



Australian Government



Claim for Mobility Allowance

Purpose of this form

Mobility Allowance may be paid if you are 16 years and over and have a disability and cannot use public transport without extra help. There does not need to be public transport in your area to qualify. You must also be undertaking a qualifying activity.

Mobility Allowance is not taxable.

You do not need to be getting any other Centrelink payments to qualify for Mobility Allowance.

You should have received the booklet **Information you need to know about your claim for Disability Support Pension, Sickness Allowance and Mobility Allowance** with this form. In this claim, this booklet will be referred to as the **Information Booklet**. If you don't have this booklet, call us on **13 2717** or go to our website at **www.centrelink.gov.au**

For more information

Call Centrelink on **13 2717**, visit your local **Centrelink Customer Service Centre** or go to our website at **www.centrelink.gov.au**

To speak to Centrelink in languages other than English, call **13 1202**.

Note: Calls from your home phone to Centrelink 13 numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls from public and mobile phones may be timed and charged at a higher rate.

If you have a hearing or speech impairment

TTY service Freecall™ **1800 810 586**. A TTY phone is required to use this service.

Interpreters and translations

If you need an **interpreter** or **translation** of any documents for Centrelink business, we can arrange this for you free of charge.

What else you will need to provide

The form tells you that you need to provide **proof of identity**. There is a complete list of acceptable documents in the **Information Booklet**.

The form also tells you which **other documents** you need to provide to support your claim. Please remember that we need to see original documents (please do not provide photocopies).

Depending on your circumstances you may have to fill in **other forms**.

Filling in this form

Please use black or blue pen.

Mark boxes like this with a ✓ or X.

Where you see a box like this ► **Go to 5** skip to the question number shown. You do not need to answer the questions in between.

Returning your form

Check that you have answered all the questions you need to answer and that you have signed and dated this form.

If you return required documents (and your claim form):

- by post – we will photocopy your documents, and return originals to you by registered post.
- in person – we will photocopy your documents, and return the originals to you.

Return this form, all additional documents and any other forms you are required to complete to a **Centrelink Customer Service Centre within 14 days** to ensure you are paid from the earliest date possible.

If you cannot return all the forms or documents **within 14 days**, contact Centrelink for extra time.

Forms in your claim pack

In your claim pack, you should have the following:

- *Information you need to know about your claim for Sickness Allowance, Disability Support Pension, Mobility Allowance*
- *Claim for Mobility Allowance*
- *Medical Report Mobility Allowance*

What to do next

1 Make an appointment with your doctor

To help us decide if you can get Mobility Allowance we need a report from the doctor who normally treats you.

When you make the appointment please tell the receptionist that you need the doctor to complete a Medical Report for Mobility Allowance.


2 Medical Report for Mobility Allowance

Complete the 'Customer's details' section on the front of the Medical Report for Mobility Allowance. Read the Instructions for the customer and sign the authorisation for release of medical details.

Your doctor may complete the report and give it back to you or send it directly back to Centrelink.

If you cannot get an appointment with the doctor **within 14 days** do not delay returning your claim form to Centrelink.

Personal details

- 1** Have you been given a motor vehicle under the Vehicle Assistance Scheme from the Department of Veterans' Affairs?
No **Go to 3**
Yes *Go to next question*
- 2** Do you still have the motor vehicle you were given by the Department of Veterans' Affairs?
No *Go to next question*
Yes  You **cannot** receive Mobility Allowance.
For more information, call Centrelink on **13 2717**.
Do NOT complete this form.
- 3** Do you need an interpreter when dealing with Centrelink? This includes an interpreter for people who have a hearing or speech impairment.
No *Go to next question*
Yes What is your preferred spoken language?

What is your preferred written language?
- 4** Your name
Mr Mrs Miss Ms Other
Family name

First given name

Second given name

- 5** Have you ever used or been known by any other names e.g. name at birth, maiden name, previous married name, Aboriginal or tribal name, alias, adoptive name, foster name?

1 Other name

Type of name (e.g. name at birth)

2 Other name

Type of name (e.g. maiden name)

If you have more than 2 other names, attach a separate sheet with details.

- 6** Your sex
Male
Female

- 7** Your date of birth
 / /

- 8** Your permanent address

 Postcode

- 9** Your postal address (if different to above)

 Postcode

10 Your contact details

Home phone number ()

Is this a silent number? No Yes

Mobile phone number

Fax number ()

Work phone number ()

Alternative phone number ()

Email

.....
@

11 Where do you want your payment made?

The bank, building society or credit union account must be in your name. A joint account is acceptable.

Name of bank, building society or credit union

Branch where your account is held

Branch number (BSB)

Account number
(this may not be your card number)

Account held in the name(s) of

.....

12 In the last 14 days have you (and/or your partner) received or claimed any of the following payments (not including Family Tax Benefit)?

- ABSTUDY
- Age Pension
- Austudy
- Carer Payment
- Disability Support Pension – including pension for permanently blind
- Mature Age Allowance
- Newstart Allowance
- Parenting Payment – single, or – partnered
- Partner Allowance
- Sickness Allowance
- Special Benefit
- Widow Allowance/Pension
- Wife Pension
- Youth Allowance.

No **Go to next question**

Yes Your Customer Reference Number

.....

Do not answer questions 13 to 34. Go to 35

13 Please read this before answering the questions

Questions 14 to 19 are optional and will not affect your payment. If you do answer, the information will help us to continue to improve our Electronic Messaging Services.

You **MUST** read the *Terms and Conditions for SMS, email and Online Letters* in the **Information Booklet** before you complete the following questions.

14 Do you wish to receive reminders and important information via SMS or email from Centrelink?

This service is voluntary and you are able to withdraw from it at any time.

No **Go to next question**

Yes SMS contact number (if different to contact details)

.....

OR

Email address (if different to contact details)

.....
@

15 Do you wish to view some of your Centrelink and Family Assistance Office letters via the Online Letters facility on the Centrelink website?

This service is voluntary and you are able to withdraw from it at any time.

No **Go to 17**

Yes **Go to next question**

16 What is your preferred method of notification?

Centrelink will notify you when you have a letter available for viewing in the Online Letters facility.

Tick **ONE** box only

SMS SMS contact number (if different to contact details)

Email Email address (if different to contact details)

.....
@

17 Did you answer 'No' to either question 14 or question 15?

No **Go to 20**

Yes **Go to next question**

18 What is the reason for not wanting to use this service?

The information will help us to continue to improve services.

Do not trust the internet

Do not have a mobile phone

Do not have the technology

Other Give reason

.....

19 Would you like to be reminded of this service in the future?

No **Go to next question**

Yes When would you like to be reminded?

in 6 months

in 12 months

20 Questions 20 and 21 are optional and will not affect your payment. If you do answer, the information will help us to continue to improve services to Aboriginal, Torres Strait and Australian South Sea Islander peoples.

Are you of Aboriginal or Torres Strait Islander origin?
If you are of both Aboriginal and Torres Strait Islander origin, please tick both 'Yes' boxes.

No

Yes – Aboriginal

Yes – Torres Strait Islander

21 Are you of Australian South Sea Islander origin?

No

Yes

Residence details

22 Are you an Australian citizen **AND** born in Australia?

No



You will need to provide proof of your residence status, e.g. **citizenship papers, passport or other documentation.**

▶ **Go to next question**

Yes **Do not answer questions 23 to 32. Go to 33**

23 What is your country of birth?

24 When did you start living in Australia?

 / /

25 Are you an Australian citizen?

No Country of citizenship

Yes Date of citizenship

 / /

▶ **Do not answer questions 26 to 32. Go to 33**

26 Did you start living in Australia before 1965?

No **Go to next question**

Yes Give details below

Name of ship or airline on which you arrived

Name of the place where you first arrived

What was your name when you first arrived in Australia?

27 Did you arrive on a New Zealand passport?

No

Yes

28 What type of visa did you arrive on?

Permanent

Temporary

Unknown (e.g. arrived on mother's/father's passport)

29 Your visa details

Visa sub class

Date visa granted

 / /

30 Has your visa changed since you arrived in Australia?

No Go to next question

Yes Current visa details

Visa sub class

Date visa granted

31 Did someone provide you with an assurance of support for your migration to Australia?

No

Yes

32 Did either of your parents or partner arrive on a refugee or humanitarian visa?

No

Yes

33 Please read this before answering the question

'Permanently' means you normally live in Australia on a long-term basis. Holidays or short trips outside Australia would not affect this.

Do you live **permanently** in Australia?

No

Yes

34 Except for short trips or holidays, have you **EVER** lived outside Australia?

No Go to next question

Yes List **ALL** countries, **INCLUDING AUSTRALIA**, you have lived in **SINCE BIRTH**.

Include the period you have lived in Australia.

If you were born outside Australia, include the country where you were born.

Do NOT include short trips or holidays.

1 Country of residence

From To

2 Country of residence

From To

3 Country of residence

From To

4 Country of residence

From To

5 Country of residence

From To

6 Country of residence

From To

If you have more than 6 countries of residence, attach a separate sheet with details.

35 Are you participating in a Vocational Rehabilitation Service(s) Programme?

No Go to next question

Yes Give details below

Name of Vocational Rehabilitation Service(s) Provider

Address

Postcode

Phone number

 ()

When did you start this programme?

 / /

When do you expect this programme to finish?

 / /

Do you undertake any travel to and from home in doing your rehabilitation programme?

No

Yes

36 Are you undertaking vocational training?

Includes:

- tertiary education
- secondary education and TAFE
- courses at institutions offering academic or trade qualifications
- high school studies
- special schools.

No Go to next question

Yes Give details below



Please attach course details including proof of hours you spend at the course over a 4 week period.

For information about what document(s) might provide this proof, see the **Information booklet**.

Name of course

Name of training organisation

Address

Postcode

Phone number

 ()

How many hours do you spend at this course over a 4 week period?

 hours over a 4 week period

When did you start this course?

 / /

When do you expect this course to finish?

 / /

Do you undertake any travel to and from home in doing your vocational training e.g. school, library, residential course?

No

Yes

If you have more than 1 vocational training organisation, attach a separate sheet with details.


37 Are you undertaking independent living skills or life skills training?

These courses include training designed to develop personal and social skills and increase independence e.g. personal care and hygiene, basic communication skills and interpersonal relations, money management, food preparation and transport use.

Recreational activities are not considered to be independent living or life skills activities.

No Go to next question

Yes Give details below

 Please attach course details including information about how many hours over a 4 week period of your course relate to independent living skills or life skills. For information about what document(s) might provide this proof, see the **Information booklet**.

Name of course

Name of training organisation

Address

 Postcode

Phone number

How many hours do you spend at this course over a 4 week period?

 hours over a 4 week period

When did you start this course?

When do you expect this course to finish?

Do you undertake any travel to and from home in doing your independent living skills or life skills training?

No

Yes

If you have more than 1 training organisation, attach a separate sheet with details.


Self employment

38 Are you self employed?

This means that you work for yourself or your own business.

No Go to next question

Yes Give details below

 Please attach proof of hours you spend at work over a 2 and 4 week period. This may be a letter from your accountant stating the hours you work over a 2 and 4 week period.

Name of your business

Address

 Postcode

What type of work are you doing?

How many hours do you spend at work over a 2 week period?

 hours over a 2 week period

How many hours do you spend at work over a 4 week period?

 hours over a 4 week period

When did you start this work?

How long do you expect this work to last?

Less than 3 months

3 to 6 months

More than 6 months

Do you undertake any travel to and from home in doing your self employment e.g. to get to your place of work, visiting clients?

No


Yes

39 Are you employed and earning money?

Include full-time, part-time, casual and supported employment (Business Services).

No Go to next question

Yes Give details below

 Please attach proof of hours you spend at work over a 2 and 4 week period. If you work in a Business Service Centre, proof of hours over a 4 week period only is needed.

For information about what document(s) might provide this proof, see the **Information booklet**.

Note: If you are receiving another Centrelink payment, you must continue to report your income or any changes in your income to Centrelink.

1 Employer's name

Address

 Postcode

Phone number

 ()

Australian Business Number (ABN)

A Are you employed at or above the relevant minimum wage? (if you are unsure, please ask your employer)

No **Go to B**

Yes **Go to D**

B Do you work for a Business Service? (if you are unsure, please ask your employer)

No **Go to C**

Yes **Go to E**

C Are you employed under the Supported Wage System? (if you are unsure, please ask your employer)

No

Yes

D How many hours do you spend at work over a 2 week period?

 hours over a 2 week period

Continued ▶

Continued

E How many hours do you spend at work over a 4 week period?

 hours over a 4 week period

F When did you start this work?

 / /

G How long do you expect this work to last?

Less than 3 months

3 to 6 months

More than 6 months

H Do you undertake any travel to and from home in doing this work e.g. to get to your place of work, visiting clients?

No

Yes

2 Employer's name

Address

 Postcode

Phone number

 ()

Australian Business Number (ABN)

A Are you employed at or above the relevant minimum wage? (if you are unsure, please ask your employer)

No **Go to B**

Yes **Go to D**

B Do you work for a Business Service? (if you are unsure, please ask your employer)

No **Go to C**

Yes **Go to E**

C Are you employed under the Supported Wage System? (if you are unsure, please ask your employer)

No

Yes

D How many hours do you spend at work over a 2 week period?

 hours over a 2 week period

Continued ▶

Continued

E How many hours do you spend at work over a 4 week period?

 hours over a 4 week period

F When did you start this work?

 / /

G How long do you expect this work to last?

Less than 3 months

3 to 6 months

More than 6 months

H Do you undertake any travel to and from home in doing this work e.g. to get to your place of work, visiting clients?

No

Yes

If you have more than 2 employers, attach a separate sheet with details.

Voluntary work

40 Are you doing voluntary work for a charitable, welfare or community organisation?

No Go to next question

Yes Give details below



Please attach proof of hours you spend at work over a 4 week period.

This may be a letter from the organisation you work for.

Name of organisation

Address

 Postcode

Phone number

 ()

What type of work are you doing?

How many hours do you spend undertaking voluntary work over a 4 week period?

 hours over a 4 week period

When did you start this work?

 / /

When do you expect this work to finish?

 / /

How long do you expect this work to last?

Less than 3 months

3 to 6 months

More than 6 months

Is your voluntary work part of a court order (a community service order)?

No

Yes

Do you undertake any travel to and from home in doing your voluntary work?

No

Yes

If you have more than 1 organisation, attach a separate sheet with details.

Looking for work

- 41** Do you have an agreement with a Provider of Australian Government Employment Services (PAGES) to look for work e.g. Job Network, Disability Employment Network, Vocational Rehabilitation Services, Job Placement Employment and Training or Personal Support Programme?

No ► **Go to 47**

Yes ► *Go to next question*

- 42** Are you receiving Newstart Allowance, Youth Allowance (job seeker), or Parenting Payment with participation requirements?

No ► **Go to 44**

Yes ► *Go to next question*

- 43** As part of your Agreement, are you required to look for work of 15 hours or more per week at or above the relevant minimum wage or participate in activities which aim to make you ready to look for such work?

No ► **Go to 46**

Yes ►

You will need to obtain the information sheet **Information on the higher rate of Mobility Allowance – for customers looking for work with activity test or participation requirements**. If you do not have this information sheet, call us on **13 2717** or ask for one at your local Centrelink Customer Service Centre.

► **Go to 46**

- 44** Are you receiving Disability Support Pension or Parenting Payment (without participation requirements)?

No ► **Go to 46**

Yes ► *Go to next question*

- 45** As part of your Agreement, are you looking for work of 15 hours or more per week at or above the relevant minimum wage?

No ► *Go to next question*

Yes ►

You will need to obtain the information sheet **Information on the higher rate of Mobility Allowance – for customers who do not have participation requirements**. If you do not have this information sheet, call us on **13 2717** or ask for one at your local Centrelink Customer Service Centre.

- 46** Do you undertake any travel to and from home in undertaking the looking for work activities?

No

Yes

Study

- 47** Are you studying and receiving Youth Allowance or Austudy payment?

No ► **Go to 50**

Yes ► *Go to next question*

- 48** Are you required to fulfil the activity test requirements to receive your payment?

No ► **Go to 50**

Yes ► *Go to next question*

- 49** Do you undertake any travel to and from home in undertaking the activities required by your activity test e.g. attending your educational institution, library?

No

Yes

Other information

50 Would you like to receive a 6 month lump sum payment?

If you are eligible for Mobility Allowance, you can receive an advance on your payments. This equals 13 fortnightly payments.

It is only paid once every 12 months and any part of the advance cannot be returned in order to resume fortnightly payments. When the 6 month advance period ends, you automatically go back to fortnightly payments.

No Go to 52

Yes Go to next question

51 Do you plan to leave Australia within the next 6 months? (even for a short holiday)

No Go to next question

Yes When do you plan to leave Australia?

 / /

52 Did someone help you complete this form?

No Go to next question

Yes Give details below


Name of person who helped you

Why did you need help to complete this form?

53 Do you want another person or organisation to enquire or act on your behalf when dealing with us?

No Go to next question

Yes

 You will need to complete and attach an **Authorising a person or organisation to enquire or act on your behalf form (SS313)**. If you do not have this form, call us on **13 2717** or go to our website at **www.centrelink.gov.au**

Checklist

54 Which of the following forms, documents and other attachments are you providing with this form?

If you are not sure, check the question to see if you should attach the documents.

Where you are asked to supply documents, please attach **original** documents. These will be returned to you by certified mail.

Proof of identification

Proof of residence status
(if you answered No at question 22)

Details of vocational training
(if you answered Yes at question 36)

Details of independent living skills or life skills training
(if you answered Yes at question 37)

Details of self employment
(if you answered Yes at question 38)

Details of employment
(if you answered Yes at question 39)

Details of voluntary work
(if you answered Yes at question 40)

Authorising a person or organisation to enquire or act on your behalf form (SS313)
(if you answered Yes at question 53)

Statement

55 Statement

I declare that:

- the information provided in this form is complete and correct.
- I have received the **Information Booklet** which includes the privacy notice.

I understand that:

- giving false or misleading information is a serious offence.
- this information is used to determine my eligibility for pension or allowance and may be used to determine my suitability for rehabilitation or training.
- information relating to programs jointly administered with another department may be passed to that department.
- Centrelink can make relevant enquiries to ensure I receive my correct entitlement.

Your signature



Date

 / /

See page 1 for instructions on returning this form.