



What can I do if I can't work because of a long-term illness, injury or disability?

The Disability Support Pension, or DSP, is an income support payment from the Commonwealth Government through Centrelink. It is intended to support people who are unable to work due to a long-term illness, injury, or disability.

How it works

To qualify for the DSP, you need to -

- o have diagnosed medical condition/s that prevent you from working
- o have **reasonably stabilised and treated** these medical condition/s
- o show how the symptoms from your medical condition/s prevent you from working.

Applying for the DSP can be challenging as the application process is very strict. Showing you are medically eligible is the most important part of a DSP application. A letter or report from your doctor or specialist is usually very important. Successful applications often depend on the quality of supporting medical evidence provided in the application.

Doctors and specialists often do not have experience with the DSP and may need guidance to help show you are eligible. It can also be difficult for you to know what's required and to explain this to your doctor.

To help you through the application process, Social Security Rights Victoria (SSRV) has developed **DSP Help**. DSP Help is a free online tool. It helps people understand what is required in their own application, and gives them resources they can use when asking their doctors and specialists for evidence.

How to apply using DSP Help

If you want to apply for the DSP -

- o First, visit <https://dsphelp.org.au/> and explore the resource so you can begin to better understand the DSP



A quick guide to...

The Disability Support Pension and DSP Help



- o When you are ready to visit your doctor, go to <https://dsphelp.org.au/medical-evidence-bot/> and enter the information about your condition. The 'Medical Evidence Chatbot' will put together a personalised Medical Evidence Kit for your doctor.
Note: The information you enter is not shared with Centrelink and is only used to generate your Medical Evidence Kit
- o The Medical Evidence Kit will help your doctor write a letter that addresses the right criteria for your DSP application.

If Centrelink reject your application and you disagree with their decision, you can ask them for a review. **Note:** You have 13 weeks from the date you receive a rejection to request a review.

Help is available

If you need help applying for the DSP or challenging a Centrelink decision, please call the SSRV free Legal Assistance Line -

Phone: 03 9481 0355 Monday - Friday, 9am - 1pm and 2pm - 5pm

If you are a community worker you may also call SSRV's free Worker Help Line

Phone: 03 9481 0655 Monday - Friday, 9am - 5pm

Social Security Rights Victoria is a community legal centre that can help with the DSP and other Centrelink issues. SSRV may be able to give you advice about your specific situation.

For further assistance, please get in touch with a financial counsellor

National Debt Helpline: 1800 007 007 9.30am to 4.30pm

Online chat: <https://ndh.org.au> 9.00am to 8.00pm

Interpreters are available and there are no visa restrictions

Financial counselling is a free and confidential service offered by not-for-profit community organisations



Hear this Quick Guide in your language

fcvic.org.au/quick-guides

