



Australian Victim of Terrorism Overseas Payment Primary victim

(for a person 16 years or older)
October 7, 2023 Hamas Terrorist attacks

Purpose of this form



The Australian Victim of Terrorism Overseas Payment provides financial assistance to Australian residents who have been harmed as a direct result of the following terrorist attacks that occurred in Israel on **7 October 2023** at:

- Be’eri Kibbutz
- Sderot
- The Supernova Sukklot Gathering music festival, in the, Re’im Kibbutz
- Nahal Oz Kibbutz
- The military base adjacent to the Nahal Oz Kibbutz near the northern Gaza Strip
- Kfar Aza Kibbutz
- Nir Oz Kibbutz
- Netiv HaAsara Moshav
- Alumim Kibbutz
- Kissufim Kibbutz
- Nirim Kibbutz
- Zikim Beach
- Holit Kibbutz
- Ein HaShloscha Kibbutz
- Nir Yitzhak Kibbutz.

Who is eligible for assistance?

A primary victim may be eligible for the Australian Victim of Terrorism Overseas Payment where:

- the person was an Australian resident at the time of the terrorist act
- the person was in the place where the terrorist act occurred
- the person was harmed as a direct result of the terrorist act, and
- the person, and the person’s close family members, were not involved in the commission of the terrorist act.

How much will be paid?

Payment up to \$75,000, depending on injuries, may be paid to the person who was injured.

What factors are taken into account when determining the Australian Victim of Terrorism Overseas Payment?

The following factors are taken into account when determining a primary victim claim:

- the nature of the injury or disease suffered as a direct result of the terrorist act
- the effect of the injury or disease on the person’s life
- whether the person failed to take reasonable steps to avoid harm or acted recklessly when the terrorist act occurred
- whether there was travel advice on an Australian Government website advising against travelling to the foreign country, region or place where the terrorist act occurred
- whether the person was directed by an official of Australia or a foreign country to leave or not go to the place where the terrorist act occurred
- whether the person was in the place where the terrorist act occurred:
 - for a humanitarian purpose, or
 - on official business for the government of the Commonwealth, a state or territory, and
- whether the person has received financial assistance from a foreign country.

Australian Victim of Terrorism Overseas Payment Primary victim – for a person 16 years or older

October 7, 2023 Hamas Terrorist attacks

How long do I have to claim?

To receive the Australian Victim of Terrorism Overseas Payment, you must lodge your claim **within 2 years** of the date of the declaration of the payment.

For details of closing dates, go to **servicesaustralia.gov.au/avtop**

How will payments be made?

Payments will be made to a bank, building society or credit union account held in your name. A joint account is acceptable. If you do not have an account, call us on **1800 040 226** about alternative arrangements. If you are outside Australia, call **(+61 3) 9250 5159**.

What else will I need to provide?

Before you can get paid, we may contact you and ask you to confirm your identity. If you are required to confirm your identity, you will need to provide one document from **each** of these categories:

- Commencement of identity (for example, an Australian passport, birth or citizenship certificate)
- Primary use in community (for example, a driver licence or proof of age card)
- Secondary use in community (for example, an ATM/bank card or educational certificate).

For a list of acceptable documents, go to **servicesaustralia.gov.au/identity**

If you have any difficulty in obtaining or providing these documents, you should call us on **1800 040 226** or if you are outside Australia, call **(+61 3) 9250 5159**, as soon as possible.

You may also be asked to provide other information, but this will be discussed with you as your claim is assessed.

Change of circumstances

If there are any changes in your circumstances, you should call us on **1800 040 226** or if you are outside Australia, call **(+61 3) 9250 5159 within 14 days** of the change(s) occurring.

Filling in this form

You can fill this form digitally in some browsers, or you can open it in Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader, you can print this form and sign it.

If you have a printed 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.

Returning this form

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

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

You can upload this form, with any supporting documents:

- **online** – For more information about how to access an online account or how to lodge documents online, go to **servicesaustralia.gov.au/centrelinkuploaddocs**

You need a myGov account to link and use your Centrelink online account. If you do not have a myGov account, go to **my.gov.au** and create one. For help, go to **servicesaustralia.gov.au/onlineguides**

- by post
 - within Australia by sending them to:
Services Australia
Australian Victim of Terrorism Overseas Payment
Reply Paid 7830
CANBERRA BC ACT 2610
 - from outside Australia by sending them to (costs apply):
Services Australia
Australian Victim of Terrorism Overseas Payment
PO Box 7830
CANBERRA BC ACT 2610
Australia
- in person at one of our service centres.

For more information

Go to **servicesaustralia.gov.au/avtop** or call us on **1800 040 226** or if you are outside Australia, call (+61 3) **9250 5159**.



Information in your language

We can translate documents you need for your claim or payments for free.

To speak to us in your language, call **131 202**.



Hearing and speech assistance

If you have a hearing or speech impairment, you can use:

- the National Relay Service **1800 555 660**, or
- our TTY service on **1800 810 586**. You need a TTY phone to use this service.

For more information about help with communication, go to **servicesaustralia.gov.au** and search 'other support and advice'.

Family and domestic violence

If you are affected by family and domestic violence, there is help available. Call **132 850** Monday to Friday, 8am to 5pm local time, and ask to speak to a social worker. Otherwise, you can contact 1800RESPECT (**1800 737 732**), a 24 hour service. If you are in immediate danger, call **000**. For more information, go to **servicesaustralia.gov.au/domesticviolence**

Definition of key terms

Australian residence requirements

You are an Australian resident (as defined by the *Social Security Act 1991*) if you are living in Australia and you are one of the following:

- an Australian citizen
- a permanent residence visa holder
- a protected Special Category visa holder.

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

Close family member

The following are a person's close family member:

- the person's partner
- the person's child
- the person's parent (including legal guardian – see below for definition)
- the person's sibling.

Legal guardian

Section 4 of the *Family Law Act 1975* provides:

- Guardian, includes a person who has been granted (whether alone or jointly with another person or persons) guardianship of the child under the law of the Commonwealth or of a state or territory.

Direct result (harmed)

For the purposes of the assessment of Australian Victim of Terrorism Overseas Payment claims, the following elements are to be considered when assessing that a person was **harmed as a direct result** – injuries and/or medical conditions which:

- were caused by the terrorist act
- would not have developed without the terrorist act
- were pre-existing and were aggravated as a result of the terrorist act, or
- on the balance of probability, have resulted from the terrorist act.

Financial assistance

For the purposes of the Australian Victim of Terrorism Overseas Payment, financial assistance refers to the amount of any financial assistance received from a foreign country for an injury arising from the terrorist act (other than financial assistance for economic loss resulting from the injury).

Injuries or harmed

For the purposes of the Australian Victim of Terrorism Overseas Payment, injuries or harmed includes any physical or psychological injury suffered as a direct result of a declared overseas terrorist act.

In the place

For the purposes of this payment, 'in the place' means:

- in close proximity to the place where the terrorist act occurred, and
- experienced the terrorist act first hand.

A person is in close proximity to the place where the terrorist act occurred if they were close enough to be physically injured or killed by that act.

Experienced the terrorist act first hand means being present, and personally seeing or perceiving the terrorist act direct from the original source.

People who went to the place where the terrorist act occurred immediately following the act to assist victims are considered to be '**in the place**' for the purposes of Australian Victim of Terrorism Overseas Payment. This would include arriving at the scene of the act before the victim was moved to another location.

Involved in the commission of the terrorist act

For the purposes of the Australian Victim of Terrorism Overseas Payment, a person was involved in the commission of the terrorist act if the person:

- aided, abetted, counselled or procured the terrorist act
- induced the terrorist act, whether through threats or promises, or otherwise
- was in any way (directly or indirectly) knowingly concerned in, or a party to, the terrorist act, or
- conspired with others to effect the terrorist act.

Terrorist act

For the purposes of the Australian Victim of Terrorism Overseas Payment, the terrorist act refers to the overseas terrorist acts declared by the Prime Minister of Australia.

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Australian Victim of Terrorism Overseas Payment

Primary victim

(for a person 16 years or older)

October 7, 2023 Hamas Terrorist attacks (AV079)

About you and your claim

1 Do you need an interpreter?

Available in international, Indigenous, Auslan and other sign languages.

No ☐ Go to 4

Yes ☐ Go to next question

2 What is your preferred spoken language?

3 What is your preferred written language?

4 Are you claiming for one of the terrorist attacks that occurred in Israel on 7 October 2023, listed below?

No ☐ You may not be eligible – Go to servicessaustralia.gov.au/avtop for information on the terrorist acts for which you can claim payment.

Yes ☐ Indicate below which terrorist act you are applying for.

Be'eri Kibbutz ☐

Sderot ☐

The Supernova Sukklot Gathering music festival, in the Re'im Kibbutz ☐

Nahal Oz Kibbutz ☐

The military base adjacent to the Nahal Oz Kibbutz near the northern Gaza Strip ☐

Kfar Aza Kibbutz ☐

Nir Oz Kibbutz ☐

Netiv HaAsara Moshav ☐

Alumim Kibbutz ☐

Kissufim Kibbutz ☐

Nirim Kibbutz ☐

Zikim Beach ☐

Holit Kibbutz ☐

Ein HaShloscha Kibbutz ☐

Nir Yitzhak Kibbutz ☐

5 Were you in the place of the terrorist act when it occurred?

No ☐ You may not be eligible – See 'Definition of key terms – In the place' in the **Notes** (page 5) about being in the place of the terrorist act.

Yes ☐ Give details below

Provide details of your exact location at the time of the terrorist act – be as descriptive as possible.

If you need more space, provide a separate sheet with details.

Go to next question

6 Were you harmed as a direct result of the terrorist act?

No ☐ You may not be eligible – See 'Definition of key terms – Direct result (harmed)' in the **Notes** (page 4) about being harmed as a direct result of the terrorist act.

Yes ☐ Go to next question

7 Read this before answering the following question.

A terrorist act can impact on you physically and/or emotionally. Our social workers may be able to provide support and/or referral(s) to assist you.

Would you like one of our social workers to contact you?

No ☐

Yes ☐

8 Do you have a Centrelink Customer Reference Number?

No ☐ Go to next question

Yes ☐ Your Centrelink Customer Reference Number (if known)



CLK0AV079 2502

9 Your name

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Mx ☐ Other

Family name

First given name

Second given name

10 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 one other name, provide a separate sheet with details.

11 Your gender

Male ☐

Female ☐

Non-binary ☐

12 Date of birth (DD MM YYYY)

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13 How can we contact you?

Residential address

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| State/Territory | Postcode |
| Country | |

Postal address (if different to above)

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| State/Territory | Postcode |
| Country | |

Phone number (including area code if in Australia or country and area code if outside of Australia)

Read this before answering the following questions.

If you provide an email address or mobile phone number, you may receive electronic messages (SMS or email) from us. To read the terms and conditions, go to **servicesaustralia.gov.au/em**

Mobile phone number (including country and area code if outside of Australia)

Email

Residence details

The answers to the following questions help us to understand your residence details to make sure you are eligible to get this payment.

- 14** At the time of the terrorist act, what country were you living in and from what date?

This is the country where you normally lived on a long term basis.

Country

Date from (DD MM YYYY)

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- 15** What was the year you last entered Australia?

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 (YYYY)

Passport number

Country of issue

- 16** At the time of the terrorist act, were you an Australian citizen who was born in Australia?

No ☐

 If you have not already done so, you will need to provide proof of your Australian residence status (for example, citizenship papers, passport or other documentation).
▶ *Go to next question*

Yes ☐ ▶ **Go to 21**

- 17** What is your country of birth?

- 18** At the time of the terrorist act, what was your country of citizenship?

Australia ☐ Date citizenship granted (DD MM YYYY)

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▶ **Go to 21**

Other ☐ Give details below

Country of citizenship

Date citizenship granted (DD MM YYYY)

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- 19** At the time of the terrorist act, what type of Australian visa did you hold?

Permanent ☐ ▶ *Go to next question*

Temporary ☐ ▶ *Go to next question*

New Zealand passport (Special Category visa) ☐ ▶ **Go to 21**

Not applicable/not sure ☐ ▶ **Go to 21**

- 20** At the time of the terrorist act, what were your visa details?

Visa subclass

Date visa granted (DD MM YYYY)

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- 21** At the time of the terrorist act, what type of accommodation best described your usual living arrangements in Australia?

Tick one only

Own, buying or renting a house, unit or flat ☐

Living with family or friends ☐

Living in a boarding or guest house, hotel, hostel type accommodation, caravan, mobile home or boat ☐

Emergency accommodation or homeless ☐

- 22** At the time of the terrorist act, tell us where your close family members lived?

This is the country where they normally lived on a long term basis.

Tick all that apply

| | Australia | Outside Australia |
|--------------------------------------|--------------------------|--------------------------|
| Partner | <input type="checkbox"/> | <input type="checkbox"/> |
| Child(ren) | <input type="checkbox"/> | <input type="checkbox"/> |
| Parent (including legal guardian) | <input type="checkbox"/> | <input type="checkbox"/> |
| Sibling(s) | <input type="checkbox"/> | <input type="checkbox"/> |
| Another family member you look after | <input type="checkbox"/> | <input type="checkbox"/> |

23 At the time of the terrorist act, tell us about your employment and business ties in Australia and outside Australia.

Tick all that apply

I was employed or self-employed and my place of employment was **in Australia** ☐

I was employed or self-employed and my place of employment was **outside Australia** ☐

I owned or had an interest in a business or company registered **in Australia** ☐

I owned or had an interest in a business or company registered **outside Australia** ☐

I was a student at a school, college or university **in Australia** ☐

I was a student at a school, college or university **outside Australia** ☐

None of the above ☐

24 At the time of the terrorist act, what type of financial interests or assets did you have in Australia and outside Australia?

Tick all that apply

| | Australia | Outside Australia |
|--|--------------------------|--------------------------|
| Real estate (including vacant land) | <input type="checkbox"/> | <input type="checkbox"/> |
| Accounts held with financial institutions | <input type="checkbox"/> | <input type="checkbox"/> |
| Shares or bonds | <input type="checkbox"/> | <input type="checkbox"/> |
| Managed investments | <input type="checkbox"/> | <input type="checkbox"/> |
| Owner, part-owner or beneficiary of a trust or company | <input type="checkbox"/> | <input type="checkbox"/> |
| None of the above | <input type="checkbox"/> | <input type="checkbox"/> |

Travel details

25 What was the purpose of you being in the place where the terrorist act occurred?

Holiday ☐

Business ☐

Other ☐ Give details below

26 Were you travelling with an individual or group?

No ☐ Go to next question

Yes ☐ Give details below

Name(s) or group (for example, Joe Smith or name of sporting team or organisation)

27 When did you leave Australia to start your travels?

(DD MM YYYY)

28 When did you arrive in the place of the terrorist act?

Same as question 27 ☐

Other ☐ Date arrived in the place (DD MM YYYY)

29 Following the terrorist attack, did you have any contact with the Australian Embassy or Consulate Staff?

No ☐ Go to next question

Yes ☐ Give details below

Date of contact (DD MM YYYY)

Name of contact

Injury details

- 30** List the injuries that you sustained as a direct result of the terrorist act

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If you need more space, provide a separate sheet with details.

- 31** Read this before answering the following question.

For us to assess your eligibility for the Australian Victim of Terrorism Overseas Payment, you will need to provide evidence confirming your injuries were a direct result of the terrorist act. For example, medical report, doctor or specialist report/letter or other.

Do you have evidence to support your claim?

No ☐



You will need to complete and return the **Health Professional or Allied Health Professional Report – October 7, 2023 Hamas Terrorist attacks (AV083)** form. If you do not have this form, go to **servicesaustralia.gov.au/forms** or call us on **1800 040 226** or if you are outside Australia, call **(+61 3) 9250 5159**.
▶ *Go to next question*

Yes ☐



Provide your evidence to this claim.
▶ *Go to next question*

- 32** List any health professionals or allied health professionals that you give permission for us to contact

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If you need more space, provide a separate sheet with details.

About financial assistance received

- 33** Have you received any financial assistance from a foreign country for an injury you sustained as a direct result of the terrorist act?

This does not include financial assistance for economic loss resulting from your injury.

No ☐ ▶ *Go to next question*

Not sure ☐ ▶ *Go to next question*

Yes ☐ ▶ *Give details below*

How much was paid

\$

When was it paid (DD MM YYYY)

| | | | | | |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|

Who paid it

Name of payment / what it was paid for (for example, funeral, flights)

Payment details

- 34** Where do you want your payment made?

Payments must be made to an account held in your name. A joint account is acceptable.

I do not have a bank, building society or credit union account ☐

If you do not have an account you will need to call us on **1800 040 226** about alternative arrangements. If you are outside of Australia, call **(+61 3) 9250 5159**.
▶ *Go to next question*

The account nominated by my payment nominee ☐

You will need to fill in and return an **Authorising a person or organisation to enquire or act on your behalf (SS313)** form. You can also do this online. For more information, details are given in the next question.
▶ *Go to next question*

The Australian account nominated in the next column ☐

The account outside Australia nominated in the next column ☐

Australian account

Name of 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

Account outside Australia

Name of bank, building society or credit union

Branch where the account is held

Bank Identifier Code (BIC)/SWIFT

International Bank Account Number (IBAN) or account number

Account held in the name(s) of

- 35** Do you want to authorise a person or organisation to make enquiries, make updates, act and/or get payments on your behalf?

No ☐ Go to next questionYes ☐ Give details below

You need to fill in and return an **Authorising a person or organisation to enquire or act on your behalf (SS313)** form. You can also do this online. You and the person or organisation will need a Centrelink online account.

If you want more information or to download the form, go to

servicesaustralia.gov.au/authorisedrepresentative

Go to next question

Checklist

- 36** Which of the following forms and documents are you providing with this form?

Tick which information has been provided with this claim. If verification documentation is not provided with this claim it will need to be provided **within 14 days**.

You may need to provide identity documents. ☐

For a list of acceptable documents, go to

servicesaustralia.gov.au/identity

Documents showing proof of your Australian residence ☐

(if you answered No at **question 16**)

Health Professional or Allied Health Professional Report – October 7, 2023 Hamas Terrorist attacks (AV083) form ☐

(if you answered No at **question 31**)

Medical evidence of your injuries confirming they were the direct result of the terrorist act. ☐

(if you answered Yes at **question 31**)

Authorising a person or organisation to enquire or act on your behalf (SS313) form ☐

(if you answered Yes at **question 35**)

Questions continue ►

37 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 collect this information so we can process and manage your applications 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. For more information, go to servicesaustralia.gov.au/privacypolicy

Declaration

38 I declare that:

- I have read the privacy notice on this page.
- I and my close family members were not involved in the commission of the terrorist act.
- the information I have provided in this form is complete and correct.

I understand that:

- information is likely to be collected from, and disclosed to, Australian Government agencies including the Department of Home Affairs, Department of Foreign Affairs and Trade, Australian Federal Police, Department of Health and Aged Care, Australian Taxation Office, other organisations that offer or coordinate assistance overseas and my treating health professionals and allied health professionals.
- Services Australia may request evidence to support any claims made on this form.
- I must tell Services Australia of any changes to this information **within 14 days**.
- any overpayment will be recovered.
- Services Australia can make relevant enquiries to make sure I receive the correct entitlement.
- giving false or misleading statements, information or documents are serious offences under the *Criminal Code Act 1995*.

Authorisation

I authorise:

- Services Australia to collect and use relevant information about me,
- Services Australia to use and disclose relevant information it currently holds about me, in customer records,
- the other Australian Government agencies, organisations, and persons referred to above to disclose relevant information about me to Services Australia,
- Services Australia to disclose relevant information about me to the Australian Government agencies, organisation and persons referred to above,

for the purposes of assessing my eligibility for the Australian Victim of Terrorism Overseas Payment.

Your signature



Date (DD MM YYYY)

| | | | |
|---|-------------|------------------|-----|
| Office Use only | SO Logon ID | | |
| Identity type | | | |
| Serial number | | | |
| Issue date | / / | Expiry date | / / |
| State of issue | | Country of issue | |
| Original document sighted and returned <input type="checkbox"/> | | | |