



# Special Benefit faiballa Temporary Protection Visa Subclass 785 edde Safe Haven Enterprise Visa Subclass 790 walaokkol

Jodise tuare Temporary Protection Visa (TPV) Subclass 785 noto ugga Safe Haven Enterprise Visa (SHEV) Subclass 790 kobul gori thake, toile tui aar Status Resolution Support Services (SRSS) payment no faiba. ejjo oile tui Special Benefit faiballa layek oiba

Special Benefit or benefit faiballa, tuattu hamaha:

- foisa hori loi beshi mojburan halot ot thaka foribo
- tualla edde tuar goror manushorla hamay gori no faror
- arugga hono dilla inkom support payment hoi no fai no faror
- \$5,000 tu wari beshi tiya joma ase

sore sore payment shuru gori fare faan, jedun hagogj fonna lager bekkun loi toratori joma diba

Tuartu fuian thakile, family payment magi chai fariba. aro janito mone hoile [servicessaustralia.gov.au/families](https://servicessaustralia.gov.au/families) chai fariba

## Special Benefit ken gori magiba

Online ot joma don oilode ki bekkunor tuare asan. Tui yan gori fariba Centrelink online account estemal goriyore **myGov** jaiyyore.

Tuaru myGov or noto Centrelink online account no thakile, **my.gov.au** jaiore acount banai fariba.

Centrelink Customer Reference Number (CRN) iba arar tu lagibo. Tuar CRN nombor yiba conseson car or chidir bhutore ase.

Tuar totof or tuarek jone gorito chaile, tara online ot jaiyyore gori faribo

myGov or modot lagile, **132 307** nomborot kall goriba, noto [servicessaustralia.gov.au/mygov](https://servicessaustralia.gov.au/mygov) jai chai fariba

## Online ot claim gorite

1. myGov ot sign goriyore **Centrelink** ot jo.
2. tarbade **Payments and Claims** menu chibi, tarbade **Claims**, tarbade **Make a claim** ot jo.
3. **Other Payments** or lamat, **Get started** basi lo.
4. **Apply for Special Benefit** ot chibo.
5. har sualor juwab do. Har screen ot sualor juwab dite asn goriyore information diyya se. Ede asede ken goriyore aro document diyya foribo.
6. tuar dorhas joma do

Tuar dorhas joma di baade, tui ekkan receipt faiba. yaan tuare hoibo de:

- Tuar dorhas sohih goriyore joma diyya oyye
- Tuar dorhasor ID nombor
- Ugga link tuar dorhas hodur oyye yaan chaiballa

Tuar dorhasor haam hoddur oyye chaiballa tuar myGov account noto Express Plus Centrelink mobile app estemal goriba.

## Hagojot likhi dorhas joma

Online ot dorhas joma di no farile, hagojor dorhas fill up goro aar sign goro **Claim for Special Benefit (SU004)** Form download goriballa [servicesaustralia.gov.au/forms](https://servicesaustralia.gov.au/forms) chai fariba

Dorhasor form yaan ot sual goribo aar tuatu ki ki joma diyya foribo yaan tuare hoibo. Tuartu ejjo oile aro form fill up gora forito fare.

Form likkha oile poste fathai diba noto service center ot jai hate hate joma diba.

**Services Australia**

**Centrelink**

**Reply Paid 7800**

**CANBERRA BC ACT 2610**

hagjot likhi dorhas jomadile haam hoddur oiyye talash gori chai no fariba.

## Special Benefit orla Aro ki ki lagibo

Tui Special Benefit orla dorhas dile, tuar tu hamaha:

- uar bekkun bank account ortu akkheri 3 mashor statement joma diyya foribo, baror mullukot ot thakile yin udda. Tuar tu partner thakile, tarar bank or statement o lagibo
- Tax File Number
- Identity deha jaibo de endilla proof

Ejjo oile tuar dorhas kobul gore faan tuartu aro dicumont okkol joma diyya foribo Yin tuar halot or ure chai ore aar tuar sual or juwab chai huwa jaibo

## Dorhasor faisala

Tuar dorhasor faisala tuare ara funai diyyoom Tuare online ot ekkan siti diyyoom:

- myGov inbox ot
- Centrelink online account ot
- Express Plus Centrelink mobile app ot.

Online siti no faile, ara tuare mail ot siti diyore funai diyyoom.

Tuare diyyede faisala gaan loi naraz thakile tui review gori chaiballa hoi fariba.

## Joruri hotha okkol Special Benefit dorhas kobul goirjede oile

Tui Special Benefit fai bale, Yaan tuar permanent visa faite moshkil oitoo fare Safe Haven Enterprise Visa (SHEV) Subclass 790 Visa loi thakile. Tui family payment faile, permanent visa faiballa tuartu to hono toklif no oibo. Aro janito moe hoile, Department of Home Affairs website jai chai fariba [homeaffairs.gov.au](https://homeaffairs.gov.au)

Tuarla aara fathaiyyoom Health Care Card ekkan, jiyon diyore tui hossat dawai kini fariba aar daktor dehai o fariba. aro janito me hoile, jo [servicesaustralia.gov.au/concessioncards](https://servicesaustralia.gov.au/concessioncards)

## Mutual obligation requirements (Duni torofor bhujor shorot okkol)

Tui Special Benefit forde oile ejjo oile tuartu mutual obligation requirements hoi thakibo. Ein oilo de shorot okkol jiyā goribarla tui razi oyyode, ham tuai faite asan o faan. Tuar Job Plan or list ede ase.

Tuar Job Plan ot diyya ase de ei torika mojin tuartu tuar employment services provider or fuati appointment ot ja lekha ase de haam okkol goraa foribo. Ein no gorodde oile, tuar payment baad diyya oito fare aar tuare foisa hori diyyore zorimana diyya forito fare. aro janite, **[servicesaustralia.gov.au/mutualobligation](https://servicesaustralia.gov.au/mutualobligation)** jai cho.

Tuaru hamaha forti 15 dinor hamai hodun oyye funai diya foribo Tuar tu partner thakile, tarar hamai o funai diya foribo. Tuar tu partner no thakile aar hamai nogorile, tou hamai ebbe no ode yaan funai diya foribo Tui arare no funaile ara tuare golti foisa diyyoom jiyān or joriya horjo oibo.

Tuar foila foisa faiballa, tuartu hamaha Tuar hamair hotha funai diya foribo goto 2 haptar, no hamaileo funai diya foribo noile tui hono payment no faiba aro janito caile, co **[servicesaustralia.gov.au/incomereporting](https://servicesaustralia.gov.au/incomereporting)** ot

### Tua tu huwa foribo, jodise:

- \$5,000 tu wari beshi hamai goro
- ham shuru, shesh noile bodolaile
- address bodolaile
- tuar contact aar account details bodolaile
- Tuar partner ortu sira oi gele goi, noto noyya partner faile
- noyya fuain oile noto fuain dore solile noto sola bon gorile
- tuar fuar child care bon gorile
- 16 bosoror beshi fuainde fonna bon gorile
- Australia cari jaibagoide oile
- Tuar visar beshhom noto bodolille
- Full time fonna forile
- Tuartu honodilla gorowa noto family bhutor moshkil thakile

## Special Benefit arekmoto sani nozor diyore son

Aara tuar special benefit forti 13 haptah baade arekmoto saiyyom ttar bade tuare di fairzzom ne hoyyoom.

myGov ot tui tuar reviw form fill up gori fariba myGov account no thakile, hagoj ot likhi di fariba Forti review la 3 mashor bank or satement lagibo Turtu partner thakile, tur partner or har bank account or statement lagibo.

Special Benefit review form likhi diya foribo aar joma diya forbo de ei Special Benefit or payment noto bon oi jaiboi.

## Aro janito caile

- Special Benefit ot call goriba payment line ot **132 850** hoiba de tuar bhashat interpreter de faan aara maana ekjon diyyom nomboror list caiballa, jo **[servicesaustralia.gov.au/phone-us](https://servicesaustralia.gov.au/phone-us)**

- **131 202** nomborot call goriyore Centrelink payment services ot tuar nijor bhashat hotha hoi fariba
- Translating and Interpreting Service (TIS National) ot call goriba **131 450** ot tuar nijor bhashat hoi faro faan Medicare aar Child Support payments aar service or babote
- **servicesaustralia.gov.au/yourlanguage** jai co, jede tui tuar nijor bashat information okkol fori lekhi aar cai fariba.
- **servicesaustralia.gov.au/specialbenefit** jai co, jede English or information diyya ase
- Ekkan service center ot jo

**Note goro:** goror fon or tu '13' nombor ot call gorile Australia haar jagar rate ugga oibo. Rate iba besh hom oibo tui hontu call goror yaan or ore aar service okkol besh hom oile. '1800' ot call gorile, tuar fon ot tu foisa diya no foribo. Public phone ot tu aar mobile ot call gorile rate beshi oito fare.

## Mukhjobani

Ei document ot diyya giyyede information okkol haar manushortu hade faan goriyore deya giyyede Tuir halot chai tui dorhas joma diba ki nodiba aar dorhas joma fore faan bekkunor kheyal rakhon tuar jimma.



# Special Benefit for Temporary Protection Visa Subclass 785 and Safe Haven Enterprise Visa Subclass 790 holders

If you have been granted a Temporary Protection Visa (TPV) Subclass 785 or a Safe Haven Enterprise Visa (SHEV) Subclass 790, you will no longer get the Status Resolution Support Services (SRSS) payment. You may be able to get Special Benefit if you are in financial hardship.

To get Special Benefit, you must:

- be in financial hardship for reasons beyond your control
- be unable to earn enough to support yourself and your family
- be unable to get another income support payment
- have no more than \$5,000 in available funds.

To make sure payment can start from the earliest possible date, lodge your claim with all supporting documents as soon as possible.

If you have a child or children, you can claim for family payments. For more information, go to [servicessaustralia.gov.au/families](https://servicessaustralia.gov.au/families)

## How to claim Special Benefit

The easiest way to claim is online. You can do this in your Centrelink online account through **myGov**.

If you do not have a myGov or Centrelink online account, go to [my.gov.au](https://my.gov.au) to create these accounts.

You will need your Centrelink Customer Reference Number (CRN). Your CRN is on letters we have sent you or on your concession card, if you have one.

If you have a correspondence nominee, they can also claim for you online.

For help with myGov, you can call **132 307** or go to [servicessaustralia.gov.au/mygov](https://servicessaustralia.gov.au/mygov)

## To claim online

1. Sign in to myGov and go to **Centrelink**.
2. Select **Payments and Claims** from the menu, then **Claims**, then **Make a claim**.
3. Under **Other Payments**, select **Get started**.
4. Select **Apply for Special Benefit**
5. Answer all the questions. Each screen has information to help you complete the claim. This includes how to submit your supporting documents.
6. Submit your claim.

After you submit your claim online, you will get a receipt. It will tell you:

- your claim submission was successful
- the ID number of your claim
- a link to track its progress.

You can track the progress of your claim online through your myGov account or your Express Plus Centrelink mobile app.

## Paper claim

If you cannot claim online, fill in and sign the **Claim for Special Benefit (SU004)** paper form. You can download the form at [servicessaustralia.gov.au/forms](https://servicessaustralia.gov.au/forms)

The claim form guides you through the questions and tells you what documents we need. This includes any other forms you may need to complete.

Return your completed form and all supporting documents in person at a service centre or post to:

**Services Australia**

**Centrelink**

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You will not be able to track the progress of your claim if you submit a paper form.

## Supporting documents for Special Benefit claim

When you claim Special Benefit, you must give us your:

- bank statements for the last 3 months for all your accounts, including overseas accounts. If you have a partner, we will also need bank statements for all their accounts
- Tax File Number
- Proof of Identity.

You may need to give us other documents as part of your claim. This depends on your situation and the questions we need to ask you.

## Claim decision

We will let you know the result of your claim. We will send an online letter to either your:

- myGov Inbox
- Centrelink online account
- Express Plus Centrelink mobile app.

If you do not get online letters, we will send you a letter in the mail.

You can ask for a review if you do not agree with the decision we have made about your claim.

## Important information if your Special Benefit claim is granted

If you get Special Benefit, it may affect your eligibility for a permanent visa if you currently hold a Safe Haven Enterprise Visa (SHEV) Subclass 790 Visa. If you get family payments, your eligibility for a permanent visa will not be affected. For more information, go to the Department of Home Affairs website at [homeaffairs.gov.au](https://homeaffairs.gov.au)

We will send you a Health Care Card, which will help you get cheaper health services and medicines. For more information, go to [servicessaustralia.gov.au/concessioncards](https://servicessaustralia.gov.au/concessioncards)

## Mutual obligation requirements

If you get Special Benefit you may have mutual obligation requirements. These are approved tasks and activities you agree to do, to help you find a job. Your Job Plan lists these.

You need to go to appointments with your employment services provider and complete the activities in your Job Plan. If you don't do these things, your payment could be suspended and financial penalties may apply. For more information, go to **[servicessaustralia.gov.au/mutualobligation](https://servicessaustralia.gov.au/mutualobligation)**

You must tell us about any money you earn each fortnight. If you have a partner, you also need to tell us their income. If you or your partner do not earn any income, you still need to tell us your income was zero. If you do not let us know, we may pay you the wrong amount and this can result in a debt.

To get your first payment, you need to tell us about any money you and your partner earned for the past 2 weeks even if it is zero. You will not get your payment until you do this. For more information, go to **[servicessaustralia.gov.au/incomereporting](https://servicessaustralia.gov.au/incomereporting)**

You need to tell us if you:

- have combined funds of more than \$5,000
- start, stop or change jobs
- change address or your rent amount changes
- change your contact or bank account details
- separate from your partner or have a new partner
- have a baby or start or stop looking after a child
- change child care for your child
- have a child aged 16 or over who stops study
- are planning to leave Australia
- change your visa or residency status
- commence full time study
- have other changes such as experiencing family and domestic violence.

## Special Benefit review

We review your payment every 13 weeks to make sure you are still eligible and getting the right amount.

The review can be completed online through your myGov account. If you do not have a myGov account, a paper review form will be mailed to you. For each review, you must provide bank statements for the last 3 months for all accounts you have. If you have a partner, we will also need bank statements for all their accounts.

You must complete the Special Benefit review and submit all supporting documents by the due date or your Special Benefit payments will stop.

## For more information

- call the Special Benefit payment line **132 850** and let us know you need an interpreter. We will arrange one for free. For a list of our phone numbers, go to **[servicesaustralia.gov.au/phone-us](https://servicesaustralia.gov.au/phone-us)**
- call **131 202** to speak with us in your language about Centrelink payments and services
- call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services
- go to **[servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage)** where you can read, listen to or watch information in your language.
- go to **[servicesaustralia.gov.au/specialbenefit](https://servicesaustralia.gov.au/specialbenefit)** for more information in English.
- visit a service centre.

**Note:** calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

## Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It is your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.