



Social Security Agreement between Australia and Canada

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, Canada, or another specified agreement country⁵, the agreement generally allows you to submit a claim for an Australian or Canadian payment. It also allows you to add together your periods of residence in Australia and periods of social security coverage in Canada, 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 have reached the qualifying age (refer to servicessaustralia.gov.au/agepension for details), and your total Australian residence² combined with your period(s) of coverage in Canada 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, and your disability/blindness must have occurred while you were living in Australia. <p>OR</p> <ul style="list-style-type: none"> you must have a disability, or be permanently blind, and your total Australian residence² combined with your period of coverage in Canada must add up to at least 10 years.
Carer Payment	<ul style="list-style-type: none"> you must be providing full-time care for someone, and you must have lived in Australia before.
Parenting Payment	<ul style="list-style-type: none"> your partner¹ must be deceased, and you must be caring for one or more children under 8 years of age who must have been to Australia before, and

Australian payment	Basic qualifications:
	<ul style="list-style-type: none"> • your total Australian residence² combined with your period(s) of coverage in Canada must add up to at least 2 years.
Double Orphan Pension	<ul style="list-style-type: none"> • you must be caring for a young person, and • the young person must have become an orphan while they were an Australian resident.

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 say whether you'll get a payment, until you lodge a claim and your circumstances are taken into account. It's your responsibility to decide whether you lodge 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.
Canada	To get a claim form: <ul style="list-style-type: none"> • contact the Canadian 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 and an <i>Income and Assets</i> form from servicesaustralia.gov.au/mod-ia
	To lodge your claim form: <ul style="list-style-type: none"> • take your claim form and any supporting documents to any Canadian social insurance agency office³.
	To get a claim form: <ul style="list-style-type: none"> • call us on the International Services line⁴, or

If you are in:	
Another specified agreement country⁵	<ul style="list-style-type: none"> print and complete a <i>Claim for Australian pension from an agreement country</i> form from servicesaustralia.gov.au/aus140 and an <i>Income and Assets</i> form from servicesaustralia.gov.au/mod-ia
	<p>To lodge your claim form:</p> <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.

Canadian payments

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

Who can get a Canadian payment?

To see if you can get a Canadian Old Age Security Pension, Canada Pension Plan Retirement Pension, Disability Benefit or Survivor's Pension you will need to refer to the website of the Canadian social insurance agency³.

Note: it is possible to get both the Old Age Security Pension and the Canada Pension Plan Retirement Pension at the same time.

How do I claim a Canadian payment?

If you are in:	
Australia	<p>To get a claim form:</p> <ul style="list-style-type: none"> call us on the International Services line⁴.
	<p>To lodge your claim form:</p> <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.
Canada	<p>To get a claim form:</p> <ul style="list-style-type: none"> follow any instructions on the website of the Canadian social insurance agency³, or contact the Canadian social insurance agency³.
	<p>To lodge your claim form:</p> <ul style="list-style-type: none"> follow any instructions on the website of the Canadian social insurance agency³, or take your claim form and any supporting documents to any Canadian 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>'Australian Working Life Residence' is period/s of Australian residence between the ages of 16 and Australian Age Pension age only.</p>	
3. Canadian social insurance agency contact details	International Operations Service Canada PO 250 Fredericton New Brunswick, E3B 4Z6 CANADA	Website: canada.ca Phone: +1 613 957 1954 Fax: +1 613 925 8901

Footnote	Information	
<p>4. Services Australia contact details</p>	<p>Centrelink International Services Services Australia</p> <p>PO Box 7809 Canberra BC, ACT, 2610 AUSTRALIA</p>	<p>Website: servicesaustralia.gov.au</p> <p>Phone:</p> <p>1888 2557 493 International Freecall™ (from Canada only)</p> <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) <p>Fax: +61 3 6222 2799</p> <p>Notes:</p> <ul style="list-style-type: none"> • The international Freecall™ number connects you directly to Services Australia. This Freecall™ may not be available from every location within Canada 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 Freecall™ 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.
<p>5. Specified agreement country</p>	<p>Claims under the Canadian agreement can be lodged with the authorities in Austria, Belgium, Canada, Croatia, Chile, Cyprus, Germany, Hungary, Ireland, Italy, Korea (Republic of), Malta, the Netherlands, Norway, Portugal, Slovenia or Spain.</p>	

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.