

## **Carers Allowance and Carers Payment**

### **Ways to lodge an intent to claim**

This information has been provided to Palliative Care Victoria by Sandy Woods, Director, Carer Program Team, Disability and Carers Branch, Australian Government Department of Human Services.

We hope this information will assist carers of people with a life limiting illness to be able to lodge their applications for the Carers Allowance or Carers Payment on a timely basis.

#### **By Phone**

The telephone options for Carers wanting to complete an intent to claim Carer Payment and/or Carer Allowance are:

- For enquiries about Carer Payment and Carer Allowance  
- Ring the Disability and Carers Line 13 27 17.
- For assistance in using our on-line services, including on-line intent to claim Carers  
- Ring 13 23 07.

The wait time on the on-line services support line is consistently, significantly less than the wait time on the Disability and Carers Line.

While the Department cannot give any guarantees, generally the shortest wait times for customers are experienced early in the morning, after our Lines open at 8am local time.

#### **Via the Website – [www.humanservices.gov.au](http://www.humanservices.gov.au)**

The Department can also implement the following strategy immediately specific to carers wishing to claim Carer Payment/Carer Allowance where they are caring for a person in Palliative Care:

1. Carers who are caring for someone in palliative care, who wish to claim a carer payment, can email the Department via the website and the Department will attempt to contact them by telephone, to help them with the claim process.

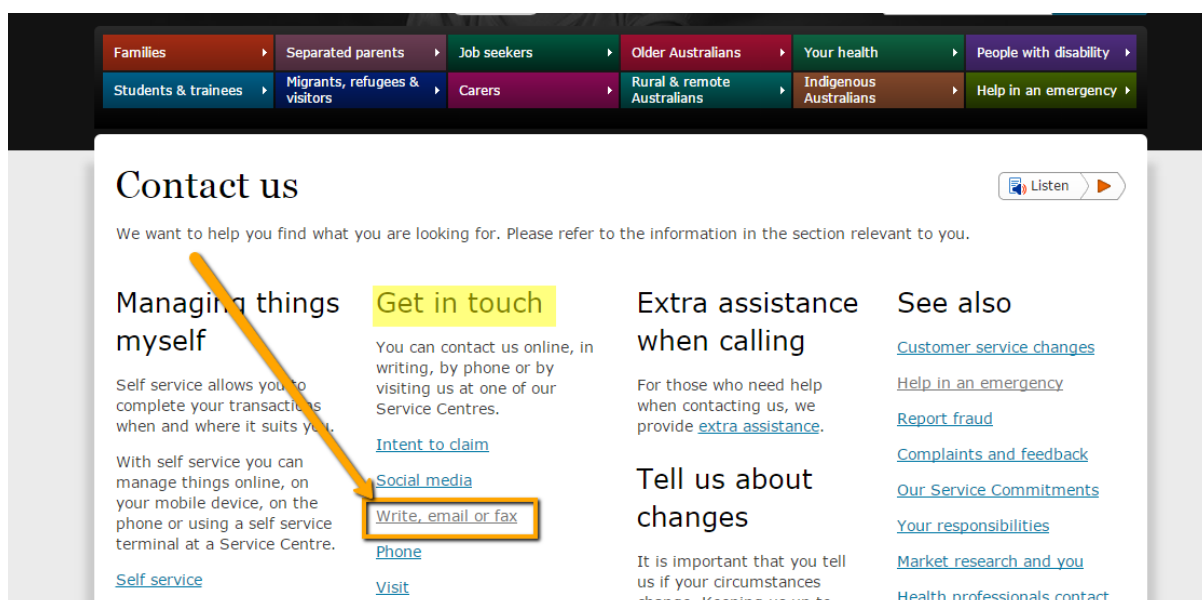
The process is:

- a) Customer selects '**contact us**' link on the top left of the '[humanservices.gov.au](http://humanservices.gov.au)' homepage.

b)



c) Select 'write, email or fax' link under 'Get in touch'



d) Select 'secure message' link in the Centrelink row, at the top of the table.

Write, email or fax us Listen ▶

Write, email or fax us for information about our payments and services.

Service	Write	Message	Fax
Centrelink	Centrelink Reply Paid 7800 Canberra BC ACT 2610	Centrelink general enquiries by <a href="#">secure message</a>	1300 786 102
Medicare	Medicare GPO Box 9822 <i>In your</i>	Do not email your personal information to Medicare - we cannot guarantee the security of personal information sent via email and will therefore only respond to your enquiries either via telephone or posted letter. Electronic enquiries are	

e) Select "ask us to contact you", the second option under 'Secure Message'.

Secure message Listen ▶

*on this page*

- ▶ [Online account help](#)
- ▶ [Ask us to contact you](#)
- ▶ [Make a complaint or give feedback](#)
- ▶ [If you have already contacted us](#)

There are a number of ways to contact Centrelink and Medicare online. To send a secure message online, select from the options below. Online messages are not 'text' or 'SMS' messages.

We cannot guarantee the security of personal information sent by email. We will only respond to your email enquiry through a general email response.

Our call to you will be from a private number. To protect your privacy, a voicemail message may not be left when we respond to your request, unless you are clearly identified in your voicemail service.

**Do not use these forms to tell us if your circumstances have changed.** See our [change of circumstances](#) page for details on how to keep us up to date so we can assess you correctly.

### Online account help

If you want to get a reply to your message, you can **provide your email address or telephone number**. When you give us your email address you are giving us permission to contact you by email. You need to be satisfied with the security and privacy of your address.

### Centrelink

- request [help with your Centrelink online account](#)

### Medicare

- for online services help, call the Medicare general enquiry line on **132011**
- further information is available at Medicare online accounts

### Ask us to contact you

Centrelink

- ▶ [ask Centrelink to contact you](#)

f) Select ask 'Centrelink to contact you' as below

g) Select the 'Carers' option at 'Select an Option'

h) In the Message Details box, commence message with 'Palliative Care' and include best time of day for our staff to contact you.

**Centrelink service information**

Select an option that best describes your request (required) 1

Message details - max. 250 words (required) 2

3

**SEND MESSAGE** Cancel Message

- i) Centrelink staff will make three attempts to contact you, during the specified time of day that is best to contact.
- j) If the Centrelink staff member is unable to make contact with you by telephone, they will send you an email advising attempts to make contact have been unsuccessful and providing you with contact numbers to call the Department, and the time of day that is **generally** best to call, in terms of wait times.