



# Special Benefit

## Special Benefit or baabote

Tuñúi Special Benefit faibar kabel óitfaro, zodi tuñúi foicáhorir mockil ot táko.

Special Benefit faibólla, tuñáttú wáaforibo:

- oinno amodonir modoti thiñya faibar nakabel
- foicáhorir mockil ot, tuñár kabur baáre wojá ókkol ór zoriya
- tuñúar nizoré ar tuñár fémili ré saái faroode hédun hamaibár nakabel
- zuhar aséde fándh ókkol ot \$5,000 óttu aró beec náí.

Tuñár kabeliyot oré tadárot goríbólla, sáñat dooni habosfonna ókkol beggún loi zeddúr joldi faro tuñár dabi tuló. Zodi tuñáttu fuwa oggúa yáto beec táke, fémilir thiñya diyar ekkán dabi tuñúi goríbar kabel. English ot beec maalumat ollá, zaisó [servicesaustralia.gov.au/families](https://servicesaustralia.gov.au/families)

## Keén gorí Special Benefit dabi goríbo

Tuñúi Special Benefit dabi gorífaribá onláin yáto ekkán habosi fórom fura goríyore.

### Onláin dabi

myGov ot Centrelink óttu tuñúi onláin dabi gorífaribá. Zodi tuñáttu myGov ekóun notáke, [my.gov.au](https://my.gov.au) ottu oggúa bano tarfore Centrelink óre lagaido. myGov ham or kaádh ókkol becí zuban ókkol ot zuhar asé myGov ekóun kúlite manúic or modot goríbolla. Beec maalumat ollá zaisó [servicesaustralia.gov.au/mygovguides](https://servicesaustralia.gov.au/mygovguides)

Tuñár myGov ekóun ot Centrelink óre lagai dibollá, tuñáttu oggúa Centrelink Customer Reference Number (CRN) lagibó. Zodi tuñáttu oggúa CRN notáke, myGov ot tuñár foriso diyoré tuñúi oggúa hásel gorífaribá.

**“I don’t have or don’t know my CRN”** (“Añáttu CRN náí yáto añái nosiní”) ré basó. Tarfore **“I want to prove my identity through myGov”** (“Añái myGov ot nizor foriso sábut dibollá saáir”) zehón tuñúi Centrelink lagai diba.

myGov ot gólite yáto estemal goríte modot ollá, **132 307** ot koól goró ar **Ekteyar 1** basó yáto [servicesaustralia.gov.au/mygov](https://servicesaustralia.gov.au/mygov) ot zoo.

### Dabi goríbolla

Tuñár myGov ekóun ot gólo ar tuñár lagaiyat hédmot ókkol óttu **Centrelink** basó. **Thiñya Diya Ókkol ar Dabi Ókkol** óre basó, tarfore **Ekkán Dabi Goró** óre ar súal ókkol ór fisá zoo. Sáñat dooni habosfonna ókkol tulídito nofoóráiyo. Borsóbbat **Habosfonna ókkol tulído** óttu tuñúi hían gorífaribá.

Dorhari habosfonna ókkol beggún tulí di baade, tuñúi tuñár dabi gosái difaribá. Tuñár dabir age zaa ré tuñúi saáifaribá myGov yáto Express Plus Centrelink app óttu.

Dabi goríte yáto tuñár myGov loi Centrelink óre lagai dite modot ollá, **132 307** ot koól goró ar **Ekteyar 3** basó.

## Habosi dabi

Zodi tuñúi onláin dabi gorí nofaró, habosi fórom Claim for Special Benefit (SU004) óre fura gorí dostok do. Tuñúi fórom gán lamai faribá entú: [servicesaustralia.gov.au/forms](https://servicesaustralia.gov.au/forms)

Dabi fórom é tuñáre súal ókkol or zoriya rasta deháiibo. Hían é tuñáre aró hoibó deki tuñár dabir sáñte tuñáttu honhon habosfonna lagibó, oinno honó fórom ókkol cóo ziín tuñáttu fura gorá foritfare.

Zodi tuñúi ekkán habosi fórom gosáido, tuñár dabir age zaa ré tuñúi saái nofaribá.

## Thiñya diya yáto tallukat ollá zimma diya

Tuñár bодоilla mamela goríbólla tuñúi honó manuic yáto tonzím óre rakí faribá. Añára loi koól goríbólla, ham goríbólla ar tuñálla thiñya loibólla tuñúi hítararé ejazot difaribá.

Tuñúi añáraloi hámicá hotá hoóifaribá. Tuñáre modot goríbólla kiyóre raká ye tuñáre norukíbo añáráre súal ókkol fusár goróon, añáráre maalumát doon yáto onláin tuñár tofsil ókkol lootfoon óttu.

English ot beec maalumát ollá zaisó [servicesaustralia.gov.au/nominees](https://servicesaustralia.gov.au/nominees)

## Dabir fáisela

Añára tuñáre zanai diyum tuñár dabir notija. Tuñár myGov Inbox yáto Express Plus Centrelink mubáil app ottu tuñár Centrelink ciñçi onláin tuñúi saáifaribá. Zodi tuñár ciñçi ókkol tuñúi onláin saái nofaró, tuñár hañsé añára maalumát difeçáiyum.

Fáisela gán loi tuñúi razi noóile, tuñár dabi ré dubara saibólla tuñúi súal gorí faribá.

## Zodi añára tuñár Special Benefit dabi bokcíc goríle

### Special Benefit dubara saá

Fotti 13 háftat añárar tuñár thiñya diya ré dubara saái thiñya diyar wore tuñúi 12 mac táki baade, oggúa bosóri dubara saá añára fura gorí tuñúi aijó hókdar asó né ar sóiyi emón foómne taákid goríbólla.

Tuñár myGov ekóun ottú tuñúi dubara saáni ré onláin fura gorífaribá. Zodi tuñáttu myGov ekóun notáke, dubara saáni habosi fórom ekkán tuñár hañsé dhak loi difeçáiyum. Dubara saáni fotti ekkán ólla, tuñáttu añáráre maalumát diya foribó tuñár halabostá ókkol ót zehonó bodolani ókkol or babote ziín é tuñár thiñya diyat asór gorítfare. Tuñár adde tuñár córikdar ór beéng or boyan nama ókkol añára tuñáttu saáit fari.

Zoruri tarík or bútoe tuñáttu Special Benefit dubara saáni ar sáñat dooni habosfonna ókkol beggún zoma gorá foribó amóile tuñár Special Benefit thiñya diya ókkol tíyaizaibo.

## Apósi zimmarir zoruriyat

Special Benefit faar abostát, tuñáttu apósi zimmarir zoruriyat ókkol tákitfare. Tuñár diya ókkol óre hásel gorá baki rakíbólla, iín óiye tuñáttu gorá foribóde hodín hazhormo ókkol, zeén neki ham

tuwa. Yaán maáni Special Benefit faar abostát ham tuwoon gán óre tuñár vízar kisím e tuñár wore laazemi gorítfare.

Zodi tuñúi ciz ókkol hiin nogoró, añára tuñár thiñya diya ré bon gorít fari, ar thiñyar sásti ókkol félaifari.

Zodi tuñúi thiñya hamo, tuñáttu añárare huwá foribó fotti adá mac ot tuñúi muth amodoni hodún foode. Muth amodoni maáni theéx adde oinno zimma ókkol ór baade muth hamazade foicár mikdar. Zodi tuñáttu córikdar táke, tuñáttu añárare huwá foribó hítarar muth amodoni yó.

Zodi tuñúi yáto tuñár córikdar é honó amodoni nohamo, toó tuñáttu añárare huwá foribó zodi tuñár amodoni ebere no accíl. Zodi tuñár amodoni ar oinno bodolani ókkol ór babote añárare nohoó, añára tuñáre becá becí difélatfari ar tuñáttu thiñya hiin wafes diya foribó.

Zehón tuñúi nizer amodonir adámací repot goró, tuñáttu añárare huwa foribó tuñár hálabostá ókkol ot honó bodolanir babote. Eçé cáamel asé:

- vízar bodola ókkol yáto ekamar abostár bodola ókkol
- milaiya fándh ókkol \$5,000 óttu beec táka
- soori ókkol cúru, céc gorá yáto bodola
- thíkana bodola yáto tuñár gór bára bodola
- tuñár talluk yáto beéng ekóun or tofsil ókkol bodola.

Tuñár hálabosatá ókkol ór buniyad or wore apósi zimmadari ókkol ót hodún bat ókkol asé.

English ot beec maalumat ollá zaisó [servicesaustralia.gov.au/mutualobligation](https://servicesaustralia.gov.au/mutualobligation)

## Beec maalumat ollá

- Centrelink thiñya diya ókkol ar hédmot ókkol ór babote tuñár zuban ot añára loi hotá hoibólla **131 202** ot koól goró
- Zaisó [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) zeçé tuñúi nizer zuban ot maalumat forí, fúni ar saái faribá
- Zaisó [servicesaustralia.gov.au/specialbenefit](https://servicesaustralia.gov.au/specialbenefit) English ot beec maalumat ollá
- Medicare ólla **132 011** ot ar Child Support (Fuwaíndór Modot) ollá **131 272** ot koól goró . Zodi tuñáttu buzái doiya lage, añárare zanai diyo, ar añára maana ekzon bandubos goríyum
- Ekkán hédmoti morkoz or ziyarot goró.

Tuñár górgua phún óttu ‘13’ nombór ókkol ót Australiar zehonó mikká ttú koól ókkol ore oggúaa háas dame dam dóra zaitare. Oggúaa mokami koól or dam loi dor híba forók óitfare ar thelifún hédmot doiya ókkol ór dormiyat ot forók óitfare. Tuñár górgua phún óttu ‘1800’ ot koól ókkol maana. Umumi ar munáil phún ókkol óttu koól ókkol ór thaim gonazaibo ar usol dame dam dóra zaitfare.

## Bezimmadari

Fóilani yaán ot cáamel aséde maalumat ore seróf thiñya diya ókkol ar hédmot ókkol ór raábárir wasté erada gorá giyyéde. Oggúaa thiñya diyar dorhás gorár arzu goríba né ar tuñár húsusi hálabosta ókkol or babote ekkán dorhás goríbane fáisela gorá tuñár zimmadari.



# Special Benefit

## About Special Benefit

You may be able to get Special Benefit if you are in financial hardship.

To get Special Benefit, you must:

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

To test your eligibility, lodge your claim with all requested supporting documents as soon as possible. If you have a child or children, you may be able to make a claim for family payments. For more information in English, go to [servicessaustralia.gov.au/families](https://servicessaustralia.gov.au/families)

## How to claim Special Benefit

You can claim Special Benefit online or by completing a paper form.

### Online claim

You can claim online with Centrelink through myGov. If you do not have a myGov account, create one at [my.gov.au](https://my.gov.au) and then link Centrelink. There are myGov task cards available in many languages to help people create a myGov account. For more information, go to [servicessaustralia.gov.au/mygovguides](https://servicessaustralia.gov.au/mygovguides)

To link Centrelink to your myGov account, you will need a Centrelink Customer Reference Number (CRN). If you do not have a CRN, you can get one by proving your identity through myGov.

Select “**I don’t have or don’t know my CRN**”. And then “**I want to prove my identity through myGov**” when you link Centrelink.

For help using or signing in to myGov, call **132 307** and select **Option 1** or visit [servicessaustralia.gov.au/mygov](https://servicessaustralia.gov.au/mygov)

To claim

Sign in to your myGov account and select **Centrelink** from your linked services. Select **Payments and Claims**, then **Make a Claim** and follow the questions. Do not forget to upload supporting documents. You can do this from **Upload documents** from the homepage.

After uploading all the required documents, you can submit your claim. You can track the progress of your claim through myGov or the Express Plus Centrelink app.

For help with claiming or linking Centrelink to your myGov account, call **132 307** and select **Option 3**.

### 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. It also tells you which documents you must provide with your claim including any other forms you may need to complete.

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

## **Payment and correspondence nominees**

You can have someone or an organisation deal with us on your behalf. You can authorise them to call us, update, act or get payments for you.

You can always speak with us. Having someone to help you does not stop you from asking us questions, giving us information or accessing your details online.

For more information in English, go to [servicessaustralia.gov.au/nominees](https://servicessaustralia.gov.au/nominees)

## **Claim decision**

We will let you know the result of your claim. You can view your Centrelink letter online through your myGov Inbox or the Express Plus Centrelink mobile app. If you do not get your letters online, we will post information to you.

If you do not agree with the decision, you can ask for a review of your claim.

## **If we grant your Special Benefit claim**

### **Special Benefit review**

We review your payment every 13 weeks. After you have been on the payment for 12 months, we complete an annual review to make sure you are still eligible and getting the right amount.

You can complete the review online through your myGov account. If you do not have a myGov account, we will mail a paper review form to you. For each review, you must give us information about any changes in your circumstances that could affect your payment. We may ask for bank statements for you and your partner.

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

### **Mutual obligation requirements**

While getting Special Benefit you may have mutual obligation requirements. These are activities you must do to keep getting your payment, such as looking for work. This means your visa type may need you to look for work while getting Special Benefit.

If you do not do these things, we may stop your payments and apply financial penalties.

If you earn money, you must tell us the gross income you get paid each fortnight. Gross income is the total amount earned before tax or other deductions. If you have a partner, you also need to tell us their gross income.

If you or your partner do not earn any income, you still need to tell us if your income was zero. If you do not tell us about your income and any changes, we may pay you too much and you will need to pay this money back.

When you report your income fortnightly, you must tell us of any change in your circumstances. This includes:

- visa changes or residency status changes
- 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.

There are some exemptions from mutual obligations depending on your circumstances.

For more information in English visit [servicessaustralia.gov.au/mutualobligation](https://servicessaustralia.gov.au/mutualobligation)

## For more information

- Call **131 202** to speak with us in your language about Centrelink payments and services
- Go to [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage) where you can read, listen to or watch information in your language
- Go to [servicessaustralia.gov.au/specialbenefit](https://servicessaustralia.gov.au/specialbenefit) for more information in English
- Call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free
- Visit a service centre.

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.