays.



## Step 7: Attend a Job Capacity Assessment

After you apply, you may be asked to attend:

- A **Job Capacity Assessment (JCA)**
- Possibly a **Disability Medical Assessment by Phone or in person at Services Australia local service centre.**

These assess how your condition affects your ability to work.

Tip: describe your worst days, and focus on function (not effort), and remain consistent with medical evidence.



## Step 8: Wait for the Decision

Centrelink will:

- Review your claim
- Notify you through MyGov or by mail

Processing times can vary (often several weeks to months).



## Step 9: If Approved

- You'll receive a letter confirming your payment rate
- Payments usually start from the date you lodged your claim



## If Rejected - You Can Appeal

You can:

- Ask for a **review of the decision from Services Australia**
- If that fails, then you have the right to Appeal to the **Administrative Review Tribunal (ART)** if needed

There are time limits, so act quickly.



## Helpful Tips

- Provide **strong, detailed medical evidence** upfront.
- Make sure your condition is described as **permanent and stabilised**.
- Keep copies of everything you submit.
- Consider getting help from:
  - A disability advocate
  - A social worker
  - Community legal services.

You can also ask for disability advocacy DSP help through the **Disability Gateway Helpline** by calling 1800 643 787, Monday to Friday, 8am to 8pm.

**Basic Rights Queensland (BRQ)** provides free, independent information, advice and advocacy for people dealing with Centrelink and other systems. They can help explain decisions, support review requests and advocate during appeals.

Phone: 1800 358 511

[www.brq.org.au](http://www.brq.org.au)