



Social Security Agreement between Australia and Croatia

Australia's social security system

Australia's social security system is different to most other countries. Each person's pension is paid by the Australian Government out of general funds, rather than through contributions paid into a social insurance fund. For this reason, Australian pensions are income and asset tested.

You will have to tell us about all of your, and if you have a partner¹, your partner's¹ income and assets if you want to claim an Australian pension.

How does the agreement help you?

If you live in Australia, Croatia, or another specified agreement country⁵, the agreement generally allows you to submit a claim for an Australian or Croatian payment. It also allows you to add together your periods of residence in Australia and periods of social security coverage in Croatia, so you can meet any minimum requirements for payment.

Australian payments

We make all decisions about Australian payments.

Who can get an Australian payment?

To qualify under the agreement, you generally need to meet the following basic requirements:

Australian payment	Basic qualifications:
Age Pension	<ul style="list-style-type: none">You must be over the qualifying age (refer to servicesaustralia.gov.au/agepension for details), andyour total Australian residence² combined with your period(s) of coverage in Croatia must add up to at least 10 years.
Disability Support Pension	<ul style="list-style-type: none">you must have a disability, or be permanently blind, andyour disability/blindness occurred must while you were living in Australia. <p>OR</p> <ul style="list-style-type: none">you must have a disability, or be permanently blind, andyour total Australian residence² combined with your period of coverage in Croatia must add up to at least 10 years.

Notes:

- There may be additional requirements you need to meet before you can be paid.
- If you live outside Australia when you claim, you generally need at least 12 months Australian Working Life Residence², of which 6 months must be in one period.
- We cannot be sure if you will get a payment, until you submit a claim and your circumstances are taken into account. It is your responsibility to decide whether you submit a claim for payment or not.

How do I claim an Australian payment?

If you are in:	
Australia	To get a claim form: <ul style="list-style-type: none"> • you need a myGov account linked to your Centrelink online account, or • print and complete a <i>Claim for Age Pension and Pension Bonus</i> form from servicesaustralia.gov.au/sa002 and the <i>Income and Assets</i> form from servicesaustralia.gov.au/sa369, or • call us on the Older Australians line⁴.
	To lodge a claim form: <ul style="list-style-type: none"> • upload via myGov, or • you can give your claim form and any supporting documents to us by mail⁴ or by visiting your nearest Services Australia Service Centre.
Croatia	To get a claim form: <ul style="list-style-type: none"> • contact the Croatian social insurance agency³, or • call us on the International Services line⁴, or • print and complete a <i>Claim for Australian pension from an agreement country</i> form from servicesaustralia.gov.au/aus140
	To lodge your claim form: <ul style="list-style-type: none"> • take your claim form and any supporting documents to any Croatian social insurance agency office³.
Another specified agreement country⁵	To get a claim form: <ul style="list-style-type: none"> • call us on the International Services line⁴, or • print and complete a <i>Claim for Australian pension from an agreement country</i> form from servicesaustralia.gov.au/aus140
	To lodge your claim form: <ul style="list-style-type: none"> • take your claim form and any supporting documents to any social insurance agency office in that country.

Claims for Australian payments can generally be submitted up to 13 weeks early. You must submit your claim form and *all supporting documents* at the same time. If you do not do this your claim may not be accepted.

Croatian payments

The Croatian social insurance agency makes all decisions about Croatian payments. For more information about Croatian payments, you should contact the Croatian social insurance agency³.

Who can get a Croatian payment?

To see if you can get a Croatian Old Age Pension, Anticipatory Pension, Disability Pension or Survivor's Pension you will need to refer to the website of the Croatian social insurance agency³.

How do I claim a Croatian payment?

If you are in:	
Australia	To get a claim form: <ul style="list-style-type: none"> • call us on the International Services line⁴.
	To lodge your claim form: <ul style="list-style-type: none"> • take your claim form and any supporting documents to your nearest Services Australia Service Centre, or • return your claim form and any supporting documents to us by mail⁴.
Croatia	To get a claim form: <ul style="list-style-type: none"> • follow any instructions on the website of the Croatian social insurance agency³, or • contact the Croatian social insurance agency³.
	To lodge your claim form: <ul style="list-style-type: none"> • follow any instructions on the website of the Croatian social insurance agency³, or • take your claim form and any supporting documents to a Croatian social insurance agency office³.

For more information

If you need more information, contact us⁴ for free help and advice.

Footnote	Information
1. Definition of a partner	<p>You have a partner if we consider you a member of a couple. We consider you a member of a couple if you're:</p> <ul style="list-style-type: none"> • married • in a registered relationship • in a de facto relationship. <p>A registered relationship is where your relationship is registered under a law of an Australian state or territory.</p> <p>If your relationship is registered outside Australia, we do not recognise it as a registered relationship. You can use it as evidence for a de facto relationship. A de facto relationship is where you and your partner are in a relationship similar to a married couple but are not married or in a registered relationship.</p>
2. Australian residence/Australian Working Life Residence	<p>'Australian residence' means periods when you were residing in Australia as an Australian citizen or Australian permanent visa holder.</p> <p>Australian residence at any time is used to qualify for an Australian payment.</p> <p>'Working Life Residence' is period/s of Australian residence between the ages of 16 and Australian Age Pension age only</p>

Footnote	Information	
3. Croatian social insurance agency contact details	Hrvatski Zavod za Mirovinsko Osiguranje Područna Služba u Zagrebu Tvrtkova 5 10000 Zagreb CROATIA	Website: mirovinsko.hr Phone: +385 1 4595 750 Fax: +385 1 4595 543
4. Services Australia contact details	Centrelink International Services Services Australia PO Box 7809, Canberra BC, ACT, 2610 AUSTRALIA	Website: servicesaustralia.gov.au Phone: <ul style="list-style-type: none"> • +61 3 6222 3455 International Services (from outside Australia only) • 132 300 Older Australians line (from Australia only) • 131 673 International Services (from Australia only) Fax: +61 2 6124 8813 Note: Call charges apply. Calls from mobile phones may be charged at a higher rate.
5. Another specified agreement country	Claims under the Croatian Agreement can be lodged with the authorities in Austria, Belgium, Canada, Chile, Croatia, Cyprus, Germany, Hungary, Ireland, Italy, Korea (Republic of), Malta, the Netherlands, Norway, Portugal, Slovenia or Spain.	

Disclaimer

The information contained in this publication is intended only as a guide to payments and services available.

The information in this factsheet is accurate as at November 2022. If you use this publication after that date, please check with us that the details are up to date.