

Centrelink - Services Australia & DVA- representative & claim Services

Let us complete the documentation for you. We are experts in the preparation of documents required to be submitted to Services Australia (Centrelink). Once entering aged care or receiving home care packages or entering the age pension system, certain forms are required to be submitted to Services Australia (Centrelink). If Centrelink do not hold the correct information, then you will be incorrectly assessed. This can result in you either paying too much in aged care fees or not receiving the right age pension that you are entitled to.

Each time your assets change you are required to update Centrelink within 14 days of any financial change. If your information is not proactively updated, and this is your responsibility, then your aged care fees will be incorrect. This may result in overcharging of aged care fees and underpayment of your age pension.

Reasons why you may need to update your financial information with Centrelink:

- When you enter aged care
- When you are making a new claim
- Changes to your bank balance
- Changes in your investments due to market fluctuations
- Changes in your account-based pension or superannuation balance
- When you sell your residential home and invest the proceeds, both your aged care fees and Centrelink age pension (if applicable) will change.
- When you pay a refundable accommodation deposit (RAD) to your aged care facility. If you are not already receiving an Age Pension, paying a RAD may reduce your assets and you may be entitled to age pension benefits. It is up to you to know if you need to apply for an age pension, the Government will not notify you.
- If you inherit money
- If your partner passes away or goes into aged care, you need to update Centrelink
- You may be required to update your assets in order to receive a Commonwealth Seniors Health card.

How we can assist you

We offer a service where you can outsource these matters by appointing us to do this for you. Copies of your Centrelink letters will come to us, and we will be able to sort matters out for you quickly. We will also assess your aged care and Support at Home Care fees and any age pension entitlements when your circumstances change. This will ensure you are receiving the correct benefits and the correct aged care subsidies to which you are entitled.

Who finds this service valuable?

- Clients needing to claim a Centrelink Age Pension
- Clients needing assistance to submit residential aged care forms
- Clients needing assistance to submit Home Care Package forms
- Clients that find it difficult to access online services or do not have the skills to deal with Centrelink.
- Clients that are too unwell to address these matters.
- Clients or their Enduring Power of Attorney, who do not have the time to manage this process.
- Clients that have changing asset valuations or those that cannot afford to pay excess aged care & HCP fees.
- Clients with unique or complex financial circumstances for aged care fee assessment
- Clients needing to understand their eligibility and require assistance with claims
- Clients wanting to make sure this process is professionally managed – no stress.

Our professional charges are listed over the page

Cost of Centrelink Nominee services- indication only- specific quotes will be provided

Service – initial <ul style="list-style-type: none">- Gathering information, scanning, phone calls & emails- Filling and completion of forms or claim- Lodgment of forms or claim	Centrelink status	Per Person	Discounted for couples going into care- combined price
To act as your Centrelink Nominee for existing Pensioners - Aged Care submission form, pension review, update financials & set up service	Centrelink Pensioner	\$880	\$1320 couple
Aged Care submission form, pension review, update financials & set up service. For DVA clients we need to deal with both Centrelink & DVA. The process is longer with more complications.	Department of Veteran Affairs (DVA) Pensioner	\$1100	\$1540 couple
Aged Care & HCP form submission & set up service	Non-Pensioner	\$1100	\$1540 couple
Age Pension Claim and submission of documents	Non-Pensioner	\$1650	\$2970 couple
Additional forms – property & investment property- trusts & companies- SMSF per form	all	\$550 per form	No charge for spouse
Commonwealth Seniors Health card application claim	all	\$880	\$1540 couple
Service – ongoing representative nominee <ul style="list-style-type: none">- Following up Centrelink processing- Checking the correctness of Centrelink outcomes- Liaising with Centrelink on your behalf- Provision of further information to Centrelink when requested	Centrelink status	Price Ongoing	Discount for couples
The above initial services cover the filling and lodgment of the form. The Ongoing representative services- cover all dealings with Services Australia until the matter is complete or you no longer need services – this is a requirement for all Centrelink services so we can liaise with Centrelink for you during the process.	all	\$110 per month	No charge for spouse if entering care at the same time
Amount deducted via direct debit from your bank account *			

* You are not locked in and can cancel services with 14 days notice – once your services are canceled our nominee representative authority is also canceled and we will no longer be able to deal with Centrelink on your behalf.

The above initial fee may change depending on the complexity of your circumstances or if you are not already registered for Government services. We will always provide a scope of services agreement before commencing work. Should there be unexpected additional work than initially required we will provide you with a quote before we invoice you for any additional work. We are unable to guarantee Centrelink outcomes.

Aged Care Solved is an independent organization and we are paid by our clients to deliver services on their behalf, we will always act in the best interests of our clients. Although we may receive referrals from many sources we are not affiliated with any Government departments or other corporations.