

Return this form online or to one of our service centres by

Your Customer Reference Number

## When to use this form



Use this form to establish your Australian residence status which can be used for Centrelink payments and services or to help you get a payment from a country other than Australia.

If claiming a Survivor Pension from a country other than Australia, give details about your **deceased partner**.

## Filling in this form

You can fill this form digitally in some browsers, or you can open it in Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader, you can print this form and complete it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this  ► **Go to 1** skip to the question number shown.

## For more information

If you need help to fill in this form or you need more information about the questions, call us on:

ABSTUDY	<b>1800 132 317</b>
Austudy	<b>132 490</b>
Disability and Carers	<b>132 717</b>
Employment Services	<b>132 850</b>
Families	<b>136 150</b>
Older Australians	<b>132 300</b>
Youth Allowance	<b>132 490</b>

For more information about how to lodge documents online, go to [servicessaustralia.gov.au/centrelinkuploadocs](https://servicessaustralia.gov.au/centrelinkuploaddocs)

For help completing this form online, go to [servicessaustralia.gov.au/onlineguides](https://servicessaustralia.gov.au/onlineguides)



### Help in your language

We can translate documents you need for your claim for free.

To speak to us in your language, call **131 202**.

Call charges may apply.



### Telephone Typewriter

If you have a hearing or speech impairment, you can call the **TTY service** on **1800 810 586**. A TTY phone is required to use this service.

## Returning this form

Check that all required questions are answered and that the form is signed and dated.

**Important Note:** If you are making a claim, you must return this form and **all** other supporting documents at the same time you lodge your claim form. If you do not return all documents, your claim may not be accepted. The only exception will be if you are waiting for medical evidence or other documents from a third party.

Return this form and any supporting documents:

- **online** (excluding identity documents) using your Centrelink online account. For more information, go to **[servicesaustralia.gov.au/centrelinkuploaddocs](https://servicesaustralia.gov.au/centrelinkuploaddocs)**
- by post to  
Services Australia  
PO Box 7800  
CANBERRA BC ACT 2610
- in person at one of our service centres.

## What you need to know

To get a payment from Centrelink you need to be living in Australia permanently and be:

- an Australian citizen, or
- the holder of a permanent visa, or
- the holder of a 'protected' Special Category visa – that is, someone who arrived on a New Zealand passport and who was in Australia either on 26 February 2001 or for 12 months in the 2 years immediately before this date, or who was assessed as 'protected' before 26 February 2004.

There are some exceptions to this:

- for certain temporary visas for family assistance payments and Special Benefit, and
- for New Zealand citizens other than a protected Special Category visa holder for family assistance payments.

New residents may have to wait before they can get most payments or services and the period can be different depending on the payment or concession you are claiming. There are some exemptions to the waiting period, including for:

- refugees, and
- the holders of certain other visas.

Australia has social security agreements with a number of countries which may override these rules. Agreements may allow you to claim while living outside Australia or use periods of coverage in a country to meet the residence requirements for certain Australian payments (such as Age Pension). For more information, go to **[servicesaustralia.gov.au](https://servicesaustralia.gov.au)**

If you are claiming certain Australian payments (such as Age Pension), you (and/or your partner) may be expected to take reasonable action to obtain any payment to which you are entitled from another country. We will check if you may be entitled to a foreign payment and send you information about how to claim. Even if we do not send you information, you can still request to claim a foreign payment.

**1** Your name  
 Mr  Mrs  Miss  Ms  Mx  Other   
 Family name   
 First given name   
 Second given name

**2** Your date of birth (DD MM YYYY)


**3** Your contact phone number (including area code)

**4** Are you claiming a Survivor Pension from a country other than Australia?  
 No  **Go to 6**  
 Yes  **Go to next question**

**5** Name of your deceased partner  
  
 The following questions **6 to 18** are to be completed with your **deceased partner's details**.

**6** What country are you currently living in?  
 The country of residence is where you normally live on a long term basis.  
 Australia  **Go to next question**  
 Other  Country of residence

**7** Have you **ever** travelled outside Australia, including short trips and holidays?  
 This question will help us to verify your Australian residence.  
 No  **Go to next question**  
 Not applicable – Never travelled to Australia  **Go to next question**  
 Yes  Give details below  
 Year you last entered Australia   
 Passport number   
 Country of issue

**8** Are you an Australian citizen **who was born in Australia**?  
 No   You will need to provide proof of your Australian residence status (for example, **citizenship papers, passport or other documentation**).  
 ► **Go to next question**

Yes  **Go to 19**

**9** What is your country of birth?

**10** What is your country of citizenship?  
 Australia  Date citizenship granted (DD MM YYYY)  
    
 ► **Go to 19**

Other  Give details below

Country of citizenship   
 Date citizenship granted (DD MM YYYY)

**11** Have you ever lived in Australia?  
 No  **Go to 20**  
 Yes  **Go to next question**

**12** What type of visa did you arrive on?  
 Permanent  **Go to next question**  
 Temporary  **Go to next question**  
 New Zealand passport (Special Category visa)  **Go to 14**  
 Not sure  **Go to 14**

**13** Your visa details on arrival  
 Visa subclass  Date visa granted (DD MM YYYY)

**14** Has your visa changed since you arrived in Australia?  
 No  **Go to next question**  
 Yes  Most recent visa details  
 Visa subclass  Date visa granted (DD MM YYYY)

**15** When did you most recently start living in Australia?  
   (DD MM YYYY)



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16 Did you start living in Australia before 1965?

No  Go to next question

Yes  Give details below

Name of ship or airline on which you arrived

Name of the place where you first arrived/disembarked

What was your name when you first arrived in Australia?

17 Did your partner or either of your parents arrive on a refugee or humanitarian visa?

No

Yes

18 Did someone provide you with an Assurance of Support for your migration to Australia?

No

Not sure

Yes

19 Read this before answering the following question.

We need to know if you have lived in any countries other than Australia. 'Lived' means where you or your family made your home or spent a long period of time – it does not include places you visited for a holiday.

Have you **ever** lived outside Australia for any period?

No  Go to next question

Yes  List **all** countries you have lived in since birth and the date you started living in each country.

**Include** when you started living in **Australia**.

**Do not include** short trips or holidays.

1 Country

Date from (DD MM YYYY)

2 Country

Date from (DD MM YYYY)

3 Country

Date from (DD MM YYYY)

If you need more space, provide a separate sheet with details.

20 Did someone help you fill in this form?

No  Go to 22

Yes  Go to next question

21 Do you give us permission to contact the person who helped you complete this form?

No  Go to next question

Yes  Give their details below

Person's name

Their address

Postcode

Their phone number (including area code)

### Privacy notice

22 You need to read this

#### Privacy and your personal information

The privacy and security of your personal information is important to us, and is protected by law. We collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to [servicessaustralia.gov.au/privacy](https://servicessaustralia.gov.au/privacy)

23 Statement

#### I declare that:

- the information I have provided in this form is complete and correct and the documents provided are genuine.

#### I understand that:

- if submitting this document as part of a claim, the claim may not be accepted unless supporting documents are lodged at the same time as the claim. The only exception will be if I am waiting for medical evidence or other documents from a third party.
- Centrelink can make relevant enquiries to make sure I receive the correct entitlement.
- giving false or misleading information is a serious offence.

I have read, understood and agree to the above.

Your signature (**only** required if returning by post or in person)

Date (DD MM YYYY)