



# Special Benefit ee Temporary Protection Visa Subclass 785 iyo Safe Haven Enterprise Visa Subclass 790 haysta

Haddii lagu siiyay Temporary Protection Visa (TPV) Subclass 785 ama Safe Haven Enterprise Visa (SHEV) Subclass 790, ma heli doontid mar dambe Status Resolution Support Services (SRSS) bixinta. Waxaa laga yaabaa inaad heli karto Special Benefit haddii ay dhaqaale xumo ku hayso.

Si aad u hesho Special Benefit, waa inaad:

- ay ku haysato dhibaato dhaqaale sababo ka baxsan awoodaada
- awoodin inaad kasbato wax ku filan oo aad ku taageerto naftaada iyo qoyskaaga
- awoodin inaad hesho lacag bixin kale oo ah income support payment (taageero dakhli ah)
- aan ka badnayn \$ 5,000 lacagta la heli karo.

Si loo hubiyo in lacag-bixinta ay ka bilaabankarto taariikhda ugu horreysa ee suuragalka ah, ku xareysa dalabkaaga dhammaan dukumiintiyada taageeraya sida ugu dhaqsaha badan.

Haddii aad leedahay ilmo ama carruur, waxaad dalban kartaa family payments (lacag-bixinnada qoyska). Wixii macluumaad dheeraad ah, booqo [servicesaustralia.gov.au/families](https://servicesaustralia.gov.au/families)

## Sida loo dalbado Special Benefit

Habka ugu fudud ee lagu dalbado waa khadka tooska ah. Waxaad ku sameyn kartaa tan akoonkaaga internetka ee Centrelink illaa **myGov**.

Haddii aadan haysan akoon khadka tooska ah myGov ama Centrelink, aad **my.gov.au** si aad u samaysato akoon.

Waxaad u baahan doontaa lambarkaaga Centrelink Customer Reference Number (CRN). Kaaga CRN wuxuu ku yaal warqado aan kuu soo dirnay ama kaadhkaaga dhimista, haddii aad mid leedahay.

Haddii aad leedahay qof la magacaabay oo waraaqo ah, iyaguna way kaa dalban karaan khadka tooska ah.

Caawinta myGov, waxaad wici kartaa **132 307** ama tag [servicesaustralia.gov.au/mygov](https://servicesaustralia.gov.au/mygov)

## Si aad u dalbato internetka

1. Gal myGov oo tag **Centrelink**.
2. Xullo **Payments and Claims** liiska, ka dibna **Claims**, ka dibna **Make a claim**.
3. Ka hooseeya **Other Payments**, xulo **Get started**.
4. Xullo **Apply for Special Benefit**
5. Ka jawaab dhammaan su'aalaha. Shaashad kasta waxay haysaa macluumaad kaa caawinaya inaad dhammaystirto sheegashada. Tan waxaa ka mid ah sida loo soo gudbiyo dukumintiyadaada taageeraya.
6. Gudbi sheegashadaada.

Ka dib markaad dalabkaaga ku gudbiso khadka tooska ah, waxaad heli doontaa rasiid. Waxay kuu sheegi doontaa:

- gudbinta dalabkaagii waa lagu guuleystay
- lambarka aqoonsiga ee sheegashadaada
- xidhiidh si loola socdo horumarkiisa.

Waad kala socon kartaa horumarka dalabkaaga khadka tooska ah adoo adeegsanaya koontadaada myGov ama barnaamijka Express Plus Centrelink moobiilkaaga.

## Codsi warqadeed

Haddii aadan ka dalban karin khadka tooska ah, buuxi oo saxiix foomka warqadda **Claim for Special Benefit (SU004)**. Waxaad ka soo dejisan kartaa foomka **servicesaustralia.gov.au/forms**

Foomka dalabku wuxuu kugu hagayaa su'aalaha wuxuuna kuu sheegayaa dukumiintiyada aan u baahan nahay. Tan waxaa ku jira foomam kasta oo kale oo aad u baahan karto inaad buuxiso.

Ku soo celi foomkaaga oo dhameystiran iyo dhammaan dukumiintiyada taageeraya shakhsi ahaan xarunta adeegga ama ku dheji:

**Services Australia**

**Centrelink**

**Reply Paid 7800**

**CANBERRA BC ACT 2610**

Ma awoodi doontid inaad la socoto horumarka dalabkaaga haddii aad soo gudbiso foom warqad ah.

## Dukumintiyada taageeraya sheegashada Special Benefit

Markaad dalbato Special Benefit, waa inaad na siisaa taada:

- Xisaabaadka bangiga ee 3-dii bilood ee ugu dambaysay dhammaan akoonnadaada, oo ay ku jiraan xisaabaadka dibedda. Haddii aad leedahay lammaane, waxaan sidoo kale u baahan doonnaa bayaannada bangiyada ee dhammaan akoonadooda
- Lambarka Faylka Cashuurta
- Cadaynta Aqoonsiga.

Waxaad u baahan kartaa inaad na siiso dukumiintiyada kale oo qayb ka ah dalabkaaga. Tani waxay kuxirantahay xaaladaada iyo su'aalaha aan ubaahanahay inaan kuweydiino.

## Go'aanka sheegashada

Waan kula socodsiin doonnaa natiijada dalabkaaga. Waxaan kuugu soo diri doonnaa warqad midkood:

- myGov Inbox
- Centrelink koontada khadka tooska ah
- Express Plus Centrelink abka mobilka.

Haddii aadan helin waraaqaha khadka tooska ah, waxaan warqad kuugu soo diri doonnaa boostada.

Waad codsan kartaa dib u eegis haddii aadan ku raacsaneyn go'aanka aan ka gaarnay dalabkaaga.

## Macluumaad muhiim ah haddii Special Benefit sheegashadaada la siiyo

Haddii aad hesho Special Benefit, waxay saamayn ku yeelan kartaa u-qalmitaankaaga fiiso joogto ah haddaad hadda haysato Safe Haven Enterprise Visa (SHEV) Subclass 790 Visa. Haddii aad hesho lacagta qoyska, xaq u yeelashadaada fiiso joogto ah saameyn kuma yeelan doonto. Wixii macluumaad dheeraad ah, ka eeg websaydhka Department of Home Affairs ee ku taal [homeaffairs.gov.au](http://homeaffairs.gov.au)

Waxaan kuu soo diri doonaa Health Care Card, kaas oo kaa caawin doona inaad hesho adeegyo caafimaad oo jaban iyo daawooyin. Wixii macluumaad dheeraad ah, ka eeg [servicessaustralia.gov.au/concessioncards](http://servicessaustralia.gov.au/concessioncards)

### Mutual obligation requirements (Shuruudaha waajibaadka iswada saaran)

Haddii aad hesho Special Benefit waxa laga yaabaa inaad leedahay shuruudaha waajibaadka wadaagga ah. Kuwani waa hawlo la oggolaaday iyo hawlo aad oggoshahay inaad qabato, oo kaa caawinaya inaad shaqo hesho. Kaaga Job Plan ayaa liis garaya kuwan.

Waxaad ubaahantahay inaad balamaha aado bixiyahaaga adeega shaqo bixiyaha oo aad kadirto howlaha kujira Job Plan. Haddii aadan sameyn waxyaalahan, lacagtaada waa la laali karaa waxaana laga yaabaa in lagu xukumo ciqaab maaliyadeed. Wixii macluumaad dheeraad ah, booqo [servicessaustralia.gov.au/mutualobligation](http://servicessaustralia.gov.au/mutualobligation)

Waa inaad noo sheegtaa wixii lacag ah ee aad kasbato labadii toddobaadba mar. Haddii aad leedahay lammaane, waxaad sidoo kale u baahan tahay inaad noo sheegto dakhligooda. Haddii adiga ama qofka aad nolosha la wadaagto aadan shaqeysan wax dakhli ah, weli waxaad u baahan tahay inaad noo sheegto inuu dakhligaagu eber ahaa. Haddii aadan noo soo sheegin, waxaa laga yaabaa inaan ku siino qaddar khaldan tanina waxay kuu horseedi kartaa deyn.

Si aad u hesho lacagtaada ugu horreysa, waxaad u baahan tahay inaad nooga sheegto wixii lacag ah ee aad adiga iyo lammaanahaagu kasbateen labadii toddobaad ee la soo dhaafay xitaa haddii ay eber tahay. Ma heli doontid lacagtaada illaa aad tan ka samaysid. Wixii macluumaad dheeraad ah, booqo [servicessaustralia.gov.au/incomereporting](http://servicessaustralia.gov.au/incomereporting)

Waxaad u baahan tahay inaad noo sheegto haddii aad:

- ay isku darsadeen lacag ka badan \$ 5,000
- shaqo bilow, jooji ama beddel
- badal cinwaanka ama lacagta kiradaada oo isbadala
- bedesho faahfaahinta xiriirkaaga ama akawka bangigaaga
- Kala tagtaan lammaanahaaga ama aad yeelato lamaane cusub
- ilma dhashid ama bilow ama joojisid xanaaneynta ilme
- bedel daryeelka ilmahaaga
- aad leedahay ilma da'diisu tahay 16 ama ka weyn oo joojiya waxbarashada
- ayaa qorsheynaya inay ka tagaan Austaraliya
- bedeshid fiisahaaga ama sharcigaaga degenaanshaha
- bilow waxbarasho waqti buuxa ah
- yeelid isbeddelo kale sida inaad la kulanto rabshad guri iyo mid qoys.

## Special Benefit dib u eegista

Waxaan dib u eegis ku sameynaa lacag bixintaada 13 usbuuc kasta si aan u hubino inaad wali xaq u leedahay oo aad helayso qaddarka saxda ah.

Dib-u-eegista waxaa lagu dhammaystiri karaa khadka tooska ah ee akawkaaga myGov. Haddii aadan haysan akawon myGov, foomka dib-u-eegista warqadda ayaa lagu soo diri doonaa. Dib-u-eegid kasta, waa inaad keentaa bayaannada bangiga 3-dii bilood ee la soo dhaafay dhammaan xisaabaadka aad hayso. Haddii aad leedahay lammaane, waxaan sidoo kale u baahan doonaa bayaannada bangiyada ee dhammaan akawonadooda.

Waa inaad dhammaystirtaa Special Benefit dib-u-eegista oo aad soo gudbisaa dhammaan dukumintiyada taageeraya taariikhda ugu dambaysa ama Special Benefit lacagahaaga ayaa joogsan doona.

## Wixii macluumaad dheeraad ah

- wac khadka Special Benefit khadka lacag bixinta **132 850** oo noo soo sheeg inaad u baahan tahay turjubaan. Waxaan kuu diyaarin doonaa mid bilaash ah. Liiska lambarrada taleefannadeena, booqo **[servicessaustralia.gov.au/phone-us](https://servicessaustralia.gov.au/phone-us)**
- wac **131 202** si aad noogula hadashid luuqadaada ku saabsan Centrelink bixinta iyo adeegyada
- wac Translating and Interpreting Service (TIS National) taleefanka **131 450** si aad noogula hadashid luuqadaada wax ku saabsan Medicare iyo Child Support iyo adeegyada
- tag **[servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)** halkaasoo aad ka akhrisan karto, ka dhageysan karto ama ka daawan karto macluumaadka ku qoran luuqadaada.
- booqo **[servicessaustralia.gov.au/specialbenefit](https://servicessaustralia.gov.au/specialbenefit)** si aad u heshid macluumaad dheeraad ah oo Ingiriis ah.
- booqo xarun adeeg.

**Fiiro gaar ah:** wicitaanada taleefanka gurigaaga ee ku socda nambarka '13' meel kasta oo Australiya ka mid ah waxaa lagu qaadaa qiime go'an Heerkaasi wuu ku kala duwanaan karaa qiimaha wicitaanka maxalliga ah wuxuuna sidoo kale ku kala duwanaan karaa kuwa bixiya adeegga taleefanka. Telefoonada gurigaaga laga waco '1800' waa lacag la'aan. Wicitaanada ka imanaya dadweynaha iyo taleefoonada gacanta waxaa laga yaabaa inay ku dhacaan wakhti qiimahoodana sarreeyo.

## Afeef

Macluumaadka ku jira daabacaadan waxaa loogu talagalay oo kaliya hagitaan ku saabsan lacag-bixinta iyo adeegyada. Waa masuuliyadaada inaad go aansato haddii aad rabto inaad dalbato lacag bixin iyo inaad sameyso codsi ku saabsan xaaladahaaga gaarka ah.



# 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**

**Reply Paid 7800.**

**CANBERRA BC ACT 2610**

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.