

# How to claim the Age Pension



Applying for the government Age Pension can be complex. Follow these steps to guide you through the process.

## 1. Confirm if you're eligible

To receive the Age Pension, you'll need to be 67 years or older. There are other eligibility criteria you need to meet such as residency requirements, income rules and an assets test.

Check your eligibility [here](#).

## 2. Check when you can claim

You can submit a claim for the Age Pension up to 13 weeks before you turn 67.

If you already receive an [eligible government support payment](#), you'll get an invitation from Services Australia (Centrelink) to transfer to the Age Pension 13 weeks before your 67th birthday.

## 3. Get your supporting documents ready

You'll need to provide Services Australia with certain documents to support your claim.

The documents required will depend on your circumstances and will be requested in your online claim or on the paper form. Below is a list of documents you may need to provide:

Eligibility circumstance	Supporting documents
<b>Proof of identity</b>	<ul style="list-style-type: none"><li>• Australian birth certificate or visa</li><li>• Primary document (e.g. Australian drivers licence)</li><li>• Secondary document (e.g. bank or financial institution card)</li></ul>
<b>Australian residency status</b>	<ul style="list-style-type: none"><li>• Passports</li><li>• Citizenship papers</li><li>• Australian Visa</li><li>• ImmiCard</li></ul>
<b>Relationship status</b>	<ul style="list-style-type: none"><li>• Partner details form</li><li>• Separation details form</li></ul>
<b>Living arrangements</b>	<ul style="list-style-type: none"><li>• Current lease or tenancy agreement</li><li>• Details about who you're sharing accommodation with</li><li>• Real estate asset ownership documents</li></ul>

Eligibility circumstance	Supporting documents
Financial	<ul style="list-style-type: none"> <li>• Income and asset details form</li> <li>• Latest savings and mortgage offset statements</li> <li>• Term deposit statements</li> <li>• Super fund statements (available by logging into your secure online account)</li> <li>• Income stream product schedule</li> <li>• Other documents such as life insurance, mortgage, managed investments, and shareholder statements</li> </ul>
Employment	<ul style="list-style-type: none"> <li>• Income tax returns</li> <li>• Employer Separation Certificates</li> <li>• PAYG certificates</li> <li>• Payslips</li> </ul>
Medical	<ul style="list-style-type: none"> <li>• If you're vision impaired, an ophthalmologist report</li> </ul>

## 4. Decide how you want to claim

You can submit a claim for the Age Pension in two ways:

- Option 1: online – you'll need a Centrelink online account linked to myGov. Don't have either? You can create them [here](#).
- Option 2: paper form – if you're not able to claim online, you can print and complete the appropriate claim forms and supporting documents.

If you need help with your claim, you can visit a [Services Australia service centre](#) or call the Centrelink older Australians line on **132 300**.

## 5. Make your claim

If you're able to claim online, simply:

1. Sign in to [myGov](#).
2. Select 'make a claim or view claim status' and then 'make a claim'.
3. Go to 'older Australians' and select 'get started'. You'll then be guided through prompts to complete your claim.

**Important:** You must submit your online claim within 13 weeks of starting it. Otherwise, it will expire and you'll need to start again.

You can submit paper forms in person at a Services Australia service centre or send them by post to Services Australia, Seniors Services, PO Box 7808, Canberra BC ACT 2610.

## 6. Track your claim's progress

After you submit your claim, you'll receive a receipt with the ID number and a link to track your claim's progress. You can also track the progress of your claim online by logging into your myGov account.

## 7. Find out the result

Once your claim is complete, you'll receive a letter with the result to your myGov inbox or your residential address.

## What if my claim is rejected?

If your claim is rejected, you can:

- a. Request an [explanation or a formal review](#) of the decision if you disagree, and/or
- b. Wait until your situation changes and resubmit your claim. There's no limit as to how many times you can submit a claim for the Age Pension.

## Ready to apply?

Use this checklist to make sure you cover each step.



### 1. Confirm you're eligible

Are you approaching, at or over 67 and an Australian resident or citizen?



### 2. Check when you can claim

Is it 13 weeks or less until your 67th birthday?



### 3. Organise your supporting documents

Do you have documents proving your:

- Identity
- Australian residency or citizenship
- Relationship status
- Living arrangements
- Financial situation
- Employment



### 4. Decide how you want to claim

Do you prefer:

- Online
- Paper form



### 5. Make your claim

Follow the prompts online, on the paper form or guided by a Services Australia staff member.



### 6. Track your claim's progress

Note the information on your application receipt and track progress online.



### 7. Find out the result

After you receive the outcome of your claim, follow the advised next steps. If your claim is rejected and you disagree, decide if you'll request an explanation or formal review.

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