

Information you need to know about your claim for concession and health care cards



Read this booklet for more information about applying for:

- a Commonwealth Seniors Health Card
- a Low Income Health Care Card
- a Foster Child Health Care Card
- an Ex-Carer Allowance (Child) Health Care Card.

Online services



Completing your claim online is faster and easier.

You can claim these cards using your Centrelink online account through myGov. For help, go to servicesaustralia.gov.au/onlineguides

If you do not have a myGov account, you can create one at my.gov.au and link it to Centrelink.

Important information

You must return your claim form and **all** supporting documents at the same time you lodge your claim form. If you do not return all documents, your claim may not be accepted. The only exception will be if you are waiting for medical evidence or other documents from a third party.

Australian Government concessions

These cards give access to the following Australian Government concessions:

- prescription medicines listed on the Pharmaceutical Benefits Scheme (PBS) at the concessional rate
- bulk billed general practitioner (GP) consultations, at the discretion of the doctor. In some cases, the cardholder's dependants may receive this concession
- an increase in benefits for out-of-pocket, out-of-hospital medical expenses above a certain threshold through the extended Medicare Safety Net.

State, territory and local government concessions

The cards may also entitle cardholders to other concessions from state, territory and local governments and private businesses. You should always enquire about concessions or discounts that may be available on goods or services in your state or territory. These concessions vary from state to state. For more information, go to servicesaustralia.gov.au/concessioncards

Concession cards **must not** be used after their expiry date or if we have told you that the card has been cancelled. Cards cannot be transferred to another person.

English

To speak to us in your language, call **131 202**. Call charges may apply. For information in your language about our payments and services, go to servicessaustralia.gov.au/yourlanguage

Arabic

للتحدث إلينا بلغتك، اتصل على الرقم **131 202**. قد تفرض الرسوم على هذا الاتصال. للحصول على معلومات بلغتك عن المدفوعات والخدمات التي نقدمها، اطلع على الرابط servicessaustralia.gov.au/yourlanguage

Assyrian

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Chaldean

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Chinese (Simplified)

如果您希望用自己的语言与我们交谈，请致电 **131 202**（可能需要收费）。获取有关我们提供的各项福利金以及相关服务的中文资料可访问 servicessaustralia.gov.au/yourlanguage

Croatian

Da razgovarate s nama na vašem jeziku, pozovite **131 202**. Pozivi se mogu naplaćivati. Za informacije o našim isplatama i uslugama na vašem jeziku, pogledajte servicessaustralia.gov.au/yourlanguage

Greek

Για να μας μιλήσετε στη γλώσσα σας, καλέστε το **131 202**. Μπορεί να ισχύουν χρεώσεις κλήσης. Για πληροφορίες στη γλώσσα σας σχετικά με τις πληρωμές και τις υπηρεσίες μας, πηγαίνετε στο servicessaustralia.gov.au/yourlanguage

Italian

Per parlare con noi nella tua lingua, chiama il numero **131 202**. La chiamata potrebbe essere soggetta a tariffa. Per informazioni nella tua lingua in merito a sussidi e servizi, visita il sito servicessaustralia.gov.au/yourlanguage

Khmer

ដើម្បីនិយាយមកកាន់យើងខ្ញុំជាភាសាលោកអ្នក សូមទូរស័ព្ទទៅលេខ **131 202**។ លោកអ្នកអាចបង់ថ្លៃទូរស័ព្ទ។ ដើម្បីទទួលព័ត៌មានជាភាសាលោកអ្នកអំពីប្រាក់ផ្តល់និងសេវារបស់យើងខ្ញុំ សូមចុកចុល servicessaustralia.gov.au/yourlanguage

Korean

귀하의 언어로 통화하기를 원하시면, **131 202** 번으로 전화하십시오. 통화료가 부과될 수 있습니다. 귀하의 언어로 저희가 제공하는 급부금 및 서비스에 대한 정보를 찾아보기를 원하시면, servicessaustralia.gov.au/yourlanguage 에 방문하십시오.

Macedonian

За да зборувате со нас на македонски јазик, јавете се на **131 202**. Повиците може да се наплаќаат. За информации на македонски јазик за нашите исплати и услуги, отидете на servicessaustralia.gov.au/yourlanguage

Maltese

Bix tkellimna bil-lingwa tiegħek, ċempel **131 202**. Jista' jkollok thallas tat-telefonata. Għal tagħrif fil-lingwa tiegħek dwar il-pagamenti u s-servizzi tagħna, mur fuq servicessaustralia.gov.au/yourlanguage

Polish

By porozmawiać z nami w swoim języku, zadzwoń pod numer **131 202**. Mogą obowiązywać opłaty za połączenie. W celu uzyskania informacji w twoim języku na temat płatności i usług odwiedź stronę internetową servicessaustralia.gov.au/yourlanguage

Portuguese

Para falar conosco na sua língua ligue para o **131 202**. Tarifas poderão ser aplicáveis. Para informações sobre os nossos pagamentos e serviços na sua língua, visite servicessaustralia.gov.au/yourlanguage

Russian

Чтобы проконсультироваться с нами на родном языке, позвоните по номеру **131 202**. Звонок может быть платным. За сведениями о наших выплатах и услугах на вашем языке обращайтесь по адресу servicessaustralia.gov.au/yourlanguage

Serbian

Da razgovarate sa nama na vašem jeziku, pozovite **131 202**. Pozivi mogu da se naplaćuju. Za informacije o našim isplatama i uslugama na vašem jeziku, pogledajte servicessaustralia.gov.au/yourlanguage

Spanish

Para hablarnos en español llame al **131 202**. Puede que se le cobre la llamada. Obtenga información en español sobre nuestros pagos y servicios en servicessaustralia.gov.au/yourlanguage

Vietnamese

Muốn nói chuyện với chúng tôi bằng ngôn ngữ của mình, quý vị hãy gọi số **131 202**. Có thể bị tính cước gọi. Muốn biết thông tin bằng ngôn ngữ của mình về các khoản trợ cấp và dịch vụ của chúng tôi, quý vị hãy truy cập servicessaustralia.gov.au/yourlanguage

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The Commonwealth Seniors Health Card gives older Australians access to:

- cheaper prescription medicines, and
- Australian government funded medical services.

You may also get some extra concessions from state and local government authorities and some private organisations. Concessions vary in each state and territory. Check with the organisation providing the concession.

If you have a partner and you both meet the eligibility criteria, you and your partner will each receive a Commonwealth Seniors Health Card. If your partner does not meet the Commonwealth Seniors Health Card age requirements, they may be eligible for a Low Income Health Care Card. You and your partner may want to claim a Low Income Health Care Card, as it offers different concessions to those available for Commonwealth Seniors Health Card holders. The Commonwealth Seniors Health Card does not cover dependants and/or partners, only the cardholder. If you have dependants or a partner who is not eligible for this card, read the 'Low Income Health Care Card' section on page 8. Cards are automatically renewed each year in August.

Eligibility

You must:

- meet residence requirements
- have reached Age Pension age
- not be receiving a Centrelink pension or benefit
- not be receiving a Department of Veterans' Affairs (DVA) Service Pension, Age Pension, Income Support Supplement, Veteran Payment or Commonwealth Seniors Health Card
- have an annual Adjusted Taxable Income less than the relevant Income limits.

If you have been receiving any of the above Centrelink or DVA assistance and it will be cancelled soon, do not lodge your claim for the Centrelink Commonwealth Seniors Health Card until after the cancellation date.

Residence requirements

To be eligible for the card, you must be physically present and living in Australia on the day you lodge your claim.

You must continue to meet the residence requirements for as long as you hold the card as one of the following:

- an Australian resident
- a Special Category visa holder.

Qualifying age

To qualify for a card, you must have already reached Age Pension age at the time you lodge your claim.

To work out if you are Age Pension age, use the table below.

Date of birth	Qualifying age at
1 January 1954 to 30 June 1955	66 years
1 July 1955 to 31 December 1956	66 years and 6 months
From 1 January 1957	67 years

Income limits

You do not need to be retired to be eligible for a Commonwealth Seniors Health Card. You may continue working, but your total Adjusted Taxable Income (ATI) plus any deemed income from account-based income streams, must be below the relevant limits. We review the income limit on 20 September each year in line with the Consumer Price Index. For more information, go to servicessaustralia.gov.au/seniorshhealthcard

If you have dependent children in your care, an additional \$639.60 per annum is added to the applicable limit for each dependent child. For more information, see 'Dependent children' on page 7.

Dependent children are not eligible for concessions provided by this card but details of these children are required to make sure the correct income limit is applied.

Income test

This health card is subject to an ATI test plus any deemed amount from account-based income streams. There is no assets test. Your ATI is the sum of the following:

- taxable income
- target foreign income
- total net investment losses
- employer provided benefits
- reportable superannuation contributions.

For more information, see 'Adjusted Taxable Income' below. Your ATI must be from one of the 2 financial years before the year in which you lodge a claim, for example, a claim lodged in 2019–20 financial year would be assessed using the verified ATI from the 2018–19 or the 2017–18 financial year.

If the verified income you have given, plus any deemed income from account-based income streams is above the income limits, you may give an estimate of your ATI for the current financial year. An estimate will only be accepted where you can show that the change in circumstances has already occurred and that it is an acceptable condition for using an estimate of income.

Examples of an acceptable condition for using an estimate of income include, but are not limited to:

- retirement or partial retirement from the workforce
- closure of a business
- receipt of an inheritance.

Members of a couple must provide their ATI details for the same financial year.

Deeming of account-based income streams

We look at your account-based income streams as part of the income test. Account-based income streams include account-based pensions and account-based annuities.

The balance of an account-based income stream is subject to deeming. Deeming assumes that financial investments are earning a certain rate of income.

Any deemed amount from account-based income streams will be added to your ATI to determine your eligibility for the card.

For more information, go to servicessaustralia.gov.au/deeming

Adjusted Taxable Income

When assessing your taxable income, the Australian Taxation Office (ATO) does not take into consideration:

- any foreign income that is exempt from Australian income tax
- the value of any employer provided fringe benefits
- the value of any reportable superannuation contributions.

The ATO also allows you to reduce your taxable income by any losses that you incurred during the financial year from rental properties or financial investments. The same exclusions and deductions, however, are not allowed under the income test for this card. These amounts are added back onto your taxable income or other assessable income.

Your ATI is the sum of:

- your taxable income, including Parental Leave Pay (if you are not required to lodge a tax return, estimate your income including any interest that you may receive on savings or investments), plus
- your total net investment loss (this includes any losses that the ATO has deducted from your gross income including net rental property and financial investment losses), plus
- any foreign income that you received that you did not have to pay Australian income tax on (the ATO refers to this as target foreign income), plus
- the value of any employer provided fringe benefits above \$1,000, plus
- your reportable superannuation contributions.

Example 1: Taxable income shown on Notice of Assessment = \$ 30,000 +
 Total Net Investment Losses = \$ 5,000
Adjusted Taxable Income = \$ 35,000

Example 2: Taxable income shown on Notice of Assessment = \$ 30,000 +
 Employer provided benefits less the first \$1,000 = \$ 2,000
 Untaxed foreign income = \$ 1,000
Adjusted Taxable Income = \$ 33,000

Estimating your Adjusted Taxable Income

If the verified income you have given plus any deemed income from account-based income streams is above the income limits, you may give an estimate of your ATI for the current financial year.

Use this table to work out your total estimated ATI.

	You	Your partner
A Give an estimate of your taxable income for the current financial year.	\$ <input type="text"/>	\$ <input type="text"/>
B Give an estimate (in Australian dollars) of your foreign income on which you will not pay Australian income tax for the current financial year.	\$ <input type="text"/>	\$ <input type="text"/>
C Give an estimate of your total net investment loss for the current financial year.	\$ <input type="text"/>	\$ <input type="text"/>
D Give an estimate of the value of your employer provided benefits for the current financial year less \$1,000.	\$ <input type="text"/>	\$ <input type="text"/>
E Give an estimate of the value of your reportable superannuation contributions for the current financial year.	\$ <input type="text"/>	\$ <input type="text"/>
F Total income (A + B + C + D + E = F)	\$ <input type="text"/>	\$ <input type="text"/>
G You and your partner's Combined total adjusted taxable income This total Adjusted Taxable Income plus any deemed income you (and your partner) may have from any account-based income streams will be used to work out your eligibility.	\$ <input type="text"/>	

Dependent children

The following questions will help you work out if any children in your care are dependent children for the purposes of the Commonwealth Seniors Health Card (CSHC) income test.

- 1 Is the young person receiving a social security pension or benefit?
 - No *Go to next question*
 - Yes This young person **is not** a dependent child for CSHC income test purposes.
- 2 Are you legally responsible, either alone or jointly, for the young person's day-to-day care, welfare and development?
 - No *Go to next question*
 - Yes **Go to 7**
- 3 Is the young person a legal dependant of another person (other than your partner)?
 - No *Go to next question*
 - Yes This young person **is not** a dependent child for CSHC income test purposes.
- 4 Is the young person wholly or substantially in your care?
 - No This young person **is not** a dependent child for CSHC income test purposes.
 - Yes *Go to next question*
- 5 Is the young person:
 - Under 16 years of age *Go to next question*
 - Aged 16 to 21 **Go to 7**
- 6 Is the young person in full-time education?
 - No *Go to next question*
 - Yes **Go to 8**
- 7

If the young person is under 16 years of age and not in full-time education, their income must not exceed the dependency limit.

If the young person is between 16 and 21 years of age, they do not have to be in full-time education, but their income must not exceed the personal income limit.

Is the young person's income below their applicable limit?

 - No This young person **is not** a dependent child for CSHC income test purposes.
 - Yes *Go to next question*
- 8 Is the young person an Australian resident (see 'Australian residence requirements' on page 12)?
 - No *Go to next question*
 - Yes This young person **is** a dependent child for CSHC income test purposes.
- 9 Does the young person currently live with you?
 - No This young person **is not** a dependent child for CSHC income test purposes.
 - Yes This young person **is** a dependent child for CSHC income test purposes.

The Low Income Health Care Card gives you (and your partner) access to:

- cheaper medicine under the Pharmaceutical Benefits Scheme
- bulk billed doctor visits – this is up to your doctor
- a bigger refund for medical costs when you reach the Medicare Safety Net.

You may also get some extra concessions from state and local government authorities and some private organisations. Concessions vary in each state and territory. Check with the organisation providing the concession.

Your partner, if you have one, and any dependent children will appear on your card and they will have access to the concessions available.

Eligibility

You must meet the income test and one of the following:

- meet residence requirements
- be a Special Category visa (SCV) holder who is residing in Australia.

Residence requirements

To be eligible for the card, you must be physically present and living in Australia on the day you lodge your claim.

You must continue to meet the residence requirements for as long as you hold the card as one of the following:

- an Australian resident
- a Special Category visa holder
- the holder of one of certain other temporary visas.

For your partner to be listed on the card, they must also be living in Australia and must be an Australian resident, a Special Category visa holder or the holder of one of certain other temporary visas.

Qualifying age

This card has no age specific requirements.

Dependants

If your child's name is on your card, you can use it for their expenses.

We can put your dependent child on your card if:

- you are their main carer
- they live with you for at least 2 nights every fortnight.

They must be under 19 years of age if you are supporting them while they study.

Your partner is also considered a dependant.

Medical treatment already provided

If you have received medical treatment, your entitlement to the card may be back-dated and you may retrospectively make a Medicare claim for your concessional entitlements, for example, a reduction in the cost of prescriptions. This will apply if you were qualified for the card at the time of your treatment and remained qualified for the card from then until the date you lodge your claim.

If you want your Health Care Card back-dated to the date you got medical treatment, you must provide evidence of your income for:

- the 8 weeks immediately before the date of medical treatment
- the entire period between the date of your medical treatment and the date you lodge the claim.

How the income test works

We assess the gross income you were paid in the 8 weeks before you submitted your claim to see if you can get the card.

What type of income we assess

Examples of income we assess are:

- employment income – wages, salary and self employment income
- employer provided fringe benefits
- rental income
- reportable super contributions, salary sacrifice
- Centrelink pensions, benefits and some supplementary payments
- Department of Veterans' Affairs payments
- deemed income from financial investments – bank accounts, managed investments and shares
- deemed income from account-based income streams
- income from income stream products – superannuation pensions and defined benefit income streams
- foreign income
- private trusts and companies
- compensation, including periodical and lump sum
- Self-Employment Allowance
- Paid Parental Leave payments
- lump sum payments – compensation, redundancy, leave, or termination payments.

How we assess lump sum payments

We assess lump sum payments as income for 12 months from the date you get them.

This includes:

- compensation payments
- redundancy payments
- lump sum leave payments.

Redundancy and lump sum leave payments are only assessed if you take leave and do not return to the same employer once it is ended.

The Foster Child Health Care Card will give the child in your care cheaper medicines under the Pharmaceutical Benefit Scheme.

You may also get some extra concessions from state and local government authorities and some private organisations. Concessions vary in each state and territory. Check with the organisation providing the concession.

You may be eligible for a Foster Child Health Care Card if you are a foster carer, or caring for someone else's child. You do not need to be a formal foster carer to be eligible. Anyone, such as a grandparent, sibling or aunt may be eligible if they care for a child that is not their natural or adopted child.

The card is:

- not subject to an income or assets test
- issued in the name of the child in your care
- automatically reissued when expired if you are still eligible.

If you are eligible for the maximum rate of Family Tax Benefit Part A, you will get a Health Care Card automatically.

Eligibility

You must:

- meet residence requirements
- have the foster child in your care.

Residence requirements

To be eligible for the card, you must:

- be physically present and living in Australia on the day you lodge your claim
- continue to meet the residence requirements for as long as you hold the card as one of the following:
 - an Australian resident
 - a Special Category visa holder.

Qualifying age

This card is subject to age rules and the child must be under 19 years of age. A proof of age document is required to verify the child's age, for example, a birth certificate.

Medical treatment already provided

If your foster child has received medical treatment, your entitlement to the card may be back-dated and you may retrospectively claim your foster child's concessional entitlements from Medicare, for example, a reduction in the cost of prescriptions. This will apply if you were qualified for the card at the time of your foster child's treatment and remained qualified for the card from then until the date you lodge your claim.

If you want your Health Care Card back-dated to the date you got medical treatment, you must provide evidence for the entire period between the date of your medical treatment and the date you lodge the claim.

The Ex-Carer Allowance (Child) Health Care Card gives you cheaper medicines under the Pharmaceutical Benefits Scheme.

You may also get some extra concessions from state and local government authorities and some private organisations. Concessions vary in each state and territory. You will need to check with the organisation providing the concession.

When using services covered by Medicare, you will need to show your Medicare card and Health Care Card.

The card:

- is not subject to an income or assets test
- must be renewed every 12 months.

Eligibility

You must:

- meet residence requirements
- be a full-time student
- have had a Carer Allowance Health Care Card on the day before you turned 16 years of age.

Residence requirements

To be eligible for the card, you must:

- be physically present and living in Australia on the day you lodge your claim
- continue to be an Australian resident for as long as you hold the card.

Qualifying age

You must be between 16 and 25 years of age. A proof of age document is required to verify your age, for example, a birth certificate.

Australian residence requirements

You are an Australian resident (as defined by the *Social Security Act 1991*) if you are living in Australia and you are one of the following:

- an Australian citizen
- a permanent visa holder
- a protected Special Category visa holder – that is, you arrived in Australia on a New Zealand passport and you were in Australia on 26 February 2001, or for 12 months in the 2 years before this date, or were assessed as protected before 26 February 2004.

You are a Special Category visa holder if you are a New Zealand citizen who entered Australia on a New Zealand passport. This visa is issued electronically on arrival in Australia and is not usually shown in your passport.

We consider you to be living in Australia if Australia is your usual place of residence. That is, Australia is where you make your home.

When we are deciding if you are living in Australia, we will look at all of the following:

- the nature of your accommodation
- the nature and extent of your family relationships in Australia
- the nature and extent of your employment, business or financial ties with Australia
- the frequency and duration of your travel outside Australia
- any other matter we think is relevant.

Newly arrived residents generally have a 2 or 4 year waiting period. This may not apply to you if you:

- are an Australian citizen
- arrived under a refugee or humanitarian program
- hold a certain visa subclass
- are the partner or dependent child of a refugee, former refugee or humanitarian migrant, and were the partner or dependent child of that person at the time they arrived in Australia
- are claiming a Low Income Health Care Card and have a Family Tax Benefit child in your care.

You can find more information on how long you may need to wait and other reasons you may be exempt by going to servicessaustralia.gov.au/newresidentswaiting

Proof of your residence status is required. This is separate to the requirement to confirm your identity. We may assist you if you are having difficulty providing documentation.

You can choose another person or organisation to deal with us on your behalf for your Centrelink payments and services.

You can authorise them to enquire, act or get payments for you.

If you want someone to deal with us on your behalf, complete the **Authorising a person or organisation to enquire or act on your behalf (SS313)** form.

If you do not have this form, or want more information, go to servicesaustralia.gov.au/nominees

Having a partner

You have a partner if we consider you a member of a couple. We consider you a member of a couple if you are either:

- married
- in a registered relationship
- in a de facto relationship.

A registered relationship is where your relationship is registered under a law of a state or territory. A de facto relationship is where you and your partner are in a relationship similar to a married couple but are not married or in a registered relationship.

We may still consider you a member of a couple if you are not physically living with your partner. For example, your partner may fly-in fly-out or live away for work, like military or oil rig workers.

For more information, go to servicesaustralia.gov.au/moc

Confirming your identity

When claiming a payment or service from Services Australia, you may be required to confirm your identity.

You must provide the following original documents (not copies), one of which must be an acceptable photo ID document:

- one commencement document to confirm your birth or arrival in Australia, and
- one primary document **and** one secondary document to show the use of your identity in the community.

You may need to attend a service centre in person so we can compare you to a photo on one of your documents.

If your name differs between the identity documents you have provided, you will also need to provide evidence of change of name, such as a marriage certificate or change of name certificate.

We cannot accept:

- copies or certified copies
- expired documents
- the same document for more than one category.

To confirm your identity, we will need to verify the documents you provide with the issuing agency.

If you do not have enough documents, tell us and we will talk to you about other options.

All documents must be Australian issued and current unless otherwise specified.

You may be required to provide documents again if you claim another payment or your circumstances change.

Commencement documents to confirm your birth or arrival in Australia

You must provide one of the following:

Document	Details
Australian birth certificate	A full birth certificate in your name or former name, issued by an Australian state or territory Registry of Births, Deaths and Marriages. We cannot accept birth extracts or birth cards.
Australian visa	Must be a current visa issued in your name or former name. We cannot accept visa grant notification letters or expired visas.
Australian citizenship certificate	Issued in your name or former name. If you do not have a certificate issued in your own name, we will accept your parents' certificate if you are listed as a child with your full name and date of birth.
ImmiCard	A photo identity card issued in your name or former name by the Department of Home Affairs or the Department of Immigration and Border Protection.
Australian passport	A current passport issued in your name or former name.
Certificate of identity	Issued in your name or former name by the Department of Foreign Affairs and Trade.
Document of identity	Issued in your name or former name by the Department of Foreign Affairs and Trade.

Primary documents to show the use of your identity in the community

You must provide either:

- another document to confirm your birth or arrival in Australia, or
- one of the following:

Document	Details
Australian driver licence – motor vehicle	Current licence, learner permit or provisional licence issued by an Australian state or territory road transport authority in your name with your photo and signature.
Australian marriage certificate	Issued by an Australian state or territory Registry of Births, Deaths and Marriages. We cannot accept ceremonial, church or celebrant issued certificates.
Foreign passport	Current passport issued by another country, with a valid entry stamp or visa.
Proof of age card	Current card issued by a state or territory government agency in your name with your photo.
Shooter or firearm licence	Current licence issued by a state or territory government agency in your name with your photo. We cannot accept minor or junior permits or licences.
Secondary student ID card	Current card issued by an Australian secondary school in your name with your photo. This is only if you are under 18 and do not have any other primary documents.

Secondary documents to show the use of your identity in the community

You must provide either:

- another document to confirm your birth or arrival in Australia, or
- another primary document, or
- one of the following:

Document	Details
Security licence	Current security protection industry or crowd control licence issued by an Australian state or territory government agency, in your name with your photo.
Bank or financial institution card, statement or passbook	Current ATM, credit or debit card with your name issued by an Australian bank, credit union or building society. You can also use a statement or passbook from a current account with your name and address. We cannot accept documents from foreign banks or institutions.
Child's birth certificate	Birth certificate for a child issued by an Australian state or territory Registry of Births, Deaths and Marriages showing your name as a parent or guardian.
Defence Force identity card	Issued by the Australian Defence Force and shows your name and photo.
Australian divorce papers	In your name or former name, for example, a Decree Nisi or Decree Absolute.
Educational certificate	Qualification certificate from a school, TAFE, university or Registered Training Organisation in your name or former name.
Certified academic transcript	Issued by an Australian school, TAFE, university or Registered Training Organisation in your name or former name.
Name change	Legal change of name certificate issued by an Australian state or territory Registry of Births, Deaths and Marriages.
Veterans' Affairs card	Current card issued by the Department of Veterans' Affairs in your name.
Tenancy agreement or lease	Current formal agreement or lease in your name and showing your address.
Motor vehicle registration	Current registration showing your name and address.
Documents issued by foreign governments	Foreign birth, marriage or education certificate, driver licence, national identity card or expired passport.
Australian Government issued photo ID card	Current Commonwealth, state or territory issued card in your name.
Rates notice	Notice in your name and showing your address that is less than 12 months old.
Utility account	Water, gas, electricity or phone account in your name and showing your address that is less than 12 months old.
Student ID card	Current card issued by an Australian secondary school, TAFE, university or Registered Training Organisation in your name with your photo.
Electoral enrolment	Proof of enrolment card in your name and showing your address.
Aviation security identity card (ASIC)	Current card issued by an approved ASIC issuing body in your name with your photo or signature.
Maritime security identity card (MSIC)	Current card issued by an approved MSIC issuing body in your name with your photo or signature.
Police identity card	Current card issued by an Australian police force in your name with your photo or signature.
Prison release certificate	In your name with your photo or signature.
Tangentyere Community ID card	Current card issued by the Tangentyere Council in your name and with your photo.

Other payments, concessions and help

If you receive a concession or health care card, there are other payments, concessions and help you may receive.

Carer Allowance

If you are caring for an adult or child who has a disability or medical condition that requires additional care and attention to be given on a daily basis, you may be eligible for Carer Allowance. Carer Allowance is paid in addition to Carer Payment or any other payment. Carer Allowance is not taxable or assets tested. Carer Allowance is income tested. We will let you know if you need to provide your and your partner's adjusted taxable income plus any deemed income from account-based income streams (also known as an allocated pension or transition to retirement pension).

For more information, go to servicesaustralia.gov.au/carerallowance

Other payments for dependent children

If you have dependent children or grandchildren in your care, you may also wish to claim Family Tax Benefit to help with the costs of raising these children.

For more information, go to servicesaustralia.gov.au/families

Payment and Service Finder

To find help, estimate and compare payments and services you may be eligible for, go to servicesaustralia.gov.au/paymentfinder

Community Engagement Officers

Our officers can help you:

- manage your income support and other business with us
- link with government and community services for assistance and other support.

They provide Centrelink services in locations like mental health facilities, general crisis or support services, specialist accommodation services, youth services, drug and alcohol services, family and domestic violence services, and organised meeting places.

For more information, go to servicesaustralia.gov.au/communityofficer

Financial Information Service Officers

Our officers can help you:

- make informed financial decisions
- understand the results of your decisions in the short and long term
- prepare for retirement, even while you are still working
- take control of your finances to increase lifestyle choices.

For more information, go to servicesaustralia.gov.au/fis

Grandparent, Foster and Kinship Carer Advisers

Grandparent, Foster and Kinship Carer Advisers give tailored help if you are a non-parent carer who has taken on parental responsibilities, such as a:

- grandparent who provides ongoing care
- foster carer
- kinship carer.

Our Advisers can help you, even if you are not currently getting a payment or service from us.

For more information about Grandparent, Foster and Kinship Carer Advisers, go to servicesaustralia.gov.au/grandparentfosterkinship

Indigenous Services Officers

Our officers are located in some of our service centres. We also have interpreters who speak Aboriginal or Torres Strait Islander languages and teams who visit and help remote communities.

Social Worker

We have professional social workers in our service centres and Smart Centres throughout Australia. Social workers can offer you personal counselling and support in difficult times, such as domestic and family violence, severe financial hardship, homelessness, loss and bereavement. They can refer you to other services and programs like housing, health, emergency relief, legal and/or counselling services and support groups.

For more information, go to servicesaustralia.gov.au/socialwork