



## Purpose of this assistance

The Carer Adjustment Payment Scheme is currently available to families where, following a catastrophic event involving a young child, the family is going through a period of significant adjustment as a result of the care needs of the child. The Carer Adjustment Payment is to assist families with additional costs during their adjustment period immediately after the event. To be eligible, at least some part of the immediate adjustment period must fall on, after, or close to 1 January 2007, the scheme's 'start date'.

Examples of catastrophic events may include (but are not limited to):

- diagnosis of a serious or severe illness such as childhood cancer
- childhood stroke
- car accident
- fire
- fall
- poisoning
- near drowning, or
- other type of accident.

## Who may be eligible for assistance

Families will be able to apply for assistance through the Carer Adjustment Payment where following a catastrophic event:

- the child, aged 0-6 years old, is diagnosed with a severe illness or medical condition or a major disability due to injury from an accident, and
- the child has significant care requirements – i.e. requires full-time care from the carer for a minimum of two months following the catastrophic event, and
- the child's carer qualifies for Carer Allowance in respect of the child, and
- the carer is not eligible for Carer Payment, and
- the carer and their partner are not eligible for an income support payment, and
- the carer is able to demonstrate a very strong need for financial support during the adjustment period immediately after the catastrophic event.

## How much will be paid

The Carer Adjustment Payment is a one-off non-taxable payment available to families in exceptional circumstances. The amount payable depends on the individual families circumstances. The maximum amount available to any family is \$10 000 for each child in a single catastrophic event.

## How will payments be made

For eligible carers, payment will be made to the account which Carer Allowance payments are made to.

## Definition of a partner

For Centrelink purposes a person is considered to be **your partner** if you and the person are living together, or usually live together, and are married; or in a registered relationship (opposite or same-sex); or in a de facto relationship (opposite or same-sex).

Centrelink considers a person to be in a de facto relationship from the time they commence living with another person as a member of a couple.

From 1 July 2009 Centrelink recognises all couples, opposite-sex and same-sex.

## 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](http://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.

**Please lodge your claim as soon as possible**

**Keep these Notes (pages 1 and 2) for your information.**

### Interpreters and translations

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

### Filling in this form

Please use black or blue pen. Mark boxes like this  with a ✓ or ✗.

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

- Take it to a Centrelink Customer Service Centre
- Take it to your nearest Centrelink Agent, or
- Post it to: Centrelink  
PO Box 2112  
Wagga Wagga NSW 2650

### Assessing your claim

Every application is considered on a case-by-case basis by the Carer Adjustment Payment independent expert panel. The expert panel will make a recommendation to the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) for its consideration. The decision on Carer Adjustment Payment claims will then be made by a senior officer in FaHCSIA.

### Proving your identity

As a Centrelink customer you are required to prove your identity when claiming a Carer Adjustment Payment. You must establish your identity by providing **original** documents (not photocopies).

If you have any difficulty in obtaining or providing these documents, you should contact Centrelink as soon as possible.

You will need documentation to the value of at least 40 points e.g. Australian Birth Certificate (70 points) or Australian Driver's Licence – Motor Vehicle (40 points) or Bank/Financial Institution card, statement or passbook (40 points). For more information on documents that can be provided, call Centrelink on **13 2717**, contact your local Centrelink Customer Service Centre or go to our website at [www.centrelink.gov.au](http://www.centrelink.gov.au)

### Privacy and your personal information

Personal information is protected by law, including the *Privacy Act 1988*.

The information you provide in this claim will be used to determine your eligibility for, and provide payments and services to you, and where relevant, third parties. Certain information may also be used to detect or prevent fraud and/or recover overpayments.

With your consent and the consent of your partner (if applicable), relevant information from Centrelink's records about you, your partner and the child (including this application and the child's medical information), will be disclosed to the Department of Families, Housing, Community Services and Indigenous Affairs and the Carer Adjustment Payment Expert Panel in order to determine your eligibility for the Carer Adjustment Payment.

Information may also be provided to the Department of Families, Housing, Community Services and Indigenous Affairs for the purpose of evaluating and monitoring this payment. Centrelink may disclose limited information (for example, income and assets) about you to other individuals when your circumstances affect their entitlement to payments and services.

Limited personal information collected from you may be used to conduct customer research run by Centrelink, the Department of Families, Housing, Community Services and Indigenous Affairs, or by research organisations on their behalf. Your participation in customer research is valued, however if you do not wish to take part please call the Customer Relations number on Freecall™ **1800 050 004** for more information.

Centrelink can give your information to other persons, bodies or agencies without your permission in circumstances where Commonwealth legislation requires or authorises the disclosure.

You can get more information from the factsheet titled *Your Right to Privacy* from your Centrelink Customer Service Centre, you can call Centrelink on **13 2717** or you can visit our website at [www.centrelink.gov.au](http://www.centrelink.gov.au)

**Keep these Notes (pages 1 to 2) for your information.**



# Carer Adjustment Payment

1 Relevant information that Centrelink holds about you, your partner and the child (including this application and the child's medical information), will need to be disclosed to certain third parties in order to determine your eligibility for the Carer Adjustment Payment.

Do you (and your partner) give permission for this information to be disclosed to the Department of Families, Housing, Community Services and Indigenous Affairs and the Carer Adjustment Payment Expert Panel?

**You**

No  Without this permission, your claim for the Carer Adjustment Payment cannot be assessed. Please call Centrelink on 13 2717.

Yes  Go to next question

**Your partner** (if applicable)

No  Without this permission, the person claiming cannot be assessed for the Carer Adjustment Payment. Please call Centrelink on 13 2717.

Yes  Go to next question

2 **Note:** The person caring for the child should complete and sign this form.

Your name

Mr  Mrs  Miss  Ms  Other

Family name

First given name

Second given name

3 Your date of birth

/  /

4 Your permanent address

.....  
Postcode

5 Your postal address (if different to your permanent address)

.....  
Postcode

6 How can we contact you?

Home phone number  (  )

Mobile phone number

7 Please read this before continuing with the questions.

The following questions are being asked to establish whether you or your partner may be eligible for an income support payment such as Carer Payment or Parenting Payment. Generally Centrelink will be able to establish whether you may be entitled to an income support payment from your responses below. If we need further information we will contact you after you have lodged your claim.

8 What is your **CURRENT** relationship status?

Please read this before you answer this question.

From 1 July 2009, Centrelink recognises both opposite-sex and same-sex relationships. This includes de facto relationships and relationships registered under state or territory law. Select **ONE** option below that best describes your current relationship status.

**Married**  Go to 9

**Registered relationship**  
(opposite-sex or same-sex relationship registered under state or territory law)  Go to 9

**Partnered**  
(living together in an opposite-sex or same-sex relationship, including de facto)  Go to 9

**Separated**  
(previously lived with an opposite-sex or same-sex partner, including in a marriage, registered or de facto relationship)  Go to 11

**Divorced**  Go to 11

**Widowed**  
(previously partnered with an opposite-sex or same-sex partner, including in a marriage, registered or de facto relationship)  Go to 11

**Never married or lived with a partner**  Go to 11

9 Your partner's name

Mr  Mrs  Miss  Ms  Other

Family name

First given name

Second given name



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10 Your partner's sex

Male   
Female

11 Do you (and/or your partner) receive an income support payment (e.g. Carer Payment, Parenting Payment or a payment from the Department of Veterans' Affairs)?

Family Tax Benefit and Carer Allowance are not income support payments.

No  Go to next question  
Yes  Give details below

Type of payment

Reference number



The Carer Adjustment Payment is not available if you (or your partner) have been in continuous receipt of an income support payment since 1 January 2007. Please call Centrelink on 13 2717.

12 Name of child

Family name

First given name

Second given name

13 Date of birth of this child



If the child was not aged 0-6 years old on or after 1 January 2007, you may not be eligible for the Carer Adjustment Payment. Please call Centrelink on 13 2717.

14 Do you (or your partner) currently receive Carer Allowance for this child?

No

You will need to claim and be eligible for Carer Allowance in order to receive the Carer Adjustment Payment. Call Centrelink on 13 2717 and ask for a **Claim for Carer Allowance and/or Carer Payment form (SA337)** or go to our website at [www.centrelink.gov.au](http://www.centrelink.gov.au)

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Yes  Your Customer Reference Number (if known)

15 Do you (and/or your partner) have income from employment?

No  Go to next question

Yes  Give details of your (and/or your partner's) employment

**You**

Name of employer

Gross amount earned

\$  per week

**Your partner** (if applicable)

Name of employer

Gross amount earned

\$  per week

16 What is the total combined value of your (and/or your partner's) financial investments?

This includes bank accounts, term deposits, shares, managed funds.

\$

17 Do you (and/or your partner) have any other income?

No  Go to next question

Yes  Give details below

If you need more space, attach a separate sheet with details.

18 Do you (and/or your partner) have any other dependent children under 18 years of age or full-time students under 22 years of age?

No  Go to 20

Yes  How many dependent children?

19 Does more than one child in the family aged 0-6 years old have a severe illness, medical condition or a major disability due to injury from an accident as a result of this catastrophic event?

No  Go to next question

Yes  You will need to complete a separate claim for each child. To obtain this form, call Centrelink on 13 2717 or go to our website at [www.centrelink.gov.au](http://www.centrelink.gov.au)

Continue with this form for one child.



**25** How has your family's life been disrupted, and what adjustments have you had to make, as a result of the child's severe illness or medical condition or major disability?

Details should include:

- the nature of the care provided, and where it is being provided (e.g. home/hospital)
- your ability to work
- care arrangements for other children in the family (if relevant)
- additional out- of- pocket expenses that you have/will incur
- how this financial assistance will help you
- any other relevant matters.



**Note:** Please provide any documents you have which will support your claim for the Carer Adjustment Payment (e.g. doctor's report, letters from your employer regarding changed working arrangements and accounts for costs incurred).

A large rectangular area with horizontal dotted lines for writing.

If you need more space, attach a separate sheet with details.

