



**Evaluation Report of the efficacy of 2015 changes to the Disability Support Pension assessment process – Current Status**

| Recommendation and Responsibility      | Recommendation Detail  | Status   |
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| Recommendation 1<br>DSS                | Consider introducing a new reporting template for Treating Health Professionals (THP) for use in conjunction with medical evidence to support greater consistency and relevance of information provided in regards to an application, and to reduce the burden of collating medical evidence for applicants. | To be considered following the review of the Impairment Tables.  |
| Recommendation 2<br>DSS                | Consider using GCDs to also do Disability Medical Assessments (DMAs) on claims rejected by JCAs (Assessors) as being medically ineligible, to further improve accuracy of decisions.   | To be considered following the review of the Impairment Tables.  |
| Recommendation 3<br>Services Australia | Participate and benefit from shared learning and development work in relation to functional assessment tools or similar review mechanisms between clinical governance groups within the NDIS and Services Australia.   | To be considered following the review of the Impairment Tables.  |
| Recommendation 4<br>Services Australia | Review procedures for communicating the outcome of a rejected DSP claim and options available to an applicant, especially when medical records submitted for a DSP application are considered insufficient or do not meet the FDTS criteria and result in rejection of the application.                      | <p>Services Australia continues to work on improving a range of communication approaches to help customers better understand the DSP eligibility rules and why a claim may have been rejected.</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• enhanced processes to assist staff to explain DSP rejection reasons to customers</li> <li>• implementing a refined internal review process on 15 May 2021, so that customers have more clearly defined options regarding a further explanation of a decision or a formal review</li> <li>• development of new factsheets for common DSP rejection reasons and,</li> <li>• trials where the Agency’s Health and Allied Health professionals contact customers to explain DSP claim rejections due to insufficient medical evidence being provided.</li> </ul>   |
| Recommendation 5<br>Services Australia | Review the online application process and other associated instructions for THPs for accessibility of the intended audience.   | <p>Services Australia consulted with people with disability in the development and design of the new DSP online claim released in December 2019.</p> <p>The consultations have also informed changes to other communication products such as DSP content on the Services Australia website which has been extensively revised, including a pre claim guide, digital assistant and content for eligibility and medical evidence. For example:</p> <ul style="list-style-type: none"> <li>• <a href="#">Disability Support Pension - Before claiming - Before you start - Services Australia</a></li> <li>• <a href="#">Disability Support Pension - Fully diagnosed treated and stabilised - Services Australia</a></li> <li>• <a href="#">Disability Support Pension - Impairment rating - Services Australia</a></li> <li>• <a href="#">Disability Support Pension - Program of Support - Services Australia</a></li> <li>• <a href="#">Disability Support Pension - Medical evidence - Services Australia</a></li> </ul> |
| Recommendation 6                       | Review the online form and available resources for claimants and invite input from consumers.  | As above   |



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| Services Australia                     |   |  |
| Recommendation 7<br>Services Australia | Consider using standard file naming conventions when uploading medical evidence for review by Assessors and GCDs, to support efficiency of the process and to assist with the identification of duplicated records. | <p>Services Australia has an existing classification system for medical evidence to support scanning and document upload processes, which is available to customers and staff.</p> <p>Customers can upload documents via the DSP online claim or through their Centrelink online account.</p> <p>The online claim helps customers to select the medical evidence they will provide with their claim and creates a specific task for each item to assist with uploading the evidence.</p> <p>The Services Australia website has detailed instructions for customers to upload documents.</p> <ul style="list-style-type: none"><li>• <a href="#">Centrelink online account help - Upload documents - Services Australia</a></li></ul> <p>Services Australia is investigating whether greater communication is needed to ensure its take up by Assessors and GCDs.</p> |
| Recommendation 8<br>DSS                | Consider extra support for THPs to assist them in preparing relevant, comprehensive medical documentation and to support applicants early in the application process.   | <p>The department and Services Australia are investigating what additional supports can be provided for Treating Health Professionals (THPs) to assist them, including working with relevant Medical bodies.</p> <p>The Services Australia website has DSP eligibility information and medical evidence checklists available for THPs and customers to assist with claiming DSP.</p> <ul style="list-style-type: none"><li>• <a href="#">Disability Support Pension information for health professionals - Services Australia</a></li><li>• <a href="#">Claim for Disability Support Pension Medical Evidence Checklist for treating health professionals form (SA478) - Services Australia</a></li><li>• <a href="#">Claim for Disability Support Pension Medical Evidence Checklist form (SA473) - Services Australia</a></li></ul>                                |