



Special Benefit

Special Benefit 简介

如果遭遇经济困难，则可能有资格申领 Special Benefit。

要领取 Special Benefit，必须满足以下条件：

- 无法领取其他收入支持津贴
- 因不可控因素陷入经济困境
- 无法赚取足够的钱供养自己和家人
- 可支配资金不超过 \$5,000 澳元。

欲检验申领资格，请尽快提交申请以及所有要求的证明文件。如有子女，则可申领家庭津贴。更多英文信息，请访问 servicesaustralia.gov.au/families

如何申领 Special Benefit

可以在线或填写纸质表格申请 Special Benefit。

在线申请

可以通过 myGov 在线向 Centrelink 提交申请。如果没有 myGov 账户，请访问 my.gov.au 创建一个账户，然后链接到 Centrelink。网站上有许多种语言版本的 myGov 任务卡，可以帮助人们创建 myGov 账户。更多信息，请访问 servicesaustralia.gov.au/mygovguides

要将 Centrelink 链接到 myGov 账户，将需要使用到 Centrelink Customer Reference Number (CRN)。如果没有 CRN，则可以通过 myGov 证明自己的身份来获得 CRN。

请选择 **“I don't have or don't know my CRN”**。然后在链接 Centrelink 时，选择 **“I want to prove my identity through myGov”**。

关于使用或登录 myGov 的帮助，请致电 **132 307** 并选择**选项 1** 或访问 servicesaustralia.gov.au/mygov

提出申请

登录到 myGov 账户，从链接的服务中选择 **Centrelink**。选择 **“福利金与申请”**，然后选择 **“提出申请”**，并按照问题进行操作。不要忘记上传证明文件。可以从主页上的 **“上传文件”** 上传文件。

上传了所有需要的文件后，则可提交申请。您可以通过 myGov 或 Express Plus Centrelink 应用程序跟踪申请的进展情况。

如果在提出申请或将 Centrelink 链接到 myGov 账户方面需要帮助，请致电 **132 307** 并选择**选项 3**。

纸笔申请

如果无法在线申请，请填写并签署 Claim for Special Benefit (SU004) 纸质表格。请访问 servicessaustralia.gov.au/forms，下载该表格。

可根据申请表上的指示回答问题。该表格还指明必须提供哪些文件，包括可能需要填写的任何其他表格。

如果提交纸质表格申请，将无法跟踪申请进度。

津贴和指定通信人

您可以让某人或某机构代表您与我们沟通交流。您可以授权他们给我们打电话，更新信息，采取行动或为您领取津贴。

您可以随时与我们联系。即使找了代理人也并不妨碍您向我们提问，向我们提供信息或在网上查阅您的详细资料。

更多英文信息，请访问 servicessaustralia.gov.au/nominees

申请结果

我们会通知申请结果 您可以通过 myGov 收件箱或 Express Plus Centrelink 手机应用程序在线查看 Centrelink 信件。如果不通过网上收发信件，我们将邮寄信件给您。

如果不同意申请结果，则可要求复审。

如果 Special Benefit 申请获批

Special Benefit 复审

我们每 13 周审查一次津贴。在领取津贴 12 个月后，我们会进行一次年度审核，以确保您仍然符合条件且领取的金额正确无误。

您可通过 myGov 账户在线完成审核。如果没有 myGov 账户，我们将向您邮寄一份纸质审核表。在每次接受审核时，您必须向我们提供关于个人情况发生任何可能影响津贴的变化的信息。我们可能会要求提供您和您伴侣的银行对账单。

您必须在截止日期前完成 Special Benefit 审核并提交所有证明文件，否则您的 Special Benefit 将停止发放。

相互义务要求

领取 Special Benefit 期间，您可能要履行相互义务要求。这是指您必须完成一些活动（如寻找工作），才能继续领取津贴。即您的签证类型可能需要您在领取 Special Benefit 的同时寻找工作。

如果不履行义务要求，我们可能会停止向您支付津贴，并实施经济处罚。

如果您挣得收入，则必须告诉我们您每两周获得的总收入。毛收入是指税前或扣减其他扣除项前的总收入。如果您有伴侣，则也需要告诉我们您伴侣的总收入。

如果您本人或您的伴侣没有任何收入，您仍然需要告诉我们您的收入是否为零。如果您不告诉我们您的收入以及任何变化，我们可能会超额支付津贴，而您将需要归还我们超额支付的金额。

每两周申报收入时，必须告诉我们您个人情况发生的任何变化。这包括：

- 签证变更或居留身份变更
- 资金总额超过了 \$5,000 澳元
- 开始、停止或改变工作
- 变更地址或租金金额发生变化
- 更改联系方式或银行帐户详细信息。

根据个人情况，可以豁免一些相互义务。

更多英文信息，请访问 servicesaustralia.gov.au/mutualobligation

更多信息

- 请致电 **131 202**，使用中文咨询 Centrelink 福利金和服务的相关信息
- 请访问 servicesaustralia.gov.au/yourlanguage 获得中文版本的文本、音频或视频信息
- 更多英文信息，请访问 servicesaustralia.gov.au/specialbenefit
- 欲办理 Medicare 事宜，请致电 **132 011**；欲办理 Child Support 事宜，请致电 **131 272**。如需口译服务，请告诉我们，我们将免费为您安排口译员。
- 到访服务中心。

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本出版物所包含信息仅用作福利金和服务指南。您有责任决定是否要申请福利金，并针对您的具体情况提出申请。



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

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 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

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

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

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

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

For more information

- Call **131 202** to speak with us in your language about Centrelink payments and services
- Go to servicessaustralia.gov.au/yourlanguage where you can read, listen to or watch information in your language
- Go to 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.