

# Early release of your super on compassionate grounds

March 2022

Your super is money put aside or 'preserved' for your retirement and rules apply as to how and when you can access it.

Generally, you can access your super once you have retired from the workforce and reached your Preservation Age, set out in the table below. Your Preservation Age is based on your date of birth.

Date of Birth	Preservation Age
Prior to July 1960	55
1 July 1960 to 30 June 1961	56
1 July 1961 to 30 June 1962	57
1 July 1962 to 30 June 1963	58
1 July 1963 to 30 June 1964	59
After 30 June 1964	60

However in certain circumstances you may be eligible for the early release of your super benefit (or a portion of it) on compassionate grounds.

## Temporary residents

If you are a temporary Australian resident, you can't apply for early release of your super. Please contact us using the details below to discuss what options are available to you.

## Illness or injury

If you haven't been able to work because of illness or injury, please contact us to work out if you have any insurance cover in place.

## Are you eligible?

The Australian Taxation Office (ATO) will decide if you can access your super on compassionate grounds. You may be eligible for any of the following reasons:

1. Medical treatment – to pay for medical treatment, for you or your dependant.
2. Medical transport – to pay for transport to medical treatment, for you or your dependant.
3. Mortgage assistance – to (i) prevent your mortgage lender from selling your principal place of residence, or (ii) to make a payment on a loan to stop a mortgagee from using its statutory power to sell your principal place of residence.
4. Accommodating a disability – to pay for the following to accommodate a severe disability for you or your dependant
  - > modifications to your home
  - > modifications to your vehicle
  - > disability aids
  - > a modified vehicle.
5. Care for terminal medical condition – to pay for palliative care if you or your dependant have a terminal medical condition. Please note if the palliative care is for you, there may be other options available which could be more tax effective. Please contact us and we can help you with your options.
6. Funeral assistance – to pay for expenses associated with a dependant's death, funeral or burial.

## Who is a dependant?

Under super law, a dependant includes:

- a spouse (including same-sex partners), regardless of whether the spouse is financially dependent on you. A spouse also includes a de facto partner, meaning a person who although not legally married to you, lived with you on a genuine domestic basis at the time of your death
- a child including a biological, adopted, or stepchild, regardless of whether the child was financially dependent on you

call 1800 675 839

visit [primesuper.com.au](https://primesuper.com.au)

email [administration@primesuper.com.au](mailto:administration@primesuper.com.au)

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Prime Super



- any person who was financially dependent on you at the time of your death, and
- a person with whom you have an interdependent relationship. Two people may have an interdependent relationship if:
  - > they have a close personal relationship
  - > they live together
  - > one or each of them provides the other with financial support, and
  - > one or each of them provides the other with domestic support and personal care.

An interdependent relationship may also exist where there is a close personal relationship between two people who do not satisfy other criteria because either or both of them suffer from a physical, intellectual or psychiatric disability. Examples of interdependent relationships may include:

- siblings who reside together, and
- an adult child who resides with and cares for an elderly parent.

For more information about dependants, visit the How super works section of your Member Guide at [primesuper.com.au/member/publications/pds-and-member-guides/](https://primesuper.com.au/member/publications/pds-and-member-guides/)

## How to apply

### Step 1. Apply to the ATO

If you believe you meet one or more of the compassionate grounds conditions you must apply to the ATO for approval.

You can apply online from the ATO website [ato.gov.au](https://ato.gov.au). Alternatively, you can call ATO on 13 28 65.

The ATO will assess your application, then write to you with their decision and their reasons for that decision. If they approve your claim, you will receive a release notification, and you can then contact Prime Super to arrange payment.

If the ATO approves a payment to you on compassionate grounds, you may be liable to pay tax on the amount released to you. The tax payable will depend on your age and your superannuation tax-free and taxable components.

### Step 2. Information needed by Prime Super

Following the ATO approval of the early release of your benefit on compassionate grounds, we need you to send us the following information before we can make a payment:

- the original letter approving your claim from the ATO
- a completed [Early Release of Super on Compassionate Grounds or Financial Hardship form](#).

This factsheet contains general information only and does not take account of your personal circumstances. You should obtain personal advice where appropriate. This factsheet is current as at the date of publication and subject to change. Prime Super (ABN 60 562 335 823) is issued by Prime Super Pty Ltd (ABN 81 067 241 016, AFSL 219723). A Product Disclosure Statement and Target Market Determination is available from [primesuper.com.au](https://primesuper.com.au) or from the issuer by calling 1800 675 839.

## How to complete the Early release form

Instructions for filling out the early release form on compassionate grounds:

- select Compassionate grounds in Section 1
- complete all sections of the form except Sections 4 and 8 (note: Section 3 and 7 are optional)
- provide proof of your identity in Section 5

### Providing proof of your identity

There are two ways to do this. You can take the paperless option and consent to an electronic identity verification, or you can provide certified, printed copies of identity documents.

#### Electronic identity verification

Using the secure Green ID system, you must provide details from your Medicare card, current Driver Licence and/or your passport. We use two of these documents to confirm your identity.

#### Certified identity documents

You will need to post a certified copy of one of the following documents:

- birth certificate
- passport
- certificate of Australian citizenship
- current Driver Licence
- marriage certificate or deed poll document (for a name change)

Certified copies are clear photocopies of original documents, which are signed by an authorised person and 'certified' as being true and correct copies of the original documents. You will need to show the authorised person the photocopied documents to be certified, along with the original documents for reference.

For more information, see our *Proof of identity requirements* fact sheet at [primesuper.com.au/member/publications/factsheets/](https://primesuper.com.au/member/publications/factsheets/)

### Need more information?

We're committed to helping you grow, manage and protect your wealth and retirement income. For more information on early release of super benefits on compassionate grounds please see:

-  1800 675 839
-  [primesuper.com.au](https://primesuper.com.au)
-  [humanservices.gov.au/earllysuper](https://humanservices.gov.au/earllysuper)
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