



MH17 Family Support Package

(for a person 16 years and over)



The MH17 Family Support Package is a payment to help the families of Australian victims, of the downing of Malaysia Airlines flight MH17, to travel to the Netherlands to observe or participate in the Dutch national prosecution scheduled to commence on 9 March 2020.

Who is eligible for assistance?

You may be eligible to receive this payment if you are a family member of an Australian, or a person with close links to Australia, who died as a result of the downing of Malaysia Airlines flight MH17, on 17 July 2014, and you want to observe or participate in trial proceedings in the Netherlands.

The assistance is limited to 1 trip in each financial year for up to 2 family members for each Australian victim – for more information, see ‘Definition of key terms – Australian victim’ in the **Notes** (page 5). This will be for the duration of the trial proceedings or until available funding is exhausted, whichever is first.

Each family member must submit a separate claim for each trip. Different family members can travel on different occasions.

Where more than 2 family members apply for financial assistance in a financial year, we will apply the family member hierarchy. For more information, see ‘Definition of key terms – Family member hierarchy’ in the **Notes** (page 5).

If you are a child under 16 years of age and would like to make a claim, your legal guardian will need to complete the **MH17 Family Support Package (for a child under 16 years) (EM199)** form. They must submit the claim on your behalf.

What does the package cover?

The package includes a payment to help with the costs of travel and an allowance to help with the costs of being in the Netherlands.

If you require a support person to travel with you, financial assistance for the support person may be given under special circumstances.

How much is paid?

Funding is available for up to 3 occasions. Payment, to each eligible family member, will be:

- a travel payment of up to **\$2,000** to help with the costs of your airfares, insurance and ground transport to attend the trial, and
- a living allowance payment (to include the cost of your accommodation) of up to **\$210** per night, capped at **\$1,500**.

Note: The travel payment is only available to eligible family members who live outside of the Netherlands. You may still be eligible for a living allowance payment if you live in the Netherlands.

The MH17 Family Support Package will be considered a tax free payment for tax purposes and does not affect your entitlement to receive payments under the *Social Security Act 1991*.

Booking travel and accommodation

The Australian Government will not make travel arrangements on your behalf. You will be required to make your own travel arrangements, including flights, accommodation and travel insurance.

When to claim

For travel to the Netherlands between 1 March and 30 June 2020 to observe or participate in the start of the trials on 9 March 2020, the claiming period has now closed. For travel to the Netherlands to observe or participate in the trials between 1 July 2020 and 30 June 2021, you need to submit a separate application between 1 March and 30 April 2020. Should the trials continue longer, funding for a third trip is available. The table below details when applications for travel will need to be submitted.

Travel period	For travel occurring between	Claims must be submitted between
1	1 March 2020 and 30 June 2020	Claiming period has now closed. We may accept late claims in special circumstances.
2	1 July 2020 and 30 June 2021	1 March 2020 to 30 April 2020
(if required) 3	1 July 2021 and 30 June 2022	1 March 2021 to 30 April 2021

The MH17 Family Support Package will end once the prosecution proceedings have ended or the allocated funding is exhausted, whichever is first.

To help you decide when you would like to travel to the Netherlands to observe or participate in the trials, you should monitor the Australian Federal Police MH17 communications portal (<http://incidents.afp.gov.au/mh17>) and the Dutch court's website (<https://www.courtmh17.com>).

Late claims

If a claiming period has closed, we may accept late claims in special circumstances. Please call **1800 517 382**. If you are outside Australia, call (+61 2) **2866 5659**.

How will payments be made?

Payments will be made to a bank, building society or credit union account held in your name. A joint account is acceptable. If you do not have an account please contact Services Australia on **1800 517 382** about alternative arrangements. If you are outside Australia, call (+61 2) **2866 5659**. If you have a non-Australian bank account, a representative from Services Australia will contact you to discuss your options.

Continued

What will I need to provide?

You will need to provide evidence to confirm your relationship with the Australian victim. Examples of evidence include:

- a birth/marriage/adoption certificate
- joint bank account statements, or
- lease agreements.

Before we can pay you, we need you to confirm your identity. To confirm your identity, you will need to provide one document from **EACH** of the 3 categories below:

- Commencement of identity (for example, an Australian passport, birth or citizenship certificate)
- Primary Use in Community (for example, a driver licence or proof of age card)
- Secondary Use in Community (for example, an ATM/bank card or educational certificate).

For a list of acceptable documents, go to **servicessaustralia.gov.au/identity**

If you are an Australian citizen living outside of Australia, you will need to provide an Australian Consulate certified copy of the above documents to support your claim.

If you are a Foreign National living outside Australia, you will need to provide an Australian Consulate certified copy of the following identity documents to support your claim:

- valid passport, and
- birth certificate.

For more information, see 'Definition of key terms – Foreign National' in the **Notes** (page 5).

Note: If you have received a payment for a previous travel period, you do not need to provide any of these documents again.

Change of circumstances

If there are any changes in your circumstances, you should call us on **1800 517 382** or if you are outside Australia, call (+61 2) **8566 5659** **within 14 days** of the change(s) occurring.

Returning your form

Check that all required questions are answered and that the form is signed and dated. Please make sure any documentation you send in with your claim is clearly identified with your name.

You can return this form and any supporting documents:

- **by post**

within Australia by sending them to:

**Services Australia
Emergency Processing Centre
Reply Paid 7815
CANBERRA BC ACT 2610**

from outside Australia by sending them to (costs apply):

**Services Australia
Emergency Processing Centre
PO Box 7815
CANBERRA BC ACT 2610
Australia**

- **by fax** – **1300 727 760** or if you are outside Australia (+61) **1300 727 760**
- **in person** by attending your nearest service centre, agent or access point. To find a location, go to **servicessaustralia.gov.au/findus**

Important information

Department of Foreign Affairs and Trade (DFAT) travel advice

Before travelling you should:

- consider the current Department of Foreign Affairs and Trade (DFAT) travel advice for the Netherlands, and
- check for updates to the travel advice up to and immediately before you travel, by going to **smartraveller.gov.au**

When in the Netherlands, you should continue to monitor the travel advice by going to **smartraveller.gov.au** or by calling the Australian Government 24-hour consular assistance on (+61 2) **6261 3305** and speaking to a consular officer. Services Australia will not provide travel advice.

Travel insurance

If you receive payment under this package, you are required to have travel insurance when in the Netherlands to observe or participate in the trials.

Keep travel documentation

You must keep all relevant travel documentation for a period of 5 years. This includes original receipts for accommodation and flights as proof of attendance. While you **do not** need to provide this information with this claim, Services Australia may request proof of travel at a later date.

Centrelink payments while travelling outside Australia

If you are receiving other payments or services from Services Australia, there are rules that cover how travelling outside Australia may affect your payments. Please call us before you leave to discuss how travelling outside Australia may affect your payments.

For more information

Go to **servicesaustralia.gov.au/mh17familysupport**

Call us on **1800 517 382**. If you are outside Australia (+61 2) **8566 5659**.

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

To speak to us in other languages, call **131 202**.

Note: Call charges may apply.

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



Family and domestic violence

If you are affected by family and domestic violence, there is help available. Call **132 850** Monday to Friday, 8 am to 5 pm local time, and ask to speak to a social worker.

For more information, go to servicessaustralia.gov.au/domesticviolence or if you are in immediate danger, call **000**.

Definition of key terms

Australian victim

For the purposes of this payment, the term Australian victim is an Australian citizen or permanent resident, or an individual with close links to Australia, who died as a result of the downing of Malaysia Airlines flight MH17, on 17 July 2014.

Family member hierarchy

A hierarchy of family members will be applied when assessing multiple claims.

The hierarchy applied is:

- 1) Partner
- 2) Child
- 3) Parent
- 4) Sibling
- 5) Step-parent (as at 17 July 2014)
- 6) Step-sibling (as at 17 July 2014)
- 7) Other family relationship

Foreign National

For the purposes of this payment, the term Foreign National is any person who is not residing in Australia and who is not an Australian citizen.

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Filling in this 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. You do not need to answer the questions in between.

1 Do you need an interpreter when dealing with us?

This includes an interpreter for people who have a hearing or speech impairment.

No Go to 4

Yes Go to next question

2 What is your preferred spoken language?

3 What is your preferred written language?

4 Are you a family member of an Australian or an individual with close links to Australia, who died as a result of the downing of Malaysia Airlines flight MH17, on 17 July 2014?

No You may not be eligible – for more information, see ‘Who is eligible for assistance?’ in the **Notes** (page 1).

Yes Go to next question

5 Do you live in the Netherlands?

No Go to next question

Yes You may not be eligible for all payments under the **MH17 Family Support Package** – for more information, see ‘How much is paid?’ in the **Notes** (page 1).

6 Are you travelling to the Netherlands to observe or participate in the MH17 Dutch national prosecution?

No You may not be eligible – for more information, see ‘Who is eligible for assistance?’ in the **Notes** (page 1).

Yes Go to next question

7 Read this before answering the following question.

For travel to the Netherlands between 1 March and 30 June 2020 to observe or participate in the start of the trials on 9 March 2020, the claiming period has now closed. For travel to the Netherlands to observe or participate in the trials between 1 July 2020 and 30 June 2021, you will need to submit a separate application between 1 March and 30 April 2020. Should the trials continue longer, funding for a third trip is available. If you submit a claim outside of the lodgement periods, you will be asked to re-submit your claim at the correct time.

For more information, see ‘When to claim’ in the **Notes** (page 2).

In which month and year do you anticipate travelling to the Netherlands?

8 Are you 16 years and over?

No Do not complete this form. Your legal guardian will need to complete the **MH17 Family Support Package (for a child under 16 years) (EM199)** form. They must submit the claim on your behalf.

Yes Go to next question

9 Read this before answering the following question.

This claims process and the commencement of trials may impact on you physically and emotionally. Our social workers may be able to provide support and/or referrals to assist you.

Would you like one of our social workers to contact you?

No

Yes

10 Do you have a Centrelink Reference Number?

No Go to next question

Yes Your Centrelink Reference Number (if known)

 – – – 

CLK0EM198 200228

11 Your name

Mr Mrs Miss Ms Other

Family name

First given name

Second given name

12 Have you been known by any other name(s)?

Include:

- name at birth
- name before marriage
- previous married name
- Aboriginal or skin name
- alias
- adoptive name
- foster name.

No Go to next question

Yes Give details below

Other name

Type of name (for example, name at birth)

If you have more than 1 other name, provide a separate sheet with details.

13 Your gender

Male

Female

14 Your date of birth

15 How can we contact you?

Residential address

State/Territory	Postcode
Country	

Postal address (if different to above)

State/Territory	Postcode
Country	

Phone number

Read this before answering the following questions.

If you provide an email address or mobile phone number, you may receive electronic messages (SMS or email) from us. To read the Terms and Conditions, go to **servicesaustralia.gov.au/em** or visit one of our service centres.

To help us serve you better, please provide your mobile number

Note: If you are lodging this claim from outside of Australia you will need to include the country and area code for the mobile number.

Mobile phone number

Email

16 Read this before answering the following question.

This question is voluntary and will not affect your payment. If you do answer, the information will help us to continue to improve services to Aboriginal and Torres Strait Islander Australians.

Are you of Aboriginal or Torres Strait Islander Australian descent?

If you are of both Aboriginal and Torres Strait Islander Australian descent, tick both 'Yes' boxes.

No

Yes – Aboriginal Australian

Yes – Torres Strait Islander Australian

17 Read this before answering the following question.

This question is voluntary and will not affect your payment. If you do answer, the information will help us to continue to improve services to people of Australian South Sea Islander descent.

Australian South Sea Islanders are the descendants of Pacific Islander labourers brought from the Western Pacific in the 19th Century.

Are you of Australian South Sea Islander descent?

No

Yes

18 Do you want to authorise another person or organisation to make enquiries or act on your behalf when dealing with us?

No **Go to next question**

Yes



You will need to complete and return an **Authorising a person or organisation to enquire or act on your behalf (SS313)** form.

If you do not have this form or want more information about nominee arrangements, go to servicesaustralia.gov.au/nominees

Go to next question

19 What is your country of birth?

20 Your passport number

Country of issue

21 Which of the following best describes your relationship to the Australian victim, as a result of the downing of Malaysia Airlines flight MH17, on 17 July 2014?

Partner

Child

Parent

Sibling

Step-parent (as at 17 July 2014)

Step-sibling (as at 17 July 2014)

Other family relationship **Give details below**

This payment is limited to 2 family members per Australian victim per travel period. If more than 2 family members make a claim the family member hierarchy will be applied. Different family members can travel in different travel periods. Before you make an application, we encourage you to discuss your plans with other eligible family members. For more information, see 'Definition of key terms – Family member hierarchy' in the **Notes** (page 5).

22 Did you receive a payment for a previous travel period?

No



You will need to provide evidence to confirm your relationship with the Australian victim.

For more information, see 'What will I need to provide?' in the **Notes** (page 3)

Go to next question

Yes **Go to 24**

23 Details of the Australian victim(s) (family members), who died as a result of the downing of the Malaysia Airlines flight MH17

Family member 1

Name of the Australian victim

Mr Mrs Miss Ms Other

Family name

First given name

Second given name

Date of birth

Your relationship to the Australian victim

Family member 2

Name of the Australian victim

Mr Mrs Miss Ms Other

Family name

First given name

Second given name

Date of birth

Your relationship to the Australian victim

Family member 3

Name of the Australian victim

Mr Mrs Miss Ms Other

Family name

First given name

Second given name

Date of birth

Your relationship to the Australian victim

Continued

Family member 4

Name of the Australian victim

Mr Mrs Miss Ms Other

Family name

First given name

Second given name

Date of birth

Your relationship to the Australian victim

Family member 5

Name of the Australian victim

Mr Mrs Miss Ms Other

Family name

First given name

Second given name

Date of birth

Your relationship to the Australian victim

24 Read this before answering the following questions.

The following questions will help us work out the amount you may be eligible to receive, for travel to the Netherlands to attend the MH17 Dutch national prosecution.

Note: If you currently live in the Netherlands, you are not eligible for the payment of up to \$2,000 for help with airfares, insurance and ground transport.

For more information, see 'How much is paid?' in the **Notes** (page 1) .

Are you claiming the payment of up to \$2,000 to help with the costs of your airfares, insurance and ground transport?

No **Go to 26**

Yes *Go to next question*

25 List your expected travel expenses (in Australian dollars)

Expense	Amount
Airfares	\$
Insurance (including travel insurance)	\$
Ground transport	\$

It is a requirement of the MH17 Family Support Package that you take out appropriate travel insurance.

26 Are you claiming the living allowance of up to \$210 per night (capped at \$1,500)?

No **Go to 28**

Yes *Go to next question*

27 How many nights do you intend to stay in the Netherlands?

 nights

28 Do you believe meeting the additional costs associated with travelling to the Netherlands will significantly impact your ability to acquire food, clothing and/or other basic needs?

No *Go to next question*

Yes Call us on **1800 517 382**.
If you are outside Australia (+61 2) **8566 5659**.

29 Read this before answering the following question.

The following question should only be completed if you have an Australian bank account.

If you require your payment to be made into a non-Australian bank account, a representative from Services Australia will contact you to discuss your options.

Do you want your payment to be made into an Australian bank account?

No A representative from Services Australia will contact you on the number you provided at question 15 to discuss your payment options.

Go to 31

Yes *Go to next question*

30 Where do you want your payment made?

Payments must be made to a bank, building society or credit union account held in your name. A joint account is acceptable.

Payments cannot be made into an account used exclusively for funding from the National Disability Insurance Scheme.

The account into which another payment from us is or has been made
(if applicable)

Name of payment

The account nominated below

Name of bank, building society or credit union

Branch number (BSB)

Account number (this may not be your card number)

Account held in the name(s) of

31 Checklist

Please tick what information has been provided with your claim. If required documentation is not provided with this claim you will need to provide it **within 14 days**.

All questions on this claim form have been completed

Authorising a person or organisation to enquire or act on your behalf (SS313) form
(if you answered Yes at **question 18**)

Identity documents.
Examples of acceptable documents are provided in the **Notes** (page 3), or go to **servicesaustralia.gov.au/identity** (if you answered No at **question 22**)

Evidence confirming your relationship with the Australian victim
(if you answered No at **question 22**)

Privacy notice

32 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 need to 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 **servicesaustralia.gov.au/privacy**

33 Statement

I declare that:

- the information I have provided in this form is complete and correct
- I have read the privacy notice on this page.

I understand that:

- Services Australia can make relevant enquiries to make sure I receive the correct entitlement.
- information is likely to be collected from, and disclosed to, Australian Government agencies including the Department of Foreign Affairs and Trade, the Australian Federal Police and other organisations that offer or coordinate assistance overseas.
- Services Australia may request evidence to support any claims made on this form.
- I must tell Services Australia of any changes to this information **within 14 days**.
- I must purchase travel insurance for the period I will be overseas to attend the MH17 Dutch national prosecution.
- any overpayment will be recovered.
- giving false or misleading information is a serious offence.

Authorisation

I authorise:

- Services Australia to collect and use relevant information, including sensitive information, about me,
- Services Australia to use and disclose relevant information it currently holds about me, in customer records,
- the other Australian Government agencies, organisations, and persons referred to above to disclose relevant information about me to Services Australia,
- Services Australia to disclose relevant information about me to the Australian Government agencies, organisation and persons referred to above,

for the purposes of assessing my eligibility for the MH17 Family Support Package.

Your signature



Date

/ /