



Australian Government  
Department of Veterans' Affairs

## Factsheet IS190 - How to access Veteran Payment

### Purpose

This factsheet explains how to access the veteran payment.

### What is veteran payment?

The veteran payment provides interim financial support to current and former members of the Australian Defence Force (ADF) who lodge a claim for a mental health condition under either the *Military, Rehabilitation and Compensation Act 2004* (MRCA) or the *Safety, Rehabilitation and Compensation Act (Defence-related Claims) Act 1988* (DRCA).

To be eligible you must also be incapable of working more than eight hours per week and have income and assets below the cut-off. Veterans must also be below Age Pension age at the time of their claim.

Partners may also be eligible for veteran payment. The veteran payment is subject to an income and assets test.

For further information on veteran payment and who may be eligible please see [Factsheet IS189 - Veteran Payment Overview](#).

### What is Age Pension age?

For a veteran to be eligible for veteran payment they must be below Age Pension age on the day that the claim was made.

Age Pension age will increase by six months every two years until it reaches 67 on 1 July 2023, as per the table below:

Age Pension Age	
If your date of birth is on or between:	Then your pension age is:
Before 1 July 1952	65 years

Age Pension Age	
If your date of birth is on or between:	Then your pension age is:
1 July 1952 to 31 December 1953	65 years and 6 months
1 January 1954 to 30 June 1955	66 years
1 July 1955 to 31 December 1956	66 years and 6 months
On or after 1 January 1957	67 years

## What do I need to do to access veteran payment?

Veteran payment can be accessed by veterans who have lodged a claim for acceptance of a mental health condition under either the MRCA or the DRCA which has not yet been determined.

Further information on making a claim under the MRCA or DRCA can be found at [Factsheet MCS13 – How to claim benefits under the \*Safety, Rehabilitation and Compensation \(Defence-related Claims\) Act 1988 \(DRCA\)\*](#) or [Factsheet MRC25 – How to Make a Claim under the \*Military Rehabilitation and Compensation Act 2004\*](#).

The below table provides information on how to access veteran payment, depending on the status of your claim for acceptance of your mental health condition.

If:	Then:
You have not yet made a claim for compensation, and will make this claim using a paper form:	<ul style="list-style-type: none"> <li>From 1 May 2018 new sections have been added to <a href="#">DVA Form D2020 (DRCA)</a> and <a href="#">DVA Form D2051 (MRCA)</a> allowing you to indicate you wish to receive veteran payment.</li> <li>An additional form D9333 will need to be completed.</li> </ul>
You have not yet made a claim for compensation, and intend to make this claim online:	<ul style="list-style-type: none"> <li>From June 2018 new sections will be added to online claims allowing you to indicate you wish to receive veteran payment. Prior to the new sections being added you may be contacted by DVA asking you to indicate if you are interested</li> </ul>

If:	Then:
	in having your eligibility for veteran payment assessed.
You have made a claim for compensation prior to 1 May 2018:	<ul style="list-style-type: none"> <li>You may be contacted by DVA asking if you are interested in having your eligibility for Veteran Payment assessed.</li> <li>You may also choose to contact DVA and indicate you wish to have your eligibility for the veteran payment assessed.</li> </ul>
You have made a claim for compensation after 1 May 2018 and your circumstances change and you previously did not indicate you wanted veteran payment	<ul style="list-style-type: none"> <li>You will need to contact DVA to have your eligibility for the veteran payment assessed.</li> </ul>

In each of these cases you will be required to provide additional details, including the income and asset details of you and your partner.

## Can I receive other Government payments?

You cannot receive the Veteran Payment and other Government income support payments including:

- Newstart Allowance
- payments under the ABSTUDY Scheme
- Incapacity Payments
- Disability Support Pension
- Service Pension
- War Widow / Widower's Pension.

If you chose to receive veteran payment instead of your existing benefit you will not receive a Pensioner Concession Card.

Family Tax Benefit is payable whilst you are receiving Veteran Payment.

## What if I need help accessing veteran payment?

If you need help accessing veteran payment, you should telephone DVA General Enquires or visit a local Veterans' Information Service (VIS) or Veterans' Access Network (VAN) for assistance. They will ensure that you receive assistance from Income Support staff.

Alternatively, ex-service organisations such as the RSL or Legacy, have pension and welfare officers who will be able to assist you to access veteran payment.

## Proof of Identity

As part of the process of completing a claim for a mental health condition you will have provided DVA with proof of identity.

Partners will be required to provide us with documentation to prove your identity. For more information refer to [Factsheet DVA06 Proof of Identity Requirements](#).

## What does DVA do when I have asked to access veteran payment?

DVA will determine if you (and if applicable) your partner are eligible for veteran payment. For eligibility requirements refer to [Factsheet IS189 Veteran Payment Overview](#). If eligible DVA will work out your rate of veteran payment, depending on your income or assets. When a decision has been made you will be notified by letter. This will include the date of grant and the amount of veteran payment you will receive. You will also be notified of your obligations whilst receiving veteran payment.

## If I receive veteran payment, when will it stop?

**Veteran payment** will continue for up to 42 days following the determination of your claim for a mental health condition.

Please see the below table for further information on this process:

If:	Then:
Your claim for a mental health condition is accepted:	<ul style="list-style-type: none"><li>You (and your partners) veteran payment will continue for up to 42 days following the determination date of your claim.</li><li>Your veteran payment can be extended in special circumstances, e.g. your claim for incapacity payments is still being determined, for further details please contact DVA.</li></ul>

If:	Then:
Your claim for a mental health condition is rejected:	<ul style="list-style-type: none"> <li>You (and your partners) veteran payment will continue for 42 days following the determination date of your claim.</li> <li>DVA officers will assist you to transfer to a Department of Human Services Income Support payment if eligible or to return to work if appropriate under your rehabilitation plan.</li> </ul>

## More Information

### DVA General Enquiries

Phone: 1800 555 254 \*

Email: [GeneralEnquiries@dva.gov.au](mailto:GeneralEnquiries@dva.gov.au)

DVA Website: [www.dva.gov.au](http://www.dva.gov.au)

Factsheet Website: [www.dva.gov.au/factsheets](http://www.dva.gov.au/factsheets)

\* Calls from mobile phones and pay phones may incur additional charges.

### Related Factsheets

- IS189 - Veteran Payment Overview
- DVA06 Proof of Identity Requirements
- MCS13 - How to claim benefits under the Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988 (DRCA)
- MRC25 - How to make a claim under the Military Rehabilitation and Compensation Act 2004

### Related Forms

- D9333 - Veteran Payment Details

### Disclaimer

The information contained in this Factsheet is general in nature and does not take into account individual circumstances. You should not make important decisions, such as those that affect your financial or lifestyle position on the basis of information contained in this Factsheet. Where you are required to lodge a written claim for a benefit, you must take full responsibility for your decisions prior to the written claim being determined. You should seek confirmation in writing of any oral advice you receive from DVA