

EXPANDED ACCESS TO JOBSEEKER PAYMENT

FACT SHEET

Colonial
First State

FirstTech Coronavirus Fact Sheet
8 April 2020

JobSeeker Payment replaced Newstart and Sickness Allowance from 20 March 2020 as the main income support payment for people age 22 to age pension age.

As a result of the financial impacts of the Coronavirus, the Government has expanded access to JobSeeker Payment and introduced a new Coronavirus supplement of \$550 per fortnight.

Overview

JobSeeker Payment is designed to provide financial assistance to those who are unemployed or temporarily incapacitated.

Due to the economic impacts of the Coronavirus, the Government has temporarily extended the eligibility criteria to:

- Provide access to people who have been stood down, become unemployed or had a reduction in working hours due to Coronavirus
- Sole traders or self-employed people whose business was suspended or suffered a reduction in turnover due to Coronavirus
- People in quarantine or self-isolation or caring for someone with Coronavirus.

As well as expanding the qualification criteria, the Government also introduced the following temporary measures:

- Removal of the assets test
- Proposed reduction in the partner income test taper rate (partner cut-off threshold increasing to \$79,762.80pa)
- Faster claim process
- Changes to mutual obligation requirements
- Payment of \$750 economic support payment (if eligible for Jobseeker Payment by 13 April)
- Payment of \$550 Coronavirus supplement

- Waiver of a number of waiting periods

These temporary measures will end on 24 September 2020 unless extended.

Eligibility for JobSeeker Payment

Under the standard eligibility criteria for JobSeeker Payment, an individual must:

- Be aged between 22 and age pension age, and
- Meet Australian residence requirements¹, and
- Be unemployed², or
 - Unable to work due to a medical condition, illness or injury, or
 - Employed or studying fulltime and unable to undertake these due to a medical condition, illness or injury and have a job or study to return to, and
- Satisfy mutual obligation requirements³ including entering into a JobPlan⁴ (if required).

Expanded eligibility criteria

Due to the economic impacts of the Coronavirus, from 25 March until 24 September 2020, the eligibility criteria for JobSeeker Payment has been expanded⁵.

Under the expanded criteria, an individual is eligible for JobSeeker Payment where the following occur as a result of the adverse economic effects of the Coronavirus:

¹ <https://guides.dss.gov.au/guide-social-security-law/3/1/1/10>

² <https://guides.dss.gov.au/guide-social-security-law/1/1/u/30>

³ <https://guides.dss.gov.au/guide-social-security-law/3/11>

⁴ <https://guides.dss.gov.au/guide-social-security-law/3/11/2>

⁵ [Social Security \(Coronavirus Economic Response—2020 Measures No. 2\) Determination 2020](#)

- Become unemployed, or
- Working hours reduced, or
- If self-employed or a sole trader, their business was suspended, or suffered a reduction in turnover

In addition, people whose working hours are reduced (including to zero) as a result of being in quarantine or self-isolation due to advice from a health professional regarding Coronavirus are also eligible. This includes the situation where they are caring for an immediate family member or a member of their household who is in quarantine or self-isolation.

Employees

The expanded eligibility criteria means that employees, including permanent fulltime and part-time employees, casual employees and contractors, may be eligible for JobSeeker Payment where the following situations occur as a result of the adverse economic effects of the Coronavirus:

- stood down
- lost their job
- working hours reduced

It's important to note that there is no requirement for working hours to be reduced by a specific amount or percentage.

However they are subject to an income test.

Income test

Individuals are subject to the standard personal income test for JobSeeker Payment.

To qualify they need to have income, including employment income, below the cut-off thresholds to qualify for JobSeeker Payment:

- For a single person (without dependant children) the cut-off threshold is \$1,086.50 per fortnight (\$28,249pa)
- For a member of a couple, the cut-off threshold is \$993.50 per fortnight (\$25,831pa). They are also subject to the partner income test which has been proposed to change from 27 April.

See JobSeeker Income Tests below for more information.

Working Credits

Note, working credits can be used to reduce the amount of employment income that is included in the JobSeeker Payment income test⁶. Working credits accumulate when total income, including employment and deemed investment income, is less than \$48 per fortnight. Working credits can be accumulated up to \$48 per fortnight and capped at \$1,000.

Working credits are automatically applied to reduce the amount of assessable employment income.

What if they receive JobKeeper Payment?

The JobKeeper Payment is a temporary payment designed to help businesses affected by the Coronavirus to cover the costs of their employees' wages, so that more employees can retain their job and continue to earn an income.

The JobKeeper Payment involves an employer paying at least \$1,500 per fortnight to eligible employees, and receiving a \$1,500 subsidy per eligible employee from the ATO. JobKeeper Payment is also available to eligible self-employed individuals.

The JobKeeper Payment commences on 30 March 2020 and will apply for a period of six months. Eligible employers are expected to receive the first subsidy from the ATO in the first week of May (backdated to 30 March) and they will most likely pass any subsidy on to the employee in May.

Individuals receiving JobSeeker Payment who commence receiving JobKeeper Payment must notify Centrelink. JobKeeper Payment will be included in assessable income for the JobSeeker income test. As the payment is \$1,500 per fortnight, it will exceed the income test cut-off resulting in a nil rate of JobSeeker Payment.

See the FirstTech factsheet '[JobKeeper Payment announced](#)' for more information.

Leave payments

Under the expanded eligibility criteria for JobSeeker Payment, if a person's working hours are reduced as a result of the economic impacts of the Coronavirus, the person must take reasonable steps to access any leave payments they are entitled to.

If the client receives leave payments when applying for JobSeeker Payment, the Income Maintenance Period will apply. Under the Income Maintenance Period⁷, termination payments or leave payments are treated as ordinary income over a specified period of time. The Income Maintenance Period applies when a person is in a continuing employment arrangement or has terminated employment.

It's important to note that while waiting periods such as the Liquid Assets Waiting Period and Ordinary Waiting Period were waived as part of the Coronavirus measures, the Income Maintenance Period still applies. See 'Removal of waiting periods' below for more information.

Mutual obligations

Employees receiving JobSeeker payment are subject to mutual obligation requirements, however due to the Coronavirus the Government has made the requirements

⁶ <https://www.servicesaustralia.gov.au/individuals/topics/working-credit/29721>

⁷ <https://guides.dss.gov.au/guide-social-security-law/4/3/4/10>

more flexible. See Flexible Mutual Obligations below for more information.

subject to the partner income test which has been proposed to change from 27 April.

See JobSeeker Income Tests below for more information.

FirstTech Comment

It's important to note that the expanded eligibility criteria is designed to allow access to JobSeeker Payment to those who have lost their job or had their working hours reduced as a result of the Coronavirus.

The expanded eligibility criteria is not designed to allow people who are not in this situation to access JobSeeker Payment.

For example, a person who was a self-funded retiree and not prepared to satisfy mutual obligation requirements would not qualify for JobSeeker Payment under the expanded eligibility criteria.

Self-employed

Under the standard activity testing requirements for JobSeeker Payment that applied before the Coronavirus changes, self-employment satisfied the 'sufficient work test' requirements if the person was working the required number of hours and the taxable income of the business provided the equivalent of the national minimum wage rate for the minimum required hours.⁸

Where the self-employment did not satisfy the sufficient work test, the person was required to look for alternative work and/or undertake additional requirements to meet their mutual obligations.

However under the temporary expansion of the eligibility criteria due to Coronavirus, these mutual obligation requirements have been removed to allow sole traders and self-employed people to continue operating their business while receiving JobSeeker Payment.

To qualify under the expanded criteria, the business must be suspended, or suffered a reduction in turnover, due to the economic impacts of the Coronavirus.

It's important to note that there is no requirement for working hours or turnover to be reduced by a specific amount or percentage.

However individuals are subject to the personal income test, so their income needs to be below the following cut-off thresholds:

- For a single person (without dependant children) the cut-off threshold is \$1,086.50 per fortnight (\$28,249pa)
- For a member of a couple, the cut-off threshold is \$993.50 per fortnight (\$25,831pa). They are also

What if they receive JobKeeper Payment?

The JobKeeper Payment period commences on 30 March 2020 for a period of six months.

Self-employed individuals (eg, sole traders) are also eligible for the JobKeeper Payment provided the relevant turnover reduction test is met (eg, their turnover has reduced by more than 30%).

Where a self-employed individual is eligible, the ATO will directly pay an amount equal to \$1,500 per fortnight to their bank account (paid monthly in arrears with the first payment made in the first week in May backdated to 30 March).

Individuals receiving JobSeeker Payment who commence receiving JobKeeper Payment must notify Centrelink. JobKeeper Payment will be included in assessable income for the JobSeeker income test. As the payment is \$1,500 per fortnight, it will exceed the income test cut-off resulting in a nil rate of JobSeeker Payment.

See the FirstTech factsheet '[JobKeeper Payment announced](#)' for more information.

\$550 Coronavirus Supplement

From 27 April to 24 September 2020, recipients of JobSeeker Payment will be entitled to a Coronavirus Supplement of \$550 per fortnight.

The Coronavirus Supplement results in the maximum rate of JobSeeker Payment almost doubling:

- Singles (no dependant children): \$574.50pf⁹ + \$550pf = \$1,124.50pf
- Members of a couple: \$518.70pf¹⁰ + \$550pf = \$1,068.70pf each

This payment is available to existing and new recipients of JobSeeker Payment and other qualifying payments¹¹.

Anyone who is eligible for the Coronavirus Supplement will receive the full rate of the supplement of \$550 per fortnight.

The Coronavirus Supplement is taxable.

⁸ <https://guides.dss.gov.au/guide-social-security-law/3/11/3/70>

⁹ Includes energy supplement

¹⁰ Includes energy supplement

¹¹ Supplement will be paid to both existing and new recipients of Jobseeker Payment (and all payments progressively transitioning to JobSeeker

Payment including those currently receiving Partner Allowance, Widow Allowance, Sickness Allowance and Wife Pension), Youth Allowance Jobseeker, Parenting Payment (Partnered and Single), Farm Household Allowance and Special Benefit recipients

FirstTech Comment

To be eligible to receive Coronavirus Supplement, they must receive an eligible payment such as JobSeeker Payment.

For this reason it may be worthwhile applying for an eligible payment such as JobSeeker Payment even when the rate of payment is minimal due to the application of the income test, as they will receive the full \$550pf of Coronavirus Supplement.

Eligibility for \$750 Coronavirus Payment

As part of the Government's economic response to the Coronavirus, two separate \$750 payments will be made to eligible Centrelink or DVA income support recipients, and eligible concession card holders.

Individuals receiving JobSeeker Payment at any time from 12 March to 13 April 2020 will be eligible to receive the first \$750 Coronavirus Payment. However, people receiving JobSeeker Payment are not eligible to receive the second payment of \$750.

The \$750 payment will be exempt from taxation and will not count as income for income support payments such as JobSeeker Payment.

Register before 14 April to receive \$750 Coronavirus Payment

To be eligible to receive the first \$750 Coronavirus supplement from 31 March, individuals must receive an eligible income support payment or concession card at any time from 12 March to 13 April 2020.

For those who already receive an eligible income support payment or hold an eligible concession card during this period, the \$750 payment will be made automatically from 31 March.

On the other hand, if an individual's job or business has been affected due to the Coronavirus pandemic and they are thinking about getting support from Centrelink, they must either lodge a full claim or at least register their intention to claim before 14 April 2020 to qualify for the first \$750 payment. Please note that an eligible payment or concession card needs to be granted by Centrelink in due course for the first \$750 to be paid.

See the FirstTech factsheet [Lodge claims before 14 April for \\$750 Coronavirus Supplement](#) for more information.

Faster claim process

To claim a Centrelink payment including JobSeeker Payment, individuals require a Customer Reference Number (CRN).

According to the Services Australia website¹², individuals who do not have a CRN should call the JobSeeker Line on 132 850. Centrelink will then establish their identity over the phone, create a CRN and provide a linking code. The individual then needs to use the linking code to link Centrelink to their myGov account. This then allows the client to make a claim online.

If the individual already has a CRN, they can link Centrelink to their myGov account without having to contact Centrelink.

If they have problems claiming their JobSeeker Payment online they should contact the JobSeeker Line on 132 850.

Alternatively, they can sign in to myGov and register their intention to claim online without a CRN. After they register their intention to claim, Centrelink will contact them to tell them next steps.

Backdating qualifying payments

Due to difficulties in contacting Centrelink to make a claim before 29 March, Centrelink introduced backdating provisions.

Where an intent to claim was made between 23 and 29 March and a full claim submitted by 19 April 2020, Centrelink will backdate the income support payment to 23 March 2020, if the payment is subsequently granted.

Where an intent to claim is made from 30 March 2020, if granted, Centrelink will start the payments from the date the individual registered their intention to claim.

Reduced documentary evidence

The requirement to provide documentary evidence as part of the new claim process for JobSeeker Payment has been reduced.

Instead, applicants for JobSeeker Payment will make an initial declaration about their identity, residency status and income.

According to Services Australia¹³, individuals lodging a claim for JobSeeker payment will **not** have to provide:

- Bank statements
- Employment Separation Certificates
- Letters from their employer
- Relationship verification forms
- Information about savings or assets

However they will still need information about income, where they live and who they live with.

¹² <https://www.servicesaustralia.gov.au/individuals/news/proof-identity-changes-new-centrelink-claims>

¹³ <https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19/changes-claims-and-your-obligations-due-coronavirus-covid-19>

According to the Treasury factsheet Income support for individuals¹⁴, applicants will also make declarations regarding whether they have been made redundant, or had their working hours reduced (including to zero) as a result of the economic downturn due to coronavirus.

In the case of sole traders and the self-employed, applicants will need to make a declaration that their business has been suspended or had turnover reduced significantly.

Applicants may also declare the amount of rent they pay to qualify for Rent Assistance.

Services Australia has stated that they have effective measures in place to detect those seeking to defraud the social security system. Anyone fraudulently claiming a payment will need to pay the money back and may face legal action.

Flexible Mutual Obligations

Clients receiving JobSeeker Payment are required to satisfy "mutual obligation" requirements which may include undertaking job search, attending employment services provider appointments, attending job interviews and satisfying an annual activity requirement.

However due to the Coronavirus, the Government has made a number of changes to mutual obligation requirements.

Temporary cessation of mutual obligations

Due to the high demands on Government services, mutual obligation requirements have been suspended for all jobseekers until 27 April¹⁵.

This means jobseekers will not be penalised for being unable to attend, or report their attendance, at appointments or activities.

Changes to mutual obligations due to Coronavirus

The Government also announced a number of changes to mutual obligation requirements to reduce or eliminate the need for face-to-face contact, when requested by a job seeker or job service provider¹⁶.

The changes include:

- Job seekers will have the option to request that face to face meetings with their job service providers take place over the phone or via an online channel such as Skype
- Job seekers will be able to complete activities such as online training, creating job plans, writing a CV and preparing job applications online
- Job Plans will be adjusted to a default requirement of four job searches a month (or fewer, at provider discretion) to reflect the softening labour market conditions
- Work for the Dole and other activities delivered in group settings that cannot be delivered online will be suspended until further notice, and
- Jobs Fairs and other large events will be postponed.

Current income support recipients who cannot meet mutual obligation requirements due to isolation should call Services Australia and can be granted a Major Personal Crisis exemption, without having to provide evidence such as a medical certificate.

Self-employed

Under the temporary expansion of the eligibility criteria that applies due to Coronavirus, sole traders that become eligible for the JobSeeker payment automatically meet their mutual obligation requirements by continuing to develop and sustain their business.

Removal of waiting periods

As part of the expanded eligibility criteria for JobSeeker Payment, the following waiting periods have been temporarily waived:

- Ordinary Waiting Period
- Liquid Assets Waiting Period
- Seasonal Workers Preclusion Period
- Newly Arrived Residents Waiting Period.

Ordinary Waiting Period

The ordinary one week waiting period has been waived for people claiming JobSeeker Payment from 12 March until 24 September 2020.

Liquid Assets Waiting Period

The Liquid Assets Waiting Period has been waived from 25 March to 24 September 2020.

People who were serving a Liquid Assets Waiting Period at 25 March will no longer have to serve the waiting period.

Seasonal Workers Preclusion Period

Prior to the Coronavirus waivers, the Seasonal Workers Preclusion Period applied where a person applying for JobSeeker Payment or their partner finished seasonal, contract or intermittent work within 6 months of submitting their claim.

From 25 March to 24 September 2020 this waiting period is waived.

Newly Arrived Residents Waiting Period

The Newly Arrived Residents Waiting Period (NARWP) is waived for people applying for JobSeeker Payment from 25 March to 24 September 2020.

After 24 September, those people that were serving a NARWP will continue to serve the remainder of their waiting period, though the time the person was receiving the Coronavirus supplement will count towards their NARWP.

¹⁴ https://treasury.gov.au/sites/default/files/2020-03/Fact_sheet-Income_Support_for_Individuals.pdf

¹⁵ <https://ministers.dese.gov.au/senator-hon-michaelia-cash/covid-19-mutual-obligations-arrangements-extended>

¹⁶ <https://www.dss.gov.au/about-the-department/coronavirus-covid-19-information-and-support#iso>

Removal of assets test

Under the temporary changes to JobSeeker Payment, the assets test has been removed from 25 March to 24 September.

The assets test has been removed for all JobSeeker Payment recipients, not just those applying under the expanded eligibility criteria.

For example, Bob has received JobSeeker Payment since 2018. From 25 March 2020, he will no longer be subject to the assets test. The exemption from the assets test will continue until 24 September 2020.

JobSeeker income tests

JobSeeker Payment is subject to a personal income test.

For members of a couple, it is also subject to a partner income test.

Personal income test

The personal income test is unchanged under the expansion of JobSeeker Payment due to Coronavirus.

Under the personal income test, the income of the person claiming JobSeeker Payment reduces their entitlement as per the following table:

Fortnightly Income	Income Test Reduction
\$0 - \$104	-
\$104 - \$254	50 cents in the dollar
Over \$254	60 cents in the dollar

The cut-off thresholds for the personal income test are:

Family Situation	Cut-off Threshold pf
Single, no children	\$1,086.50
Single, dependant children	\$1,164.84
Single, 60 or over, after 9 months on payment (including pharmaceutical allowance)	\$1,175.17
Member of a couple (each)	\$993.50

Partner income test where partner is not receiving a pension

Where a person is a member of a couple, their partners' income reduces their rate of JobSeeker Payment when it exceeds the partner income threshold. The current partner income threshold (as at 20 March 2020) is \$994.00pf (\$993.50pf rounded up to the nearest dollar).

Under current rules, partner income exceeding the threshold reduces the rate of JobSeeker Payment by 60 cents in the dollar. This results in a cut-off threshold for partner income of \$1,858.50pf (\$48,321pa).

Under the expansion of Jobseeker Payment for the Coronavirus, it has been proposed¹⁷ that from 27 April to 24 September 2020, the partner income test taper rate will change to 25 cents in the dollar. The aim of this change is to allow more couples to access payment where one of the couple loses their job and goes onto JobSeeker Payment, and the working partner is on a more modest income.

As a result of this proposed change, the new partner income test cut-out for JobSeeker Payment will be \$3,068.80 per fortnight (\$79,762.80pa).

This new partner income test is proposed to apply to both new and existing recipients of JobSeeker Payment.

Example

Peter receives JobSeeker Payment and has assessable income of \$260pf (\$6,760pa).

His partner Jane works fulltime earning \$2,500pf (\$65,000pa) and does not receive any Centrelink benefits.

Under the proposed changes to the partner income test from 27 April, Peter's JobSeeker Payment is calculated as:

Maximum Jobseeker Payment	\$518.70
Personal income test reduction: (\$254 - \$104) x 50%	(\$75.00)
(\$260 - \$254) x 60%	(\$ 3.60)
Partner income test reduction: (\$2,500 - \$994.00) x 25%	(\$376.50)
JobSeeker Payment entitlement	\$ 63.60

As Peter is entitled to JobSeeker Payment he receives the full rate of Coronavirus Supplement of \$550pf from 27 April.

Peter then receives \$63.60 before 27 April and \$613.60pf (\$63.60 + \$550) on a fortnightly basis

How much is the JobSeeker Payment?

From 27 April, people receiving JobSeeker Payment will also receive a Coronavirus Supplement. The following table shows the maximum fortnightly rate of JobSeeker Payment and Coronavirus Supplement.

¹⁷ <https://www.dss.gov.au/about-the-department/coronavirus-covid-19-information-and-support>

Family Situation	Maximum JobSeeker Payment*	Coronavirus Supplement	Total per fortnight
Single, no children	\$574.50	\$550.00	\$1,124.50
Single, dependant children	\$621.50	\$550.00	\$1,171.50
Single, 60 or over, after 9 months on payment (including pharmaceutical allowance)	\$627.70	\$550.00	\$1,177.70
Member of a couple (each)	\$518.70	\$550.00	\$1,068.70

* Includes Energy Supplement.

People receiving JobSeeker Payment may also be entitled to rent assistance and Family Tax Benefit.

Concession Cards

JobSeeker Payment recipients are automatically entitled to the Health Care Card or Pensioner Concession Card.

The Pensioner Concession Card is issued where the JobSeeker Payment recipient:

- is single and caring for a dependent child, or
- is aged 60 or over and received Newstart Allowance, JobSeeker Payment, Partner Allowance, Widow Allowance, Parenting Payment (Partnered), Sickness Allowance, or Special Benefit for more than 9 months, or
- has a partial incapacity to work.

All other JobSeeker Payment recipients receive the Health Care Card.

Crisis Payment

Where a person qualifies for JobSeeker Payment and is in severe financial hardship, they may also be entitled to a one-off Crisis Payment where they need to self-isolate, or they are caring for someone who needs to self-isolate due to the Coronavirus.

To qualify their liquid assets must be below a threshold. For single people, their liquid assets must be less than the fortnightly rate of JobSeeker Payment. For a member of a couple, liquid assets must be less than twice the fortnightly rate of JobSeeker Payment.

The amount of Crisis Payment payable is one week of JobSeeker Payment.

Examples

The following examples are taken from the Treasury factsheet [Income Support for Individuals](#).

Example 1

Leonie is in her mid-30s, with two dependent children aged 10 and 12 and works as a telephone consultant for a travel agency. The Coronavirus has caused the travel agency where she works to close for a six month period, and resulted in Leonie's hours being reduced to zero. Leonie will be eligible to apply for JobSeeker Payment and the Coronavirus supplement under the new streamlined process.

Leonie can apply online and make a declaration about her identity, residency status, income and that her hours have been reduced to zero as a result of the Coronavirus.

Leonie is eligible for Jobseeker Payment and will receive \$1,171.50 per fortnight, comprising:

- JobSeeker Payment single, with dependent child rate of \$612.00 per fortnight; plus
- Energy supplement of \$9.50 per fortnight; plus
- Coronavirus supplement of \$550 per fortnight.

Leonie will also receive Family Tax Benefit Part A and Part B of \$483 a fortnight.

Having recently left employment, Leonie is already job ready.

An employment service provider will look to match Leonie's skills with available opportunities (for example, in another call centre) so Leonie's skills can be used in another industry and Leonie can get another job quickly.

Example 2

Chris is a sole trader running an architecture practice that specialises in home renovations. Chris's practice has been successful over the years, and he has been able to build up a reasonable amount of assets to a level that would ordinarily make him ineligible for an income support payment.

The Coronavirus has adversely affected Chris's business, and his income has been reduced to zero.

Chris will be able to apply for the new JobSeeker / Coronavirus supplement and will not have his assets included as part of the eligibility assessment for the payment. He will also not be required to serve a Liquid Asset test Waiting Period, as this has been waived.

Chris is eligible for the Jobseeker payment and, as he is married (and his partner does not earn more than \$25,000 per annum), will receive:

- JobSeeker Payment partnered rate of \$510.80 per fortnight; plus
- Energy supplement of \$7.90 per fortnight; plus
- Coronavirus supplement of \$550 per fortnight. This brings Chris's total fortnightly income support payment to \$1,068.70.

Appendix - Eligible income support payments or concession cards for the first \$750 payment

An individual must be receiving one of the following payments, or hold one of the following concession cards, or have lodged a claim between 12 March 2020 to 13 April 2020 and the claim is subsequently granted, to qualify for the first 750 economic support payment:

- Age pension
- Disability support pension
- Carer payment
- Parenting payment
- Wife pension
- Widow B pension
- ABSTUDY (living allowance)
- Austudy
- Bereavement allowance
- Newstart allowance
- JobSeeker Payment
- Youth allowance
- Partner allowance
- Sickness allowance
- Special benefit
- Widow allowance
- Family tax benefit (including double orphan pension)
- Carer allowance
- Pensioner Concession Card (PCC) holders
- Commonwealth Seniors Health Card holders
- Veteran Service Pension; Veteran Income Support Supplement; Veteran Compensation payments, including lump sum payments; War Widow(er) Pension; and Veteran Payment.
- DVA PCC holders; DVA Education Scheme recipients; Disability Pensioners at the temporary special rate; DVA Income support pensioners at \$0 rate.
- Veteran Gold Card holders
- Farm household allowance

How to contact us

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