

Client eligibility checklist

General principle



This guide summarises the eligibility requirements set out in the [WDO Guidelines](#). To be eligible for a WDO the WDO sponsor must be satisfied that the person:

- A. is unable to pay the fine, or it is more appropriate to do a WDO because of their circumstances; AND
- B. does not have substantial assets other than the home where they live AND
- C. satisfies at least one of the six eligibility criteria in this checklist.

Eligibility criteria	Proof needed																																							
ACUTE ECONOMIC HARDSHIP																																								
<p>Centrelink Income</p> <ul style="list-style-type: none"> ▪ JobSeeker Payment ▪ Youth Allowance ▪ Parenting Payment ▪ Disability Support Pension ▪ Carer Payment ▪ Age Pension ▪ Austudy, Abstudy ▪ Department of Veteran's Affairs benefit 	<p>Documentary evidence confirming the benefit received (e.g. Centrelink income statement) dated within 4 weeks of the application</p> <p><i>TIP: This category does not include supplementary payments e.g. family tax benefit</i></p>																																							
<p>Household Income (not on a Centrelink income as listed above)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #92d050;">Household income</th> <th style="background-color: #92d050;">\$ per month</th> <th style="background-color: #92d050;">\$ per week threshold</th> </tr> </thead> <tbody> <tr><td>Single</td><td>\$2,359</td><td>\$543</td></tr> <tr><td>S + 1 child</td><td>\$2,831</td><td>\$652</td></tr> <tr><td>S + 2 children</td><td>\$3,146</td><td>\$724</td></tr> <tr><td>S + 3 children</td><td>\$3,460</td><td>\$796</td></tr> <tr><td>S + 4 children</td><td>\$3,775</td><td>\$869</td></tr> <tr><td>Couple</td><td>\$2,989</td><td>\$688</td></tr> <tr><td>C + 1 child</td><td>\$3,460</td><td>\$796</td></tr> <tr><td>C + 2 children</td><td>\$3,775</td><td>\$869</td></tr> <tr><td>C + 3 children</td><td>\$4,090</td><td>\$941</td></tr> <tr><td>C + 4 children</td><td>\$4,404</td><td>\$1,014</td></tr> <tr><td>Add child</td><td>\$315</td><td>\$72</td></tr> <tr><td>Add adult</td><td>\$629</td><td>\$145</td></tr> </tbody> </table> <ul style="list-style-type: none"> ▪ household income includes partner's income ▪ domestic violence: If no access to money due to domestic violence do not count this income 	Household income	\$ per month	\$ per week threshold	Single	\$2,359	\$543	S + 1 child	\$2,831	\$652	S + 2 children	\$3,146	\$724	S + 3 children	\$3,460	\$796	S + 4 children	\$3,775	\$869	Couple	\$2,989	\$688	C + 1 child	\$3,460	\$796	C + 2 children	\$3,775	\$869	C + 3 children	\$4,090	\$941	C + 4 children	\$4,404	\$1,014	Add child	\$315	\$72	Add adult	\$629	\$145	<p>Documentary evidence of applicant's income including:</p> <ul style="list-style-type: none"> ▪ 3 months of pay slips AND ▪ 3 months of bank statements. ▪ income includes, but is not limited to, wages, pensions or benefits, allowances, interest on investments, or financial support from an associate ▪ dependants: proof from Medicare card, birth certificates, Centrelink or DCJ records deduct child support: paid from weekly income (keep evidence of payments) ▪ domestic violence: evidence of financial abuse or DV e.g. from police statement, AVO, counsellor, DCJ report, psychologist, caseworker ▪ NDIS: NDIS payments are not counted as household income
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ACUTE ECONOMIC HARDSHIP	
<p>Under 18 years of age Under 18-year-olds will satisfy this ground if the WDO sponsor is satisfied that they meet the general principle set out above</p>	Evidence confirming date of birth e.g. birth certificate, identification card, learner driver's licence
<p>Exceptional Circumstances If the client does not fit into any of the above categories but is in economic hardship, or the WDO sponsor can't access proof, the sponsor may complete the Exceptional Circumstances form and provide details of the hardship e.g. the client may have large medical bills</p>	Complete Exceptional Circumstances Form
HOMELESSNESS	
<p>Applicant is living:</p> <ul style="list-style-type: none"> ▪ without stable accommodation – sleeping in parks, in car, on the street or improvised home; ▪ living in temporary accommodation – couch surfing, youth hostel, women's refuge, caravan park or living in a temporary space in the home of family and friends; ▪ living in a boarding house on a medium to long term basis 	<p>Letter (dated within 3 months) from support worker, case worker, homeless service provider, lawyer, which explains:</p> <ul style="list-style-type: none"> ▪ applicant's current living situation; ▪ type of homelessness; and ▪ how long the person has been homeless
MENTAL ILLNESS	
<ul style="list-style-type: none"> ▪ The person has a mental health condition that seriously impairs their mental functioning such as: <ul style="list-style-type: none"> ▫ severe depression ▫ anxiety ▫ delusions ▫ hallucinations ▫ schizophrenia ▫ psychosis ▫ bipolar disorder OR ▪ A person has a personality or addictive disorder as defined in the Diagnostic and Statistical Manual of Mental Disorders, 5th edition. This may include: <ul style="list-style-type: none"> ▫ gambling disorders ▫ schizotypal or antisocial personality disorders 	<p>Letter, case notes, medical certificates, or document evidencing financial distress (dated within 6 months) explaining the length, nature, severity and effects of the mental health condition</p> <ul style="list-style-type: none"> ▪ by treating doctor, psychiatrist, psychologist, mental health nurse, professional from relevant government or non-government agency

Eligibility criteria	Proof needed
INTELLECTUAL DISABILITY AND COGNITIVE IMPAIRMENT	
<p>A permanent disability which results in a significantly reduced capacity in one or more major life activities – communication, mobility, learning, decision-making, self-care due to:</p> <ul style="list-style-type: none"> ▪ Intellectual disability or impairment or ▪ Cognitive impairment – impaired brain functioning due to developmental or neurological disorder; dementia; brain injury; Alzheimer’s disease. 	<p>If applicant is in receipt of DSP: Job Capacity Assessment report</p> <p>If applicant is in receipt of NDIS: NDIS assessment or plan</p> <p>Other Letter or other documentation from the following clearly describing the person’s disability or impairment:</p> <ul style="list-style-type: none"> ▪ disability support services, school, Department of Education, NSW Trustee and Guardian, employment services provider or relevant government or non-government agency.
SERIOUS ADDICTION TO ALCOHOL OR VOLATILE SUBSTANCES	
<p>Substance use leading to clinically significant impairment or distress as shown by two or more of the following criteria in a 12-month period:</p> <ol style="list-style-type: none"> 1. Tolerance – a need for increased amounts of substance to achieve intoxication or a diminished effect with continued use of the same amount of substance; 2. Withdrawal – either; <ul style="list-style-type: none"> ▫ the characteristic withdrawal for that substance or ▫ the same (or closely related) substance is taken to relieve or avoid withdrawal symptoms; 3. Substances taken in larger amounts or over a longer period than intended; 4. Persistent desire, unsuccessful efforts to cut down or control use; 5. A lot of time spent in trying to obtain substance or using it, or recovering from its effect; 6. Social, occupational, recreational activities are given up or reduced because of substance use; 7. Substance use continues despite knowledge of the physical or psychological problem it causes (e.g. cocaine use despite awareness of cocaine-induced depression or continued drinking despite an ulcer) 	<p>Letter or other documentation (dated within 6 months) that explains the length, nature, severity and effects of the addiction</p> <ul style="list-style-type: none"> ▪ by drug and alcohol service provider, drug and alcohol nurse, treating doctor, residential rehabilitation service provider, psychiatrist, psychologist, social worker, case worker or drug counsellor



If a person is only eligible under the ground of Serious Addiction, they must complete D&A treatment as their WDO activity

A person who fits under other eligibility grounds can do any WDO activity.

If you have any questions please call the WDO hotline 1300 478 879 or email WDO@legalaid.nsw.gov.au