



Residential Circumstances

Moving Interstate

Overview

This Factsheet explains what to do when you move interstate and what happens to your pension.

What do I need to tell DVA?

When you move interstate you must contact DVA in the State you are leaving and provide the following information:

- your new address
- what your new residential situation will be (e.g. renting, buying a new house)
- when you are moving
- whether you have had significant changes to your income and assets as a result of moving
- whether the bank account your pension is paid to has been changed.

What happens to my pension when I move interstate?

After you advise of your permanent move to another State, we will transfer your payments and your files to your new residential State. Your new State will become responsible for your payments, and may give you a new file number. You should direct any further correspondence to the new State.

To make sure you do not miss a payment, your old State and your new State agree on the date that payment will be transferred. This may mean that completion of your transfer may take a few weeks.

Your new State will contact you by mail when the transfer is completed.

What about my Health Card?

You can continue to use your current Gold or White Card in your new State. When transfer of your pension has been completed, a new card (with your new file number on it) will be sent to you.

You need to tell us the name and address of your new Local Medical Officer.

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What about my Repatriation Pharmaceutical Benefits Card?

You can continue to use your current Repatriation Pharmaceutical Benefits Card (Orange Card) in your new State. When transfer of your pension has been completed, a new card (with your new file number on it) will be sent to you.

What about my Concession Card?

You may have some difficulty using your current Pensioner Concession Card in your new State. A new card will be issued as soon as your pension payment is transferred. If you need a new card before your pension is transferred, contact DVA.

What if I am only temporarily staying in another State?

If you are moving temporarily to another State, you should notify your home State of your change of address but also advise that your move is not permanent.

While you are interstate you may not be able to access the full range of concessions with your current Pensioner Concession Card. A new Pensioner Concession Card will not be issued if you are only holidaying interstate.

If you intend to stay for an extended period, you can contact your home State and discuss whether your files and payments should be transferred to the new State. If you decide to do this, a new Pensioner Concession Card will be issued to you.

Oral advice

While we make every effort to ensure that you are given accurate information, it is important that you seek written confirmation of oral information or advice before making any major decisions based on that information.

We continually strive to improve the level of service you receive and make this request as an added safeguard for you.

Other Factsheets

Other Factsheets related to this topic include:

- *IS125 Pensioner Concession Card*
- *CON01 – CON08 Concessions in (your state)*
- *DVA07 Who to Contact.*

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More information

All DVA Factsheets are available from DVA offices, and on the DVA website at www.dva.gov.au.

You can phone DVA for the cost of a local call on 133 254 or 1800 555 254 for country callers.

Use a normal landline phone if you can. Mobile phone calls may cost you more.

You can send an email to DVA at: GeneralEnquiries@dva.gov.au.

You can get more help from any DVA office.