



Ex-gratia Disaster Recovery Payment for New Zealand non-protected Special Category visa (subclass 444) holders Eastern Queensland Bushfires – November 2019

It is faster and easier to claim over the phone. You can call us on **180 22 66**.

Purpose of this form



Ex-gratia Disaster Recovery Payment is a one-off payment for New Zealand non-protected Special Category visa (subclass 444) holders who have been affected by a major disaster. It is not for minor damage or inconvenience (for example, temporary loss of access to a property, food spoilage or loss of electricity, water or gas to your residence).

Who is eligible to receive this payment?

You may be eligible to receive this payment if, on any day of the major disaster, you:

- are 16 years of age or older
- are a non-protected Special Category visa holder (sub-class 444) and a non-resident under the *Social Security Act 1991*
- have participated in the Australian tax system for at least one year in the past 3 financial years or will do so before 12 months from the date the major disaster was declared.
For more information, go to servicessaustralia.gov.au/disaster
- have not already received an ex-gratia Disaster Recovery Payment for the same disaster, and
- have been affected by a major disaster.

Claims cannot be lodged on behalf of people who have died or their estate.

Payment rates

If you are eligible you will receive:

- \$1,000 per adult
- \$1,000 per partner or dependent adult
- \$400 for each child (under 16 years of age).

Additional support

Eligible recipients of the ex-gratia Disaster Recovery Payment for a child in their primary care will automatically qualify for the Additional Payment for Children. This is an additional amount of:

- \$400 for each dependent child (under 16 years of age).

How long do I have to claim?

For details on closing dates, go to servicessaustralia.gov.au/disaster

What may I need to provide?

You may need to provide evidence that you have participated in the Australian tax system for at least 1 year in the past 3 financial years or will do so before 12 months from the date the major disaster was declared. For more information, go to servicessaustralia.gov.au/disaster

You may need to provide one document showing Proof of Birth or Proof of Arrival in Australia, or any other approved documents that add up to the value of 50 points. For example, driver's licence (40 points), bank or financial institution card (40 points).

You may also need to provide additional evidence that you are eligible for this payment (for example, hospital admission, evidence of damage to a principal place of residence).

If you cannot provide any of the above information to us with your claim, you should submit this claim without delay and provide the supporting documents to us **within 28 days**.

For more information



If you are not sure about your claim, or you need more information, including details about other assistance you may be entitled to, go to servicessaustralia.gov.au/disaster or call us on **180 22 66**.

We can translate documents you need for your claim or payments for free. To speak to us in other languages, call **131 202** (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

Non-protected Special Category visa (subclass 444) holder

A temporary visa that lets you stay and work in Australia as long as you remain a New Zealand citizen.

Affected

Affected is the same as 'adversely affected'.

You have been adversely affected if you have experienced one or more of the following as a direct result of the major disaster:

- you have been seriously injured
- you are the immediate family member of an Australian resident or citizen who died
- your principal place of residence has been destroyed or sustained major damage
- your major asset has or assets have been destroyed or sustained major damage
- you are the principal carer of a dependent child, or you are claiming for a partner and/or dependent adult who has experienced any of the above.

Major disaster

Where the Australian Government has determined that a disaster, whether naturally occurring or otherwise, is a major disaster for the purposes of the *Social Security Act 1991*.

Seriously injured

You are 'seriously injured' if, as a direct result of a disaster, you have sustained an injury, and

- were admitted to hospital, or
- except for the circumstances of the disaster, you would have been admitted to hospital.

Immediate family member

An 'immediate family member' means an individual:

- who is the partner of the person, or
- who is the natural child, adoptive child or stepchild of the person, or
- who is the natural parent, adoptive parent or step parent of the person, or
- who is the legal guardian of the person, or
- who is the brother, sister, stepbrother or stepsister of the person.

Principal place of residence

The place you regularly live and have a lawful right to reside.

Destroyed

Where a principal place of residence has been damaged to the extent that it must be demolished. Where a major asset or assets have been damaged to the extent that they can no longer be used.

Major asset or assets

Major asset or assets means:

- one asset with a market value of at least \$20,000, located at your principal place of residence, or
- 2 or more assets, with a combined market value of at least \$20,000, located at your principal place of residence.

Examples include buildings, large fixed structures, motor vehicles, caravans, water tanks, large scale machinery, heavy equipment.

Major damage

Major damage to a principal place of residence means, as a direct result of the disaster:

- the interior of the residence has sustained major damage
- the residence has been declared structurally unsound
- the residence has been breached, exposing the interior of the residence to the elements, or
- the interior of the residence has experienced sewage contamination.

Major damage to a major asset or assets (other than a water tank) means, as a direct result of the disaster:

- the major asset has or assets have been burnt, damaged by heat, ash or smoke, to the extent that replacement is required.

Major damage to a water tank means, as a direct result of the disaster:

- damage to the extent that the water tank needs to be repaired or cleaned, or the water replaced.

Principal carer of a dependent child

Only 1 principal carer can claim for a dependent child.

You are a principal carer of a child if, on any day of the major disaster, the child is your dependent and has not turned 16 years of age. A principal carer must have legal responsibility for the day-to-day care, welfare and development of the child, either alone or jointly with another person, **and** the child must be in your care.

Partner

If you have a partner, we generally consider you a member of a couple. Under social security and family assistance law, we consider you a member of a couple if you are either:

- married
- in a registered relationship
- in a de facto relationship.

We may still consider you a member of a couple if you are not physically living with your partner. For example, your partner may fly-in fly-out or live away for work, like military or oil rig workers.

For more information, go to servicessaustralia.gov.au/moc

A partner cannot be eligible for a payment of ex-gratia Disaster Recovery Payment or the Australian Government Disaster Recovery Payment in their own right for the same major disaster.

Dependent adult

An adult who would not be able to meet their own daily needs without the financial support received from you. A dependent adult must live with you and not be eligible for a payment of ex-gratia Disaster Recovery Payment or the Australian Government Disaster Recovery Payment in their own right for the same major disaster.

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Ex-gratia Disaster Recovery Payment for New Zealand non-protected Special Category visa (subclass 444) holders Eastern Queensland Bushfires – November 2019

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** Are you a New Zealand citizen who arrived in Australia on a New Zealand passport?
- No You may not be eligible for this payment. This claim form is for New Zealand citizens only. Call us on **180 22 66**.
- Yes Go to next question
- 2** Have you applied for, and been granted, a **non-protected** Special Category visa?
- No You may not be eligible for this payment. This claim form is for subclass 444 holders only. Call us on **180 22 66**.
- Yes Go to next question
- 3** Were you, your dependent child(ren), partner and/or other dependent adult affected by the **Eastern Queensland Bushfires – November 2019**?
- No You may not be eligible for this payment. Call us on **180 22 66**.
- Yes Go to next question
- 4** Have you paid tax in Australia in the 2016–17, 2017–18, and/or 2018–19 financial years?
- No Go to next question
- Yes You may need to provide a copy of your Income Tax Return or Notice of Assessment. **Go to 6**
- 5** Are you currently employed or are you earning an income in Australia, or is there a likelihood that you will pay tax in Australia before 12 months from the date the major disaster was declared?

For more information, go to servicesaustralia.gov.au/disaster

No You may not be eligible for this payment. Call us on **180 22 66**.

Yes You may need to provide your payslips or a letter from your employer. **Go to next question**

6 Do you have a Centrelink Reference Number?

No Go to next question

Yes Your Centrelink Reference Number (if known)

- - -

7 Your name

Mr Mrs Miss Ms Other

Family name

First given name

Second given name

8 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.

9 Your gender

Male

Female

10 Your date of birth



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11 Read this before answering the following question.

Provide at least 1 phone number that we can contact you on during business hours and an email address if you have one. You may receive electronic messages (text message or email) from us. To read the Terms and Conditions, go to servicessaustralia.gov.au/em

Your contact details

Home phone number ()

Is this a silent number? No Yes

Mobile phone number


Is this a silent number? No Yes

Email

12 Do you want to authorise another person or organisation to make enquiries, get payments and/or act on your behalf?

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. Go to servicessaustralia.gov.au/nominees
▶ Go to next question

13 Your principal place of residence

Postcode

14 Were you living at the address provided at question 13 at the time of the disaster?

No Go to next question

Yes Go to 16

15 Your principal place of residence at the time of the disaster

Postcode

16 What date did you start living at this address?

17 Do you have a temporary or postal address?

A postal address can be a PO Box.

No Go to next question

Yes Give details below

Postcode

This address is:

Tick ONE box only

Temporary address

Postal address

18 Date you were granted a **non-protected** Special Category visa (subclass 444)

19 Your passport number (if available)

Country of Issue

20 Are you claiming for any dependent children under 16 years of age?

Only 1 principal carer can claim for a dependent child.

No Go to next question

Yes Give the child(ren)'s details below

Child 1

Child's family name

Child's given names

Other name this child has been known by

Child's date of birth

Child's gender

Male Female

Child's principal place of residence (if different to question 13)

Postcode

Were you the principal carer of this child at the time of the disaster?

No Yes

Continued

Child 2

Child's family name

Child's given names

Other name(s) this child has been known by

Child's date of birth

Child's gender

Male Female

Child's principal place of residence (if different to question 13)

Postcode

Were you the principal carer of this child at the time of the disaster?

No Yes

If you are claiming for more than 2 dependent children, provide a separate sheet with details.

21 Are you claiming for a partner?

No **Go to 23**

Yes **Go to next question**

22 Is your partner:

- 16 years of age or older
- affected by the major disaster, and
- not eligible, or has not received, ex-gratia Disaster Recovery Payment or the Australian Government Disaster Recovery Payment for the same major disaster?

No **Go to next question**

Yes **Give details below**

We may need to contact you to collect more information.

Family name

Given names

Date of birth

Gender

Male Female

Country of birth

Permanent address (if different to question 13)

Postcode

23 Are you claiming for a dependent adult?

No **Go to 25**

Yes **Go to next question**

24 Is the dependent adult:

- 16 years of age or older
- currently living with you
- financially dependent on you
- affected by the major disaster, and
- not eligible, or has not received, ex-gratia Disaster Recovery Payment or the Australian Government Disaster Recovery Payment for the same major disaster?

No **Go to next question**

Yes **Give details below**

We may need to contact you to collect more information.

Family name

Given names

Date of birth

Gender

Male Female

Country of birth

Permanent address (if different to question 13)

Postcode

If you are claiming for more than 1 dependent adult, provide a separate sheet with details.

25 Date you, your dependent child(ren), partner and/or dependent adult were affected by the disaster?

/ /

26 The following information will help us to determine how you, your dependent child(ren), partner and/or dependent adult were affected by the disaster.

Tick ALL that apply and complete ALL related questions for each statement you tick.

- 1 – You
- 2 – Dependent child(ren)
- 3 – Partner/dependent adult

How was your principal place of residence affected?

	1	2	3
My residence has been destroyed or must be demolished	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The interior of my residence has experienced major damage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My residence has been declared structurally unsound	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The interior of my residence has been exposed to the elements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The interior of my residence has been affected by sewage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

▶ **Go to 27**

How was your major asset(s) at your principal place of residence affected?

My major asset has or assets have been (other than a water tank) burnt, or damaged by heat, ash or smoke, and replacement is required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My water tank needs to be repaired or cleaned, or the water replaced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How were you affected?

I was seriously injured	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My immediate family member has died or is missing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

▶ **Go to 28**


▶ **Go to 29**

27 Provide more details of how:

- your principal place of residence was affected, and/or
- your major asset(s) with a value of at least \$20,000 was or were affected.

.....

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 You may need to provide evidence to support your claim.


28 Did you indicate at question **26** that you, your dependent child(ren), partner and/or dependent adult were seriously injured?

No ▶ *Go to next question*

Yes ▶ Provide more details of injuries, including details of any hospital admission or other treatment.

.....

.....

 You may need to provide evidence to support your claim.

29 Did you indicate at question **26** that an immediate family member has died or is missing?

No ▶ *Go to next question*

Yes ▶ Name(s) of immediate family member(s)

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.....

 You may need to provide evidence to support your claim.

30 Read this before answering the following question.

A disaster can impact on you physically and/or emotionally. Our social workers may be able to provide support and/or a referral to assist you. Your answer to this question will not affect your eligibility to receive this payment.

Would you like a Centrelink social worker to contact you?

No ▶ *Go to next question*

Yes ▶ What number would you like to be contacted on?

.....

31 Where do you want your payment made?

The Australian bank, building society or credit union account must be 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 made (if applicable)

Name of payment

The account nominated below

Name of Australian 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

32 Checklist

Check that all required questions are answered and that the form is signed and dated.

Make sure any accompanying documentation is also clearly identified with your name.

Tick what information has been provided with the claim.
If verification documentation is not provided with this claim it may need to be provided **within 28 days**.

Identity documents that add up to the value of 50 points See 'What may I need to provide?' on page Notes—1

Copies of previous Notice of Assessments or Income Tax Returns (if you answered Yes at **question 4**)

Payslip or letter from your employer (if you answered Yes at **question 5**)

Authorising a person or organisation to enquire or act on your behalf (SS313) form (if you answered Yes at **question 12**)

Any additional relevant evidence to support your claim (if required at **question 27, 28 or 29**)

Privacy notice

33 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 this information so we can process and manage your application 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. This includes when we are allowed to share information with Australian and State Government Departments and organisations, as part of the emergency response and recovery effort for this disaster. For more information, go to servicesaustralia.gov.au/privacy

Declaration

34 I declare that:

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

I understand that:

- this payment is for people significantly affected by a disaster and not for minor damage or inconvenience.
- the Australian Government agency, Services Australia can make relevant enquiries to make sure I receive the correct entitlement.
- the Australian Government agency, Services Australia may request evidence to support any claims made on this form.
- I must tell the Australian Government agency, Services Australia of any changes to this information or my circumstances **within 14 days**.
- any overpayment will be recovered.
- giving false or misleading information is a serious offence.

Your signature

Date

Returning your form

You can return this form and any supporting documents:

- **by post** to
Emergency Processing Centre
Reply Paid 7815
CANBERRA BC ACT 2610
- **by fax** on **1300 727 760**
- **in person** at one of our service centres, agents or access points. To find a location, go to servicesaustralia.gov.au/findus if you are not able to use your Centrelink online account.

Office Use Only

SO Logon ID

Identity type

Serial number

Issue date

Expiry date

State of issue

Country of issue

Identity type

Serial number

Issue date

Expiry date

State of issue

Country of issue

Original document sighted and returned