Social Security Agreement between Australia and the Netherlands

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, the Netherlands, or another specified agreement country5, the agreement generally allows you to submit a claim for an Australian or Dutch payment. It also allows you to add together your periods of residence in Australia and periods of social security coverage in the Netherlands, 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** | * you must have reached the qualifying age (refer to [**servicesaustralia.gov.au/agepension**](https://www.servicesaustralia.gov.au/age-pension)for details), and * your total Australian residence2 combined with your period(s) of coverage in the Netherlands must add up to at least 10 years. |
| **Disability Support Pension** | * you must have a disability, or be permanently blind, and * your disability/blindness must have occurred while you were living in Australia.   **OR**   * you must have a disability, or be permanently blind, and * your total Australian residence2 combined with your period of coverage in the Netherlands 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:   * you need a myGov account linked to your Centrelink online account, or * print and complete a [*Claim for Age Pension and Pension Bonus* form](https://www.servicesaustralia.gov.au/individuals/forms/sa002) from [**servicesaustralia.gov.au/sa002**](https://www.servicesaustralia.gov.au/sa002) and the [*Income and Assets* form](https://www.servicesaustralia.gov.au/individuals/forms/sa369) from [**servicesaustralia.gov.au/sa369**](https://www.servicesaustralia.gov.au/sa369),or * call us on the Older Australians line4. |
| To lodge a claim form:   * 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. |
| **Netherlands** | To get a claim form:   * contact the local Dutch social insurance agency3, or * call us on the International Services line4, or * print and complete a [*Claim for Australian pension from an agreement country*](https://www.servicesaustralia.gov.au/aus140)form from [**servicesaustralia.gov.au/aus140**](https://www.servicesaustralia.gov.au/aus140)and an [*Income and Assets* form](https://www.servicesaustralia.gov.au/individuals/forms/sa369) from [**servicesaustralia.gov.au/mod-ia**](https://www.servicesaustralia.gov.au/mod-ia) |
| To lodge your claim form:   * take your claim form and any supporting documents to any Dutch social insurance agency office3. |
| **Another specified Agreement country5** | To get a claim form:   * call us on the International Services line4, or * print and complete a [*Claim for Australian pension from an agreement country*](https://www.servicesaustralia.gov.au/aus140)form from [**servicesaustralia.gov.au/aus140**](https://www.servicesaustralia.gov.au/aus140)and an [*Income and Assets* form](https://www.servicesaustralia.gov.au/individuals/forms/sa369) from [**servicesaustralia.gov.au/mod-ia**](https://www.servicesaustralia.gov.au/mod-ia) |
| To lodge your claim form:   * 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.

**Dutch payments**

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

**Who can get a Dutch payment?**

To see if you can get a Dutch Old Age Pension, Disability Pension, children’s allowances or Survivor’s Pension you will need to refer to the website of the Dutch social insurance agency3.

**How do I claim a Dutch payment?**

| If you are in: | |
| --- | --- |
| **Australia** | To get a claim form:   * call us on the International Services line4. |
| To lodge your claim form:   * 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. |
| **The Netherlands** | To get a claim form:   * follow any instructions on the website of the Dutch social insurance agency3, or * contact the Dutch social insurance agency3. |
| To lodge your claim form:   * follow any instructions on the website of the Dutch social insurance agency3, or * take your claim form and any supporting documents to any Dutch social insurance agency office3. |

For more information

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

| **Footnote** | **Information** | |
| --- | --- | --- |
| **1. Definition of a partner** | You have a partner if we consider you a member of a couple. We consider you a member of a couple if you’re:   * married * in a registered relationship * in a de facto relationship.   A registered relationship is where your relationship is registered under a law of an Australian state or territory.  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. | |
| **2. Australian residence/ Australian Working Life Residence** | ‘Australian residence’ means periods when you were residing in  Australia as an Australian citizen or Australian permanent visa holder.  Australian residence at any time is used to qualify for an Australian payment.  ‘Working Life Residence’ is period/s of Australian residence between the ages of 16 and Australian Age Pension age only. | |
| **3. Dutch social insurance agency contact details** | **For age and survivor’s payments** | |
| **Sociale Verzekeringsbank (SVB)**  Afdeling AOW/Anw  Postbus 9032  6500 JN Nijmegen  THE NETHERLANDS | **Website:** [**svb.nl**](https://www.svb.nl/nl/)  **Phone: +31 24 343 1030**  **Fax: +31 24 343 1009** |
| **For disability payments** | |
| **UWV Afdeling AG-Buitenland**  Postbus 57002  1040 CC Amsterdam  THE NETHERLANDS | **Phone: +31 20 850 6111**  **Fax: +31 20 850 6342** |
| **4. Services Australia contact details** | **Centrelink International Services Services Australia**  PO Box 7809 Canberra BC, ACT, 2610 AUSTRALIA | **Website:** [**servicesaustralia.gov.au**](http://www.servicesaustralia.gov.au)  **Phone:**   * **0800 0224 364** International **FreecallTM** (from the Netherlands only) * **+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 3 6222 2799**  **Notes:**   * The international **FreecallTM**number connects you directly to Services Australia. This **FreecallTM** may not be available from every location within the Netherlands and may not be free from mobile phones or public phones. You may need to insert coins and/or card in payphones as for a local call. This may not be refunded at the end of the call. * If you are not able to use the FreecallTM number listed above, please contact us on **+61 3 6222 3455**. * Call charges apply. Calls from mobile phones may be charged at a higher rate. |
| **5. Another specified agreement country** | Claims under the Dutch Agreement can be lodged with the authorities in Austria, Belgium, Canada, Croatia, Chile, Cyprus, Germany, Hungary, Ireland, Italy, Korea (Republic of), Malta, 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 April 2022. If you use this publication after that date, please check with us that the details are up to date.