

# DASP Online Applications

## A guide for Pacific and Timor-Leste workers

This document provides information on the Departing Australia Superannuation Payment (DASP) online application. For general information on superannuation and the DASP refer to the Understanding your superannuation guide on the PALM scheme website: <https://www.palmscheme.gov.au/resources/superannuation-pacific-workers>



### DASP online system

The DASP online application system (DASP Online) is a free system you can use to claim your superannuation held by your super fund(s) or the Australian Taxation Office (ATO).

DASP Online can be accessed on the ATO website: <https://bit.ly/DASPOne>

You can start your application while you are still in Australia. This will help ensure you have all the information you need to successfully complete your application once you leave Australia, and you no longer hold an active visa.

### When to apply for your DASP

Refer to the Understanding your superannuation guide for information about when to apply for your DASP: <https://www.palmscheme.gov.au/resources/superannuation-pacific-workers>.

You can apply to have your superannuation paid to you if you:

- have departed Australia and
- are not an Australian or New Zealand citizen, or permanent resident of Australia and
- no longer hold an Australian visa (this includes any visa including tourist visas).

### Keep in mind:

A DASP claim can only be lodged once you (the visa holder) has permanently left Australia or does not plan to return to Australia in the near future. While you may be eligible to lodge a DASP claim, you should consider whether you plan to return to Australia.

If you are a short-term worker on a multi-year visa you cannot claim your super until you have returned home for the last time and your visa has expired. **DO NOT** cancel a multi-year visa until you have finished all work in Australia. If you do, you will have to pay for a new visa to return, and it may not be granted.

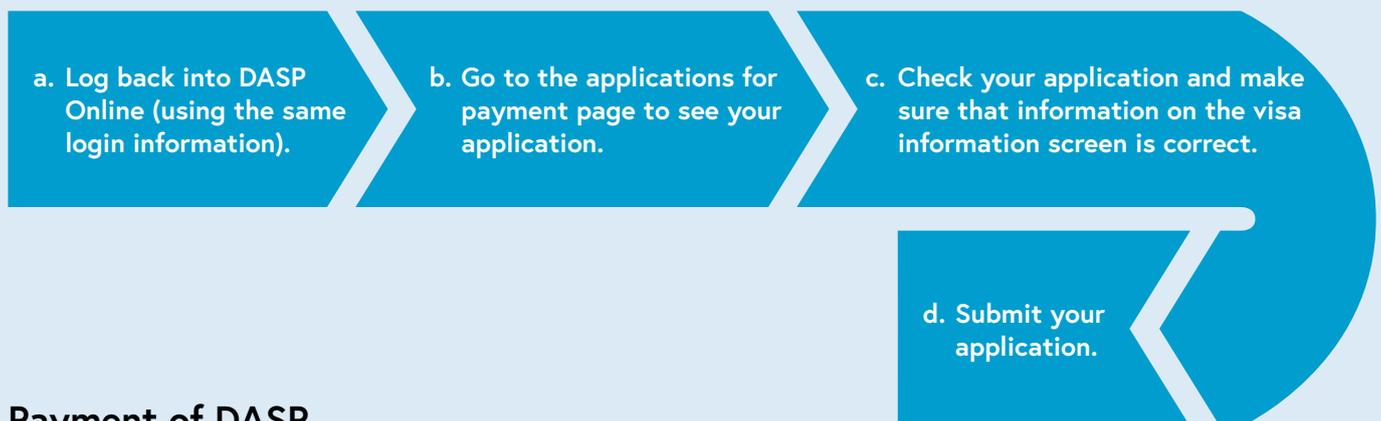
## How to apply for your DASP through DASP Online – simplified timeline

For more details about each of these steps, read the "How to apply for your DASP" instructions starting on page 4.

### When you are in Australia – start your DASP application



### Once you have returned home – submit your DASP application



### Payment of DASP



## Things you will need to apply for your DASP

To apply for your DASP using DASP Online, you will need access to a computer and internet, and the following information:

Refer to page 3 of the Understanding your superannuation guide for advice on what documents and information you will need to apply for your DASP:

<https://www.palmscheme.gov.au/resources/superannuation-pacific-workers>.

- Australian Tax File Number (TFN)
- Full name
- Date of birth
- Address when you return home
- Phone number when you return home
- Email address
- Last address in Australia

### Superannuation fund details

- Name of your fund
- Your fund's Australian Business Number (ABN)
- Your super account number

### Your employer details

- Employer ABN
- Business name
- Business address
- Dates for your period of employment

### Supporting documentation

- Certified copies of your identity documents if required by your super fund (please check with your super fund(s) to see what is needed)
- A copy of your Australian bank statement for the account that your benefit will be paid into

## Certify your proof of identity documents

Your super fund may require certified copies of your proof of identification (POI) documents. It is much easier to certify documents while you are in Australia.

The main POI document could be:

- your current passport showing your photo, passport number, passport country and passport expiry date, or
- your current driver's licence, or
- national identity card.

There are rules about who can certify documents. Contact your super fund before you leave Australia to confirm what documents you need. You can also check with your employer about how to certify documents.

People who are authorised to certify documents while you are in Australia

- Minister of religion (who has the authority to celebrate marriage)
- Police officer
- Medical practitioner who has a general or specialist registration with the Medical Board of Australia (this doesn't include pharmacists):  
<https://www.medicalboard.gov.au/>
- Bank, building society or credit union officer with at least five years of service
- Justice of the Peace
- Commissioner of Declarations (only in Queensland).
- Solicitor
- Barrister
- Judge
- Sheriff's officer

You can also certify identity documents when you return home. Please note that certification may incur a cost.

People who are authorised to certify your identity documents outside Australia

- Notary publics
- Staff at your nearest Australian
  - o embassy
  - o high commission
  - o consulate – including consulates headed by Austrade honorary consuls

A certifier in your presence should certify that each copy is a true and correct copy of the original document.



## Keep your Australian bank account open

You should keep your Australian bank account open **until you have received your DASP**. While you can get DASP paid to you by cheque, electronic bank transfers to Australian bank accounts are the most effective payment option. You should check with your super fund(s) what payment options they offer.

If your super is held by the ATO, then your DASP can **only** be paid via cheque or into an Australian bank account in your name.



## How to apply for your DASP

### When you are in Australia – start your DASP application

1. Start your DASP Online application **while you are still in Australia**. To do this you will need to:
  - a. Contact your super fund(s) to see what information and documents they need from you to support your DASP application.
    - i. Information on your super fund, including contact details, are available from your employer or may be listed on your payslip
  - b. If required, get your POI documents certified by an approved certifier.
  - c. Access DASP Online and read through the instructions and disclaimer: <https://bit.ly/DASPOnline>
  - d. Fill in your personal details on the personal details page. The information you will need to provide are your:
    - i. full name
    - ii. date of birth
    - iii. email address
    - iv. passport country and passport number
    - v. Tax File Number (TFN) (optional, but recommended) – if you provide this, the system will show you where all your super is being held.
      - if you do not provide your TFN:
        - o use the system to search for your super fund's ABN based on the fund's name. You will need to do this for every fund that holds your super.
        - o use Super Fund Lookup to search for the fund's postal address and ABN: <https://www.superfundlookup.gov.au/> Super Fund Lookup
        - o contact the fund directly to get the fund's ABN and postal address if you are unable to locate the fund in Super Fund Lookup.
    - vi. Super fund account details, including your fund's ABN.

Some of the details you provide here will be used by the Department of Home Affairs to check your eligibility to apply for DASP. This check takes a few seconds and during this time, the eligibility verification screen is displayed.

- i. If you can apply for DASP at this time, you will be able to continue with your application.
  - ii. If you cannot apply for DASP at this time, a message will be displayed. Check the eligibility criteria for DASP and log back in to claim when you meet them.
- e. Create your 'shared secret' by selecting and answering a question. Select a question that only you will know the answer to – do not share this question with anyone. You will need to remember your answer for accessing the system in the future.
  - f. If you have an active Australian bank account, provide your Australian bank account details – this is the easiest and fastest way to get DASP paid to you.
  - g. Save your application. Once you return home and meet the eligibility criteria, you will be able to continue your DASP Online application.

## Once you have returned home – submit your DASP application

2. Once you have returned to your home country and your visa is no longer in effect, you can submit your DASP application.
  - a. Log onto DASP Online using your personal details and answer the shared secret question you created.
    - i. You must enter exactly the same personal details you used when accessing DASP Online for the first time.
    - ii. If you don't provide **exactly the same** details, you will not be able to view your saved application. You will need to start a new DASP application.
  - b. Go to the Applications for payment page to see the application you previously created.
  - c. Check your application and make sure that your visa information on the Visa information screen is correct.
  - d. Submit your application.

## Payment of DASP

3. Wait for your DASP, minus tax, to be paid to you in your nominated bank account.
  - a. The service standard for DASP processing is **28 days** from when you submitted your correct application and all your supporting documentation.
    - i. It may take longer if you submit an incomplete application or if your super fund asks you to provide additional supporting documents. Your super fund will contact you (either by email or a letter) if they require supporting documents from you.
    - ii. Refer to the Understanding your superannuation guide fact sheet for information on how DASP is taxed: <https://www.palmscheme.gov.au/resources/superannuation-pacific-workers>. You will be issued with a payment summary advising you of the amount of DASP tax withheld and the final amount paid to you.
  - b. If, after 28 days, you haven't received your DASP, and your super money is held with your fund, **contact your super fund directly** to ask about the progress of your application.

## DASP Online common errors and troubleshooting

### Unable to verify your identity

*When establishing a DASP Online account*

An **unable to verify your identity** message may be displayed after you enter your details on the **personal details** screen or the **eligibility verification** screen. It is displayed when the information you enter does not match the information held by the ATO and/or the Department of Home Affairs.

If you see this message, check to make sure:

- you typed your passport number correctly
- you typed your name correctly.

The name you type needs to match exactly the information held by ATO and the Department of Home Affairs. This is the case every time you log on. Common errors with names include:

- difference in spelling
- difference with using middle names or additional names
- using a letter as a substitute for a middle name
- using nicknames
- providing names in a different order.

For example, if you previously provided your name as Nicholas Adam Mori but you type: Nicholas Mori, Nicholas A Mori or Nic Adam Mori, these variations will not be accepted.

*When logging back into DASP Online*

An **unable to verify your identity** message can also be displayed after you re-enter your details on the **personal details** screen. It is likely that the information you entered does not match what you put in your application when you first logged in.

It is important to ensure you enter your information exactly the same each time you log in.

Further common errors include:

- entering an incorrect country. For example, if you type 'SAMOAN CITIZEN' then you cannot subsequently re-enter the system and type 'SAMOAN NATIONAL'



- If you supplied your TFN the first time, you should supply it when re-entering the system. If you didn't supply your TFN the first time, you should not supply it next time.

If you don't provide exactly the same details as previously entered, you will not be able to view existing applications, however you will be able to create a new application.

### Creating a shared secret

When you first use the DASP online application system, you will be asked to create a 'shared secret' by selecting and answering a question. Whenever you revisit the system, you'll need to answer the question correctly. You should choose a question that only you know the answer to. Your shared secret answer may:

- be any text from 1 to 20 characters long
- be one or more words
- include numbers.

If you enter any extra spaces before, between, or following your answer, these will be ignored by the system when the answer is saved. For example, if you type P A L M for your secret question, it will be read by the system as PALM.

Your shared secret question and answer will be stored in an encrypted format.

Ensure you remember your answer, as you'll need to enter it if you return to the system. You will be given three attempts to type the correct answer when you want to re-enter the system.

Phone the [ATO](tel:1300720610) or email [daspmail@ato.gov.au](mailto:daspmail@ato.gov.au) if you've forgotten the answer to your shared secret question.

## Visa information

The **Visa information** screen will **only** advise whether you have or have not held a Working Holiday Maker (WHM) visa – that is, 417 or 462 visa. The 462 visa impacts Papua New Guinea citizens only.

If you have never held a WHM visa the below message will be displayed.

The screenshot shows the 'Apply for departing Australia superannuation payment: visa information' screen. It includes a header with the Australian Government logo and 'DASP - Online applications'. The main content area contains several paragraphs of text, including an 'Important' section and a 'Save my details' checkbox. At the bottom, there are 'Back' and 'Next' buttons.

You may have held other types of visas and they will not be referred to on this screen.

## Super search

If you provide your TFN, the system will search the ATO's records to identify the super fund(s) where your superannuation may be held. In some circumstances, super fund(s) may have transferred monies to the ATO as unclaimed super money (USM). If this has happened, you will be able to see your ATO-held money as well on the **results of superannuation fund search** screen.

The DASP Online system will create an application for each fund and/or ATO held super. You must then supply as much additional information as possible.

### If DASP Online doesn't find your super

If you did not enter your TFN or you have super, but the DASP online application system doesn't locate it:

- select **Add application**
- start an application using the ABN belonging to the super fund that holds your super.

### If you have not departed Australia or your visa is still in effect

When applying for a DASP, if the Department of Home Affairs states that you have not yet departed Australia or that your visa is still in effect, you can still record your details in DASP Online and save your application(s). You may re-enter the DASP Online to update and submit your application(s) once you have departed Australia and you no longer hold an active visa.

## Viewing applications you've created

The **Applications for payment** page will show a summary of applications you have created. Applications will be displayed by their status:

- **submitted**: if the application has been sent to the holder of your super
- **rejected**: if the fund has rejected the application (the fund will contact you via email or letter explaining why the claim has been rejected. If your application is rejected, you will need to start a new application.)
- **new application**: if you have created but not yet submitted the application
- **not to be forwarded**: if you elected to hold the application
- **transferred**: if your fund rejected the application because they transferred your super to another fund, or to the ATO. You will need to start a new application.

## If you need to change your application

Once an application has been submitted to your super fund, it appears on the **Submitted applications** page in the DASP Online. It can be viewed, but not changed.

To make changes, you will need to contact your super fund directly. The contact details of the super fund are also displayed on the **Submitted applications** page.

## Checking progress of your application

Although you can re-enter the system and view applications you submitted and the status of the application, DASP Online doesn't show whether your super fund has processed the application.

If, after 28 days you haven't received your DASP, and your super is held with your fund and you haven't received an email or letter from your fund requesting more information, contact your super fund directly to ask about the progress of your application.

### Additional information

Refer to the [ATO](#) webpage **Help with the DASP online application system** for common errors and troubleshooting.