



Ralzam a phantharmi hna – zeidah na theih a herh i natuah a herh

Australia i khua na saknak le nunnak caah hin kanmah nih tangka pekdingmi pawl le riantuanpiaknak herhhai vialte an bawmtu ding ah kan in tuanpiak lai. Tangka pekdingmi vialte na ngah khawh nakding ah, hihi na tuah hrimhrim an hau ve. Cucu mutual obligation requirements (kaphnih in tuanvo lak tti hernak) tiah kan auh.

Biapimi thawng theihternak

- Na tangka pekdingmi an in chimh bantukin na pawngkam ah ai thleng mi vialte kha na kan chimh a herh lai.
- Australia na phanh in zarh 12 chung ah, ramchung ah um khawhnak nawl na ngeih nak ding ah mutual obligation requirements in luatnak pek na si lai.
- Zarh 12 hnu ah, kan in ton lai i rian herhhai vialte kan in tawrel pi lai, Job Plan kan tuah lai. Hi Job Plan nih hin tangka na hmuh peng khawhnak ding caah na tuah a herhmi cawlcanghnak tete a ngeih lai. Hi cawlcanghnak nih hin Australia i khua na saknak vialte ah an bawmh lai. Hi Appointment ah na kal hrimhrim a herh lai i cu hnu cun Centrelink ti mi ah caan hman tein theihternak report na pek a herh lai. Cu ti na tuah lo ahcun, na tangka pekding pekpiaknak cu an ngolh khawh.
- Caan tam deuh ah cun, riantuan ding kawl piak tu sinah kan in kua lai lo i Australia ah thla 12 na um hlan cu rian kawl zong na hau lai lo.
- Mi cheukhat cu zarh 12 luatnak an hmuh hnu ah zohkhenh tu sinah kuat an si. Cu thil a can ahcun, appointment na lak hrimhrim lai i bawmchantu he Job Plan remhchunh nai zuam lai asiloah cun na tangka pekding pekpiaknak kha an ngol khawh.
- Australia na phannak zarh 6 hnu ah tuan deuh ah rian kawl, rian hmuh na duh ahcun, riantuan awk kawl piak tu hna sin ah, na hal khawh hna.

Na phanh tikah

Australian na rak phanh caan kha na case riantuantu nih a kan chimh lai. Anmah nih appointment na halharnak kong kha an in hngalhter lai.

Hi appointment hi Australian na phanh ri in ni 3 chung asiloah Australian na umduhnak hmun na phanh ni in a si lai. Hi appointment hi phone in pehtlaih a si tawn. Hi appointment ah hin na kal hrimhrim lai.

Hi appointment ah, kan zung riantuantu nih na tangka pekding mi halkhawhnak pawl sining vialte an in bawmh lai.

An bawm kho tu ding na ngeih lo ahcun, **131 202** ah na thiammi holh tein kan sin ah na kan chawnh khawh. Nangmah caah appointment kan in lak piak lai.

Nangmah caah appointment kan in sersiampiak lai. A biapi mi cu appointment vialte sin ah na kal lai, asiloah na tangka pekdingmi pekpiaknak kha an ngol khawh.

Tangka pekmi pawl le riantuanpiaknak chimcawnpiaknak kong ceihhmainak ah kan in sawm lai. Forhfiak kan in duh mi cu seminar (chimcawnpiaknak) ah na kai hrimhrim lai, zeidah ah ti ahcun a biapi mi thawngthanhnak vialte tangka pekding kong vialte kha na ngah lai. Na kal duh ahcun nangmah nih biachahnak na tuah khawh.

Ai thleng mi um ah cun, na kan chimh lai

Kan sinah tangka pekding pakhatkhat na ngeih lio ah, na pawngkam thil sining ruang ah tangka pekding mi ai thlen ahcun na kan chim a herh lai. Zeibantuk thlennak hmanh a um hnu ni 14 chungah na tuah a hau. A tanglei thil hna hi na tuah/ton ah cun theihternak kan tuah:

- na pumpak kong asiloah pehtlainnak konglam thlen tikah
- na address na thlen tikah
- na partner (nupi/pasal) he nan ii then asiloah partner (nupi/pasal) thar na ngeih ah
- nau ngeih telh in, ngakchia zohkhenh hram na thawk asiloah na ngol tikah
- tangka ngah mi rian na tuan tikah
- na zawt, nai hliamkhawn asiloah pum tlamtlin lonak na ngei ah.

Nangmah kong he pehtlai in theih kan herh ahcun ca kan in kuat te lai. Na myGov account asiloah na address in ca kan in kuat lai. Thawngthanhnak cu ni 14 chung ah na kan pek lai, asiloah cun na tangka pekdingmi pekpiaknak cu ngol khawh asi. Ca kan in kuatmi hngalhian na duh ahcun **131 202** ah na kan pehtlai khawh.

Zarh 12 ah

Australia ah zarh 12 na um cang hnu ah kan in ton lai. Hi appointment ah hin:

- na pawngkam ah thil umtuning aa thleng lo ti hngalh awkah cheknak kan tuah lengmang
- nangmah he Job Plan kan ser lai (a herh ahcun)
- Na mutual obligation requirements kong kha na chim lai
- ze i tin dah report na pek lai i report peknak ah ze i dah a herhmi hna an si ti kha kan in chimh lai
- thla 12 hlan ah rian kawlnak kong ah bawmhnak na duh ahcun, riantuan ding kawl sinah kan in kuat khawh
- rianpeknak riantuannak tuanvo pekmi sinah kan in kuat khawh (ai tlak ko ahcun).

Hi appointment ah hin na kal hrimhrim lai, asiloah cun tangka pekdingmi pekpiaknak an ngol khawh.

Job Plan

Rianpeknak riantuannak tuanvo ngeitu sinah kuat na si lo ahcun, Job Plan kan ser lai i cucu Australia na phanh in thla 12 chung hman khawh a si lai. Hihi Australia khua na sak khawhnak ding caah zeibantuk cawlcanghnak dah na tuah a herh timi hnatlaknak a langh ter mi a si.

Nai thim khawh mi cawlcanghnak kong he pehtlai in biaruahnak kan ngei lai. Ni khat ah a tlawm bik cawlcanghnak pakhat tal tuah ding in na lungtlin a hau lai.

Cu cawlcanghnak hna cu:

- Humanitarian Settlement Program ah i tel
- Adult Migrant English Program ah Mirang ca cawn
- Workforce Australia ah i tel
- a dang lungtlinmi riantuannak, chimcawnpiknak, cawlcanghnak tete, cucu nai telnak nih a herh ning in ai hngatchan te lai.

Na Job Plan ah cawlcanghna na tuah hrimhrim a herh lai cucu na tangka pekding an bawmtu ding a si.

Hi cawlcanghna hna na tuah khawh lo ding asi ahcun, a hlanka in theihterna na kan tuah lai. Na kan theihta lo ahcun, na tangka pekdingmi pekpiakna cu ngol khawh asi.

Zarh 12 hnu ah zeidah na tuah a herh

Tangka pek na si peng nak ding ahcun:

- appointment poh ah na kal diha lai
- Job Plan cawlcanghna vialte na tuah lai
- cawlcanghna na tuah ko tiah na kan theihta lai
- riantuanna in tangka na hmuhmi a um ahcun na kan chimh lai.

Zarh hnih dan ah na phaisa hmuh peng awkah, hnatlakmi cawlcanghna kha na tuah a hau i appointment tuahna hmuh ah na kal a hau. Centrelink ah na kal khawh lo, asiloah appointment petu sinah na kal khawh lo ahcun, na kan theihta colh a herh lai.

Zeitluk in dah report na tuah a herh timi kan in chimh lai. **131 202** ah chawh in, riantuanna hmuh ah kal in asiloah myGov he aa pehtlaimi na Centrelink account hmangin report na tuah khawh.

Employment Service Assessment

Na zawt, nai hliamkhawh asiloah pum tlamtlin lo ruang ah na tuah dingmi rian ah an donhkanh asiloah suimilam ze zat dah na tuah khawh tiah Employment Services Assessment ah kan in siamremh piak lai.

Hi assessment nih hin suimilam ze zat dah na tuah khawh le ze bantuk rianpeknak phun dah na caah a tha bik a si ti mi hngalhianna an bawmh lai.

Na caah Employment Services Assessment ah booking kan tuah hlan ah Sillei in hngalhpina pakhat khat na kan pek a herh lai.

Na appointment ah na kal khawh lo ding ahcun na kan hngalhta lai. **131 202** ah na kan pehtlaih khawh.

Australia ah thla 12 na um cang hnuah

Rianpeknak riantuanna tuah hrimhrim ding ah nai tel lem lo ahcun Australia ah thla 12 na um chung ah appointment voi khat na ngei kho.

Hi appointment ah hin, na pawngkam thil sining vialte kan zohfel lai i Workforce Australia ah kan in kuat te lai. Appointment ah na kal hrimhrim lai, asiloah cun na tangka pekding pekpiakna an ngol khawh.

Workforce Australia ah i telnak

Workforce Australia cu rianpeknak service pakhat a si i cu nih cun nai timhlanak ding caah le rian na kawlkhawhna ding caah an bawmhchanh lai. Online riantuanna le a tang lei thil hna he pehtlai in nangmah an bawmhchan tu na ngei:

- na resume tial ding
- interview tuah ding ah i ready ding
- rianpetu nih a herhmi thiamnak vialte ngeih khawh ding

- rian kawl ding le ÷uan khawh ding.

Australian ah thla 12 na um hnu ahcun Workforce Australia ah na tel a hau. Asinain, tuan tein rian hmuh, rian÷uan na duh ahcun Australia na um zarh 6 hnu cun Workforce Australia ah i tel ding in nai thim khawh.

Disability Employment Services, Transition to Work asilole Community Development Program ah tel khawh ding na tlinh ahcun, Australia i zarh 12 na um hnu ah kan in kuat lai. Na Job Plan ah cawlcanghna na tuah dingmi hna kha na tuah a hau, asiloah cun na tangka pekding pekpiaknak an ngol khawh.

Cu program ah aa tlakmi chungkhar member na ngeih khawh. Pawngkam sining he hngatchan in an Job Plan chung ah cawlcanghna tuah dingmi an ngei.

Rent Assistance (Inn man bawmhna)

Innhlan man pek nai thawk tikah Rent Assistance ngah khawh na ngei. Hihi a hlei in tangka pek mi a si, innhlan man na pek mi an bawm ding ah a si.

Na address na kan chimh tikah, zeï zat dah innhlan man na pek tiah kan in hal lai. Rent Assistance zeï zat dah na ngah khawh tinak ah hi hi kan hman.

Innhlan man zeï zat dah na pek khawh ti langhternak kan in hal lai. Rent Certificate na phih lai, asiloah inn ngeitu le hlangtu lungtlinnak ca na kan pek lai.

Thawngtheihternak tamdeuh hmuhna caah

- Centrelink pekding le rian÷uanna caah, **131 202** ah na thiammi holh tein kan sin ah na kan chawnh lai. Na kan chawnh tikah Customer Reference Number (CRN) na herh lai. Na CRN na hngalh lo, asiloah na luh lo ahcun, Mirang holh in voi 3 tiang an chimmi na theih lai. A voi thumnak hnu ah, aw nih 'What language please?' tiah a ti lai. Na holh khan chim ko law, na holh a thiammi he nan i pehtlai kho lai.
- hika ah zoh servicesaustralia.gov.au/yourlanguage hika ah nanmah holh in thawngthanhmi kha na rel, ngaih asilole video in na zoh khawh
- Medicare caah **132 011** ah chawn law Child Support caah **131 272** kha chawn. Holhlettu na herh ahcun kan theiher law, a manlo tein kan in tawlrel piak lai
- riantuanpiaknak hmun ah kal. Holhlettu na herh ahcun kan theiher law, a manlo tein kan in tawlrel piak lai.

Theihternak: nan inn phone in '13' nambar pawl chawnh cu Australia khoika hmun paoh chawnh i khiahciami ret ning in lak an si. Mah umnak hmun i chawnhna man cu a ret aa dang cio kho men i telephone riantuanpiaknak petu pawl karlak zongah aa dang kho men. Nan inn phone in '1800' nambar pawl chawnhna cu a manlo an si. Zapi hmanmi le kutput phone pawl in chawnhna cu caan ningin a kal kho men i a ret a sang deuh in liam a si kho men.

Fianternak

Hi ca-uk in chuahmi chungah aa telmi kong cu tangka pekmi pawl le riantuanpiaknak i lamhmuhsaknak ca bantuk lawngah tinhmi a si. Tangka pekmi caah sok na duh le duhlo biakhiah ding le na dirhmun nak kong he pehtlai in soknak tuah ding cu nangmah tuavo a si.



Newly arrived refugees – what you need to know and do

We provide payments and services to help you settle into life in Australia. To keep getting your payment, you must do certain things, we call these mutual obligation requirements.

Important information

- You need to tell us about any changes in your circumstances as they may affect your payment.
- During the first 12 weeks from the date you arrive in Australia, you will be given an exemption from mutual obligation requirements to help you settle into the country.
- After 12 weeks, we will meet with you and in most cases, make a Job Plan. This Job Plan will have activities that you must do to keep getting your payment. These activities help you settle into life in Australia. You must go to this appointment, and after that you will need to report to Centrelink regularly. If you don't, your payment may stop.
- In most cases, we will not refer you to an employment services provider and you will not need to look for work until you have been in Australia for 12 months.
- Some people are referred to a provider after the 12 week exemption. If that happens, you must attend appointments and negotiate a Job Plan with the provider or your payment may stop.
- You can ask to be referred to an employment services provider from 6 weeks after you arrive in Australia if you want help to find work sooner.

When you arrive

Your case worker will tell us when you have arrived in Australia. They will let you know about your new claim appointment.

This appointment will be within 3 business days of you arriving in Australia or when you reach your final destination in Australia. This appointment will usually be by phone. You must go to this appointment.

At this appointment, our staff will help you claim the right payment for your situation.

If you do not have anyone to help you, call **131 202** to speak to us in your language. We will book the appointment for you.

We will make some other appointments for you. It is important that you go to all your appointments, or your payment may stop.

We will invite you to a seminar to learn about our payments and services. We encourage you to go to the seminar because you will get important information about your payment. You can decide if you want to go.

Tell us about any changes

While you are getting a payment from us, you need to tell us if your circumstances change as it may affect your payment. You must do this within 14 days of any change. Let us know if you:

- change your personal or contact details
- change your address

- separate from your partner or have a new partner
- start or stop looking after a child, including having a baby
- do any paid work
- are sick, injured or have a disability.

We will send you a letter if we need information from you. We will send the letter to your address or your myGov account. You will have 14 days to give us the information or your payment may stop. If you need help understanding the letter, you can call us on **131 202**.

At 12 weeks

We will meet with you after you have been in Australia for 12 weeks. At this appointment we:

- check to make sure your circumstances have not changed
- make a Job Plan with you (if required)
- tell you about your mutual obligation requirements
- tell you about your reporting requirements and how to report
- can refer you to an employment services provider, if you want help to look for work before 12 months
- refer you to compulsory employment services (if appropriate).

You must go to this appointment, or your payment may stop.

Job Plan

If you are not referred to compulsory employment services, we will make a Job Plan with you that is valid for 12 months from the date you arrived in Australia. It is an agreement that says what activities you will need to do to help you settle into your life in Australia.

We will talk to you about the activities you can choose. You must agree to do at least one activity.

Your activities can be:

- participating in the Humanitarian Settlement Program
- learning English through the Adult Migrant English Program
- participating in Workforce Australia
- doing other approved work, study or training activities, depending on your participation requirements.

You must do the activities in your Job Plan to keep getting your payment.

If you cannot do any of the activities, you must let us know beforehand. If you do not tell us, your payment may stop.

What you need to do after week 12

To keep getting your payment, you must:

- go to all your appointments
- do your Job Plan activities
- tell us you are doing your activities

- tell us if you are getting any employment income.

To keep getting your payment every fortnight, you must do the agreed activity and go to your appointments. If you cannot go to a Centrelink or provider appointment, you need to let us, or your provider, know immediately.

We will tell you how often you need to report. You can report by calling us on **131 202**, going to a service centre or using your Centrelink account linked to myGov.

Employment Services Assessment

If you are sick, injured, or have a disability that affects what work you can do or how many hours you can work we may arrange an Employment Services Assessment.

This assessment helps us understand how many hours you can work and what type of employment help is best for you.

You will need to give us medical evidence before we book an Employment Services Assessment for you.

Let us know if you cannot go to your appointment. You can call us on **131 202**.

When you have been in Australia for 12 months

You will have an appointment with us once you have been in Australia for 12 months if you are not already with compulsory employment services.

At this appointment we will check your circumstances and refer you to Workforce Australia. You must go to this appointment, or your payment may stop.

Participating in Workforce Australia

Workforce Australia is an employment service that can help you prepare and look for work. It has an online service and a network of providers to help you:

- write your resume
- get ready for interviews
- get skills that local employers need
- find and keep a job.

You have to participate in Workforce Australia after you have been in Australia for 12 months. However, you can choose to participate in Workforce Australia from 6 weeks after you arrive in Australia if you want to find work sooner.

If you qualify for Disability Employment Services, Transition to Work or Community Development Program, we will refer you after 12 weeks in Australia. You will have to do the activities in your Job Plan or your payment may stop.

You may have some family members that will be eligible for these programs. They will have to do the activities in their Job Plan depending on their situation.

Rent Assistance

When you start paying rent you may be able to get Rent Assistance. This is an extra payment to help with your rent costs.

When you tell us your address, we will ask you how much rent you are paying. We use this to work out how much Rent Assistance you can get.

We will ask you to give us proof of how much rent you pay. You can give us a lease agreement or fill in a Rent Certificate.

For more information

- For Centrelink payments and services, call **131 202** to speak with us in your language. You need your Customer Reference Number (CRN) when you call us. If you don't enter or know your CRN, you will hear the recording speak 3 times in English. After the third time, the voice will say 'What language please?'. Say your language and you will be connected with someone who speaks your language.
- go to **servicesaustralia.gov.au/yourlanguage** where you can read, listen to or watch videos with information in your language
- call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free
- visit a service centre. Let us know if you need an interpreter and we will arrange one for free.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.