



# Ugovor o socijalnom osiguranju između Australije i Njemačke

## Australski sustav socijalnog (mirovinskog) osiguranja

Australski sustav socijalnog (mirovinskog) osiguranja je različit od sustava većine drugih zemalja. Sve mirovine isplaćuje Australian Government (Australaska vlada) iz općih fondova, a ne iz doprinosa koji se uplaćuju u fond za socijalno (mirovinsko) osiguranje. Iz tog razloga, australske mirovine podliježu testu prihoda i imovine.

Ako želite podnijeti zahtjev za australsku mirovinu, morate nam prijaviti sav vaš, te ukoliko imate partnera i njegov/njezin ukupan prihod.

## Na koji način vam pomaže ovaj ugovor?

Ako živite u Australiji, u Njemačkoj ili u drugoj zemlji s kojom postoji ugovor<sup>5</sup>, ugovor vam obično omogućuje da podnesete zahtjev za australsku ili njemačku isplatu. Ugovor vam također omogućuje da saberete razdoblja boravka u Australiji i razdoblja socijalnog (mirovinskog) osiguranja u Njemačkoj kako biste ispunili minimalne uvjete za isplatu.

## Australske isplate

Mi donosimo sve odluke o australskim isplatama.

## Tko može dobiti australsku isplatu?

Kako biste imali pravo na isplatu prema odredbama ugovora, obično morate ispuniti sljedeće osnovne uvjete:

Australska isplata	Osnovni uvjeti:
<b>Age Pension (Starosna mirovina)</b>	<ul style="list-style-type: none"><li>• morate biti u dobi u kojoj imate pravo na mirovinu (posjetite <a href="http://servicesaustralia.gov.au/agepension">servicesaustralia.gov.au/agepension</a> za pojedinosti), i</li><li>• ukupna dužina Australian residence (boravka u Australiji)<sup>2</sup> i razdoblje/a osiguranja u Njemačkoj mora/ju iznositi najmanje 10 godina.</li></ul>
<b>Disability Support Pension (Invalidska mirovina)</b>	<ul style="list-style-type: none"><li>• morate imati invaliditet ili trajno sljepilo, i</li><li>• invaliditet/sljepilo je moralo nastati dok ste živjeli u Australiji.</li></ul> <b>ILI</b> <ul style="list-style-type: none"><li>• morate imati invaliditet ili trajno sljepilo, i</li><li>• ukupna dužina Australian residence (boravka u Australiji)<sup>2</sup> i osiguranja u Njemačkoj mora iznositi najmanje 10 godina.</li></ul>
<b>Carer Payment (Isplata za skrbnika)</b>	<ul style="list-style-type: none"><li>• morate pružati skrb puno radno vrijeme, i</li><li>• morali ste ranije živjeti u Australiji.</li></ul>
<b>Parenting Payment (Dječji dodatak)</b>	<ul style="list-style-type: none"><li>• vaš partner je umro, i</li><li>• vi vodite brigu o jednom djetetu ili o više djece mlađe od 8 godina koja su ranije bila u Australiji, i</li></ul>

Australska isplata	Osnovni uvjeti:
	<ul style="list-style-type: none"> <li>• ukupna dužina Australian residence (boravka u Australiji)<sup>2</sup> i osiguranja u Njemačkoj mora iznositi najmanje dvije godine.</li> </ul>
<b>Double Orphan Pension (Mirovina za dvostruko siroče)</b>	<ul style="list-style-type: none"> <li>• vi vodite brigu o mladoj osobi, i</li> <li>• mlada osoba je postala siroče dok je živjela u Australiji.</li> </ul>

**Napomene:**

- Moguće je da ćete morati ispuniti dodatne uvjete kako biste dobili isplatu.
- Ako živite izvan Australije kada podnosite zahtjev, obično morate imati najmanje 12 mjeseci Australian Working Life Residence (radnog vijeka provedenog u Australiji)<sup>2</sup>, od kojih 6 mjeseci mora biti bez prekida.
- Ne možemo biti sigurni hoćete li dobiti isplatu dok ne podnesete zahtjev i dok ne razmotrimo vaše okolnosti. Vi sami morate odlučiti hoćete li podnijeti zahtjev za isplatu ili ne.

**Kako trebam podnijeti zahtjev za australsku isplatu?**

Ako se nalazite u:	
<b>Australiji</b>	Za obrazac: <ul style="list-style-type: none"> <li>• trebate imati myGov račun povezan s vašim Centrelink online account, (Internetski račun Centerlink-a) ili</li> <li>• isprintajte i popunite obrazac <i>Claim for Age Pension and Pension Bonus (Zahtjev za starosnu mirovinu i bonus uz mirovinu)</i> sa <b>servicesaustralia.gov.au/sa002</b> i obrazac <i>Income and Assets (Prihod i imovina)</i> sa <b>servicesaustralia.gov.au/sa369</b>, ili</li> <li>• nazovite našu službu za usluge starijim građanima Australije - Older Australians line<sup>4</sup>.</li> </ul>
	Kako ćete predati zahtjev: <ul style="list-style-type: none"> <li>• unesite ga preko myGov, ili</li> <li>• obrazac i sve popratne dokumente nam možete poslati poštom<sup>4</sup> ili osobno ih predati u vama najbližem Services Australia Service Centre.</li> </ul>
<b>Njemačkoj</b>	Za obrazac: <ul style="list-style-type: none"> <li>• kontaktirajte Njemački zavod za socijalno (mirovinsko) osiguranje<sup>3</sup></li> <li>• nazovite - International Services line<sup>4</sup>, (našu službu za međunarodne usluge) ili</li> <li>• isprintajte i popunite obrazac <i>Claim for Australian pension from an agreement country (Zahtjev za australsku mirovinu iz zemlje s kojom postoji ugovor)</i> sa <b>servicesaustralia.gov.au/aus140</b> i obrazac <i>Income and Assets (Prihod i imovina)</i> sa <b>servicesaustralia.gov.au/mod-ia</b></li> </ul>
	Kako ćete predati zahtjev: <ul style="list-style-type: none"> <li>• odnesite obrazac i sve popratne dokumente u bilo koji ured njemačkog socijalnog (mirovinskog) osiguranja<sup>3</sup>.</li> </ul>

<b>Drugoј zemlji s kojom postoji ugovor<sup>5</sup></b>	Za obrazac: <ul style="list-style-type: none"> <li>• nazovite - International Services line<sup>4</sup> (našu službu za međunarodne usluge), ili</li> <li>• isprintajte i popunite obrazac <i>Claim for Australian pension from an agreement country (Zahtjev za australsku mirovinu iz zemlje s kojom postoji ugovor)</i> sa <b>servicesaustralia.gov.au/aus140</b> i obrazac <i>Income and Assets (Prihod i imovina)</i> sa <b>servicesaustralia.gov.au/mod-ia</b></li> </ul>
	Kako ćete predati zahtjev: <ul style="list-style-type: none"> <li>• podnesite obrazac i sve popratne dokumente u bilo kojem uredu socijalnog osiguranja u toj zemlji.</li> </ul>

Zahtjevi za australske isplate se obično mogu podnijeti 13 tjedana unaprijed. Obrazac zahtjeva i sve popratne dokumente morate predati istodobno. Ako to ne uradite, zahtjev može biti odbijen.

## Njemačke isplate

Njemački zavod za socijalno (mirovinsko) osiguranje donosi sve odluke o njemačkim isplatama. Za daljnje informacije o njemačkim isplatama, kontaktirajte Njemački zavod za socijalno (mirovinsko) osiguranje<sup>3</sup>.

### Tko može dobiti njemačku isplatu?

Ako želite saznati možete li dobiti njemačku isplatu prema odredbama ugovora, posjetite internetske stranice njemačkog zavoda za socijalno (mirovinsko) osiguranje<sup>3</sup>.

### Kako trebam podnijeti zahtjev za njemačku isplatu?

Ako se nalazite u:	
<b>Australiji</b>	Za obrazac: <ul style="list-style-type: none"> <li>• nazovite - International Services line<sup>4</sup> (našu službu za međunarodne usluge).</li> </ul>
	Kako ćete predati zahtjev: <ul style="list-style-type: none"> <li>• podnesite obrazac i sve popratne dokumente u vama najbližem uredu Services Australia Service Centre, ili</li> <li>• pošaljite nam poštom zahtjev i sve popratne dokumente<sup>4</sup>.</li> </ul>
<b>Njemačka</b>	Za obrazac: <ul style="list-style-type: none"> <li>• slijedite napatke na internetskim stranicama Njemačkog zavoda za socijalno (mirovinsko) osiguranje<sup>3</sup>, ili</li> <li>• kontaktirajte Njemački zavod za socijalno (mirovinsko) osiguranje<sup>3</sup>.</li> </ul>
	Kako ćete predati zahtjev: <ul style="list-style-type: none"> <li>• slijedite napatke na internetskim stranicama Njemačkog zavoda za socijalno (mirovinsko) osiguranje<sup>3</sup>, ili</li> <li>• podnesite obrazac i sve popratne dokumente u bilo kojem uredu Njemačkog zavoda za socijalno (mirovinsko) osiguranje<sup>3</sup>.</li> </ul>

## Za dodatne informacije

Ako trebate dodatne informacije, kontaktirajte nas<sup>4</sup> za besplatnu pomoć i savjete.

Fusnota	Informacije	
<b>1. Definicija partnera</b>	<p>Smatramo da imate partnera ako živite s drugom osobom kao (bračni) par. Smatramo da živite s drugom osobom u paru ako ste:</p> <ul style="list-style-type: none"> <li>• oženjeni/udani</li> <li>• u registriranoj vezi</li> <li>• u vanbračnoj vezi (de-facto).</li> </ul> <p>Registrirana veza je veza koja je registrirana prema zakonu jedne od australskih država ili teritorija.</p> <p>Ako ste svoju vezu registrirali izvan Australije, tu vezu ne priznajemo kao registriranu. To vam može biti dokaz da živite u vanbračnoj vezi. Vanbračna veza je veza slična bračnoj vezi, samo što niste vjenčani, niti ste registrirali vezu.</p>	
<b>2. Australian residence/Australian Working Life Residence (Boravak u Australiji / Boravak u Australiji za vrijeme radnog vijeka)</b>	<p>„Australian residence' (Boravak u Australiji)' znači razdoblja u kojima ste boravili u Australiji kao australski državljanin ili ste bili nositelj australske vize za stalni boravak.</p> <p>Australian residence (boravak u Australiji) u bilo kojem trenutku se koristi za stjecanje prava na australsku isplatu.</p> <p>„Australian Working Life Residence (Boravak u Australiji za vrijeme radnog vijeka) je / su samo razdoblje/a boravka u Australiji između dobi od 16 godina i dobi za Age Pension.</p>	
<b>3. Na koji način možete kontaktirati njemačko socijalno (mirovinsko) osiguranje</b>	<p>Sustav socijalnog osiguranja u Njemačkoj temelji se na doprinosima koje stranka uplaćuje u okviru programa. Postoje 3 fonda:</p>	
	<p><b>Deutsche Rentenversicherung Oldenburg-Bremen</b></p> <p>26112 Oldenburg GERMANY</p>	<p><b>Internetske stranice:</b></p> <p><b>deutsche-rentenversicherung.de/OldenburgBremen</b></p> <p><b>Telefon: +49 421 3407 0</b></p> <p><b>Email: australien@drv-oldenburg-bremen.de</b></p>
	<p><b>Deutsche Rentenversicherung Bund</b></p> <p>10704 Berlin GERMANY</p>	<p><b>Internetske stranice:</b></p> <p><b>deutsche-rentenversicherung.de/Bund/DE</b></p> <p><b>Telefon: +49 30 865 0</b></p> <p><b>Fax: +49 30 865 27240</b></p> <p><b>Email: meinefrage@drv-bund.de</b></p>

Fusnota	Informacije	
	<p><b>Deutsche Rentenversicherung Knappschaft-Bahn-See</b></p> <p>44781 Bochum GERMANY</p>	<p><b>Internetske stranice: kbs.de</b></p> <p><b>Telefon: +49 234 304 0</b></p> <p><b>Fax: +49 234 304 53050</b></p> <p><b>Email: rentenversicherung@kbs.de</b></p>
<p><b>4. Kontakt podatci Services Australia</b></p>	<p><b>Centrelink International Services Services Australia</b></p> <p>PO Box 7809 Canberra BC ACT 2610 AUSTRALIA</p>	<p><b>Internetske stranice: servicesaustralia.gov.au</b></p> <p><b>Telefon:</b></p> <ul style="list-style-type: none"> <li>• <b>0800 1802 482</b> International <b>Freecall™</b> (međunarodni besplatni poziv, samo ako zovete iz Njemačke)</li> <li>• <b>+61 3 6222 3455</b> International Services (međunarodne usluge) (samo ako zovete izvan Australije)</li> <li>• <b>132 300</b> Older Australians line (usluge za starije građane Australije) (samo ako zovete iz Australije)</li> <li>• <b>131 673</b> International Services (međunarodne usluge) (samo ako zovete iz Australije)</li> </ul> <p><b>Faks: +61 3 6222 2799</b></p> <p><b>Napomene:</b></p> <ul style="list-style-type: none"> <li>• Besplatni međunarodni broj telefona - international <b>Freecall™</b> - vas povezuje izravno sa Services Australia. Ovaj besplatni broj - <b>Freecall™</b> - možda nije na raspolaganju na svim lokacijama u Njemačkoj i možda nije besplatan sa mobitela ili javnih telefona. Morat ćete ubaciti kovanice i / ili karticu u javne telefone, isto kao i za lokalni poziv. Novac vam se možda neće vratiti nakon razgovora.</li> <li>• Ako ne možete zvati na besplatni broj - <b>Freecall™</b> - koji je gore naveden, kontaktirajte nas na <b>+61 3 6222 3455</b>.</li> <li>• Pozivi se naplaćuju. Pozivi sa mobilnih telefona se mogu naplatiti po višoj tarifi.</li> </ul>
<p><b>5. Druga zemlja s kojom postoji ugovor</b></p>	<p>Zahtjevi prema ugovoru s Njemačkom se mogu podnijeti kod nadležnih tijela u Austriji, Belgiji, Kanadi, Čileu, Hrvatskoj, Cipru, Njemačkoj, Mađarskoj, Irskoj, Italiji, Koreji (Republici), Malti, Nizozemskoj, Norveškoj, Portugalu, Sloveniji ili Španjolskoj.</p>	

## **Odricanje od odgovornosti**

Informacije u ovoj publikaciji služe samo kao vodič za isplate i usluge.

Informacije u ovom informacijskom listu su točne u siječnju 2025. Ako ovu publikaciju koristite nakon tog datuma, provjerite jesu li informacije u njoj još uvijek točne.



# Social Security Agreement between Australia and Germany

## 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, Germany or another specified agreement country<sup>5</sup>, the agreement generally allows you to submit a claim for an Australian or German payment. It also allows you to add together your periods of residence in Australia and periods of social security coverage in Germany, 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:
<b>Age Pension</b>	<ul style="list-style-type: none"> <li>• you must have reached the qualifying age (refer to <a href="http://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 Germany 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 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 Germany 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 Germany 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>Germany</b>	To get a claim form: <ul style="list-style-type: none"> <li>• contact the German social insurance agency<sup>3</sup></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 German 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.

## German payments

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

### Who can get a German payment?

To see if you can get a German payment under the agreement, you will need to refer to the website of the German social insurance agency<sup>3</sup>.

### How do I claim a German 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>Germany</b>	<p>To get a claim form:</p> <ul style="list-style-type: none"> <li>• follow any instructions on the website of the German social insurance agency<sup>3</sup>, or</li> <li>• contact the German 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 German social insurance agency<sup>3</sup>, or</li> <li>• take your claim form and any supporting documents to any German social insurance agency office<sup>3</sup>.</li> </ul>

## For more information

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

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 living 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. German social insurance agency contact details</b>	<p>The social security system in Germany is based on contributions paid into a scheme by the customer. There are 3 funds:</p> <table border="1" data-bbox="475 1182 1441 1942"> <tbody> <tr> <td data-bbox="475 1182 791 1451"> <b>Deutsche Rentenversicherung Oldenburg-Bremen</b>            26112 Oldenburg            GERMANY         </td> <td data-bbox="791 1182 1441 1451"> <b>Website:</b>  <a href="http://deutsche-rentenversicherung.de/OldenburgBremen">deutsche-rentenversicherung.de/OldenburgBremen</a>  <b>Phone: +49 421 3407 0</b>  <b>Email: australien@drv-oldenburg-bremen.de</b> </td> </tr> <tr> <td data-bbox="475 1451 791 1704"> <b>Deutsche Rentenversicherung Bund</b>            10704 Berlin            GERMANY         </td> <td data-bbox="791 1451 1441 1704"> <b>Website:</b>  <a href="http://deutsche-rentenversicherung.de/Bund/DE">deutsche-rentenversicherung.de/Bund/DE</a>  <b>Phone: +49 30 865 0</b>  <b>Fax: +49 30 865 27240</b>  <b>Email: meinefrage@drv-bund.de</b> </td> </tr> <tr> <td data-bbox="475 1704 791 1942"> <b>Deutsche Rentenversicherung Knappschaft-Bahn-See</b>            44781 Bochum            GERMANY         </td> <td data-bbox="791 1704 1441 1942"> <b>Website: kbs.de</b>  <b>Phone: +49 234 304 0</b>  <b>Fax: +49 234 304 53050</b>  <b>Email: rentenversicherung@kbs.de</b> </td> </tr> </tbody> </table>		<b>Deutsche Rentenversicherung Oldenburg-Bremen</b> 26112 Oldenburg GERMANY	<b>Website:</b> <a href="http://deutsche-rentenversicherung.de/OldenburgBremen">deutsche-rentenversicherung.de/OldenburgBremen</a> <b>Phone: +49 421 3407 0</b> <b>Email: australien@drv-oldenburg-bremen.de</b>	<b>Deutsche Rentenversicherung Bund</b> 10704 Berlin GERMANY	<b>Website:</b> <a href="http://deutsche-rentenversicherung.de/Bund/DE">deutsche-rentenversicherung.de/Bund/DE</a> <b>Phone: +49 30 865 0</b> <b>Fax: +49 30 865 27240</b> <b>Email: meinefrage@drv-bund.de</b>	<b>Deutsche Rentenversicherung Knappschaft-Bahn-See</b> 44781 Bochum GERMANY	<b>Website: kbs.de</b> <b>Phone: +49 234 304 0</b> <b>Fax: +49 234 304 53050</b> <b>Email: rentenversicherung@kbs.de</b>
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Footnote	Information	
<p><b>4. Services Australia contact details</b></p>	<p><b>Centrelink International Services Services Australia</b> PO Box 7809, Canberra BC, ACT, 2610 AUSTRALIA</p>	<p><b>Website: <a href="http://servicesaustralia.gov.au">servicesaustralia.gov.au</a></b></p> <p><b>Phone:</b></p> <ul style="list-style-type: none"> <li>• <b>0800 1802 482</b> International <b>Freecall™</b> (from Germany 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> <p><b>Fax: +61 3 6222 2799</b></p> <p><b>Notes:</b></p> <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 Germany 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>
<p><b>5. Another specified Agreement country</b></p>	<p>Claims under the German 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 January 2025. If you use this publication after that date, please check with us that the details are up to date.