



# Social Security Agreement between Australia and Italy

## 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 partner<sup>1</sup>, your partner's<sup>1</sup> income and assets if you want to claim an Australian pension.

## How does the agreement help you?

If you live in Australia, Italy or another specified agreement country<sup>5</sup>, the agreement generally allows you to submit a claim for payment for an Australian or Italian payment. It also allows you to add together your periods of residence in Australia and periods of social security coverage in Italy, so you can meet the 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:
<b>Age Pension</b>	<ul style="list-style-type: none"><li>• you must have reached the qualifying age (refer to <a href="https://servicesaustralia.gov.au/agepension">servicesaustralia.gov.au/agepension</a> for details), and</li><li>• your total Australian residence<sup>2</sup> combined with your period(s) of coverage in Italy must add up to at least 10 years.</li></ul>
<b>Disability Support Pension</b>	<ul style="list-style-type: none"><li>• you must have a disability, or be permanently blind, and</li><li>• your disability/blindness must have occurred while you were living in Australia.</li></ul> <p><b>OR</b></p> <ul style="list-style-type: none"><li>• you must have a disability, or be permanently blind, and</li><li>• your total Australian residence<sup>2</sup> combined with your period of coverage in Italy must add up to at least 10 years.</li></ul>
<b>Carer Payment</b>	<ul style="list-style-type: none"><li>• you must be providing full-time care for someone, and</li><li>• you must have lived in Australia before.</li></ul>
<b>Parenting Payment</b>	<ul style="list-style-type: none"><li>• your partner must be deceased, and</li><li>• you must be caring for one or more children under 8 years of age who has been to Australia before, and</li><li>• your total Australian residence<sup>2</sup> combined with your period(s) of coverage in Italy must add up to at least 2 years.</li></ul>

Australian payment	Basic qualifications:
<b>Double Orphan Pension</b>	<ul style="list-style-type: none"> <li>• you must be caring for a young person, and</li> <li>• the young person must have become an orphan while they were an Australian resident.</li> </ul>

**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 Residence<sup>2</sup>, 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:	
<b>Australia</b>	To get a claim form: <ul style="list-style-type: none"> <li>• you need a myGov account linked to your Centrelink online account, or</li> <li>• print and complete a <i>Claim for Age Pension and Pension Bonus</i> form from <a href="https://servicessaustralia.gov.au/sa002">servicessaustralia.gov.au/sa002</a> and the <i>Income and Assets</i> form from <a href="https://servicessaustralia.gov.au/sa369">servicessaustralia.gov.au/sa369</a>, or</li> <li>• call us on the Older Australians line<sup>4</sup>.</li> </ul>
	To lodge a claim form: <ul style="list-style-type: none"> <li>• upload via myGov, or</li> <li>• you can give your claim form and any supporting documents to us by mail<sup>4</sup> or by visiting your nearest Services Australia Service Centre.</li> </ul>
<b>Italy</b>	To get a claim form: <ul style="list-style-type: none"> <li>• contact the Italian social insurance agency<sup>3</sup>, or</li> <li>• call us on the International Services line<sup>4</sup>, or</li> <li>• print and complete a <i>Claim for Australian pension from an agreement country</i> form from <a href="https://servicessaustralia.gov.au/aus140">servicessaustralia.gov.au/aus140</a> and an <i>Income and Assets</i> form from <a href="https://servicessaustralia.gov.au/mod-ia">servicessaustralia.gov.au/mod-ia</a></li> </ul>
	To lodge your claim form: <ul style="list-style-type: none"> <li>• take your claim form and any supporting documents to any Italian social insurance agency office<sup>3</sup>.</li> </ul>
<b>Another specified agreement country<sup>5</sup></b>	To get a claim form: <ul style="list-style-type: none"> <li>• call us on the International Services line<sup>4</sup>, or</li> <li>• print and complete a <i>Claim for Australian pension from an agreement country</i> form from <a href="https://servicessaustralia.gov.au/aus140">servicessaustralia.gov.au/aus140</a> and an <i>Income and Assets</i> form from <a href="https://servicessaustralia.gov.au/mod-ia">servicessaustralia.gov.au/mod-ia</a></li> </ul>

If you are in:	
	<p>To lodge your claim form:</p> <ul style="list-style-type: none"> <li>take your claim form and any supporting documents to any social insurance agency office in that country.</li> </ul>

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.

## Italian payments

The Italian social insurance agency makes all decisions about Italian payments. For more information about Italian payments, you should contact the Italian social insurance agency<sup>3</sup>.

### Who can get an Italian payment?

To see if you can get an Italian Age Pension, Invalidity Pension, Seniority Pension, family allowance or Survivor Pension you will need to refer to the website of the Italian social insurance agency<sup>3</sup>.

### How do I claim an Italian payment?

If you are in:	
<b>Australia</b>	<p>To get a claim form:</p> <ul style="list-style-type: none"> <li>call us on the International Services line<sup>4</sup>.</li> </ul>
	<p>To lodge your claim form:</p> <ul style="list-style-type: none"> <li>take your claim form and any supporting documents to your nearest Services Australia Service Centre, or</li> <li>return your claim form and any supporting documents to us by mail<sup>4</sup>.</li> </ul>
<b>Italy</b>	<p>To get a claim form:</p> <ul style="list-style-type: none"> <li>follow any instructions on the website of the Italian social insurance agency<sup>3</sup>, or</li> <li>contact the Italian social insurance agency<sup>3</sup>.</li> </ul>
	<p>To lodge your claim form:</p> <ul style="list-style-type: none"> <li>follow any instructions on the website of the Italian social insurance agency<sup>3</sup>, or</li> <li>take your claim form and any supporting documents to any Italian social insurance agency office<sup>3</sup>.</li> </ul>

## For more information

If you need more information, contact us<sup>4</sup> for free help and advice.

### What do you need to do when dealing with a third party?

You may deal with a third party who is not a member of our staff. If you do, please remember that they may not have any authority to talk to us about you or your payments.

Footnote	Information	
<b>1. Definition of a partner</b>	<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"> <li>• married</li> <li>• in a registered relationship</li> <li>• in a de facto relationship.</li> </ul> <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>	
<b>2. Australian residence/Australian Working Life Residence</b>	<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>	
<b>3. Italian social insurance agency contact details</b>	<b>INPS</b> Servizio Rapporti e Convenzioni Internazionali Piazza Cavour 21 60121 Ancona ITALY	<b>Website: <a href="http://inps.it">inps.it</a></b> <b>Phone: +39 0 71 5081</b> <b>Fax: +39 0 71 508 211</b>
<b>4. Services Australia contact details</b>	<b>Centrelink International Services Services Australia</b> PO Box 7809 Canberra BC, ACT, 2610 AUSTRALIA	<b>Website: <a href="http://servicesaustralia.gov.au">servicesaustralia.gov.au</a></b> <b>Phone:</b> <ul style="list-style-type: none"> <li>• <b>800 781 977</b> International Freecall™ (from Italy only)</li> <li>• <b>+61 3 6222 3455</b> International Services (from outside Australia only)</li> <li>• <b>132 300</b> Older Australians line (from Australia only)</li> <li>• <b>131 673</b> International Services (from Australia only)</li> </ul> <b>Fax: +61 3 6222 2799</b> <b>Notes:</b>

Footnote	Information	
		<ul style="list-style-type: none"> <li>• The international <b>Freecall™</b> number connects you directly to Services Australia. This <b>Freecall™</b> may not be available from every location within Italy 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.</li> <li>• If you are not able to use the <b>Freecall™</b> number listed above, please contact us on <b>+61 3 6222 3455</b>.</li> <li>• Call charges apply. Calls from mobile phones may be charged at a higher rate.</li> </ul>
<b>5. Another specified agreement country</b>	Claims under the Italian 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.	

## 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.