



## Penaberên nû hatin - tiştê ku divê hûn zanibin û bikin

Em drav û karûbaran peyda dikin da ku ji we re bibin alîkar ku hûn li Australya bijîn. Ji bo ku hûn dravê xwe bigirin, divê hûn hin tiştan bikin, em ji van re dibêjin mutual obligation requirements.

### Agahiyên girîng

- Pêdivî ye ku hûn ji me re li ser her guhertinên di rewşên xwe de ji me re bibêjin ji ber ku ew dikarin li ser dravê we bandor bikin.
- Di nav 12 hefteyên pêşîn de ji roja ku hûn gihîştin Avusturalya, dê ji we re îstisnayek were dayîn mutual obligation requirements ku ji we re bibe alîkar ku hûn li welat bicîh bibin.
- Piştî 12 hefteyan, em ê bi we re hevdfîtin bikin û di pir rewşan de, a Job Plan. Ev Job Plan dê çalakiyên ku divê hûn bikin hene ku hûn dravê xwe bigirin. Van çalakiyan ji we re dibe alîkar ku hûn li Avusturalya bijîn. Divê hûn biçin vê randevûyê, û piştî wê hûn ê hewce bikin ku rapor bikin Centrelink rêzberêz. Heke hûn nekin, dibe ku dravê we raweste.
- Di pir rewşan de, em ê we neşînin cem dabînkerek karûbarê kar û heya ku hûn 12 meh in li Australya nebin, hûn ê ne hewce ne li kar bigerin.
- Hin kes piştî 12-hefteya efûyê têne şandin. Ger wisa bibe, divê hûn beşdarî randevûyan bibin û muzakere bikin Job Plan bi pêşkêşker re an jî dravê we dikare raweste.
- Hûn dikarin ji 6 hefteyan piştî ku hûn gihîştin Awustralya ji bo peydakirina karûbarê kar daxwaz bikin ku hûn ji we re werin şandin, heke hûn alîkariyê dixwazin ku hûn zûtir kar bibînin.

### Dema hûn gihîştin vêderê

Karkerê doza we dê ji me re bêje gava hûn hatine Australya. Ew ê di derbarê randevûya doza weya nû de agahdar bikin.

Ev randevû dê di nav 3 rojên kar de be ji hatina we ya Avusturalya an dema ku hûn gihîştin cîhê xweya dawî li Avusturalya. Ev randevû dê bi gelemperî bi telefonê be. Divê hûn biçin vê hevdfîtinê.

Di vê randevûyê de, karmendên me dê ji we re bibin alîkar ku hûn ji bo rewşa xwe dravdana rast bixwazin.

Ger kesek we tune ku alîkariya we bike, telefonê **131 202** bikin da ku bi zimanê xwe bi me re biaxivin. Em ê ji bo we randevûyê veqetînin.

Em ê ji we re hin randevûyên din çêbikin. Girîng e ku hûn biçin hemî randevûyên xwe, an na dibe ku dravê we raweste.

Em ê we vexwînin semînerê da ku hûn li ser dayin û karûbarên me fêr bibin. Em we teşwîq dikin ku hûn biçin semînerê ji ber ku hûn ê di derheqê dravê xwe de agahdariya girîng bistînin. Hûn dikarin biryar bidin ka hûn dixwazin biçin.

### Li ser her guhertinek ji me re bêje

Dema ku hûn ji me drav distînin, hûn hewce ne ku ji me re bibêjin ka şert û mercên we diguhezin ji ber ku ew dikare bandorê li dayina we bike. Divê hûn vê yekê di nav 14 rojan de ji her guhertinê bikin. Ji me re agahdar bikin ger hûn:

- hûnguliyên xwe yê kesane an têkiliya xwe biguhezînin

- navnîşana xwe biguherînin
- ji hevjiîna xwe veqetin an jî hevjiînek nû hebe
- dest pê bikin an jî dev ji nihêrîna zarokekî berdin, di nav de xwedîkirina pitikê
- karekî bi pere dikin
- nexweş in, birîndar in an jî seqet in.

Ger ku em ji we agahdar bin em ê ji we re nameyekê bişînin. Em ê nameyê ji navnîşana we an hesabê weya myGov re bişînin. Hûn ê 14 roj bimînin ku hûn agahiyê bidin me an jî dibe ku dravê we raweste. Ger ji bo fêmkirina nameyê hewceyê alîkariyê be, hûn dikarin bi me re telefon bikin li ser **131 202**.

## Di 12 hefteyan de

Em ê bi we re hevdiîtinê bikin piştî ku hûn 12 hefte li Avusturalya bûn. Di vê radevûyê de:

- ka binêrin ji bo pişterast bin kû rewşên we nehatîye bedilandin
- bi we re Job Plan çêbikin (eger pêwîst be)
- ji te re behsa xwe bike mutual obligation requirements
- ji we re li ser hewcedariyên raporkirina we û çawaniya raporkirinê ji we re vebêje
- dikare we bişîne cem dabînkere karûbarê kar, eger hûn alîkariyê bixwazin ku berî 12 mehan li kar bigerin
- we bişînin servîsên kar ên mecbûrî (heke pêwîst be).

Divê hûn biçin vê randevûyê, an na dibe ku dravê we raweste.

## Job Plan

Ger hûn neyên şandin servîsên kar ên mecbûrî, em ê bikin a Job Plan bi we re ku ji roja ku hûn gihîştin Avusturalya 12 mehan derbasdar e. Ew peymanek e ku dibêje hûn ê çî çalakiyan bikin ku ji we re bibe alîkar ku hûn di jiyana xwe de li Avusturalya bicîh bibin.

Em ê li ser çalakiyên ku hûn dikarin hilbijêrin bi we re bipeyivin. Divê gere hûn qebûl bikin ku çalekiyek pêk bînin.

Çalakiyên we dikarin bibin:

- Beşdarbûhîna di Humanitarian Settlement Program
- Fêrbûyîna zimanê Înglîzî bir rêya Adult Migrant English Program
- Beşdarbûyîna di Workforce Australia
- karên din ên hatine pejirandin, xwundin an çalekiyên hîdarî, bi gorî hewcedariya beşdariya we.

Divê hûn çalakiyên di Job Plan xwe de bikin da ku hûn dravê xwe bigirin.

Heke hûn nikarin yek ji van çalekiyan bînin cîh, divê berîya vê yekê ji mere bêjin. Heke hûn ji mere nebêjin, dibe kû mûça/dravdayîn a ji bo we raweste.

## Piştî 12 heftan hewceye divê hûn çî bikin

Ji bo ku hûn dravê xwe bigirin, divê hûn:

- herin hemû randevûyên xwe
- çalakiyên Job Plan xwe bikin

- ji me re bêje hûn çalakiyên xwe dikin
- ji me re bêje ka tu hatina kar distînî.

Ji bo ku hûn her du hefte carekê dravdana xwe bistînin, divê hûn çalakiya lihevkerî bikin û biçin randevûyên xwe. Heger hûn nikaribin biçin Centrelink an randevûyek pêşkêşker, divê hûn tavilê ji me an jî pêşkêşkarê xwe agahdar bikin.

Em ê ji we re bibêjin ku hûn çend caran hewce ne ku rapor bikin. Hûn dikarin bi banga me re rapor bikin **131 202** biçin navendek karûbar an jî hesabê xwe yê Centrelink-ê ku bi myGov ve girêdayî ye bikar bînin.

## Employment Services Assessment

Heke hûn nexweş in, birîndar in, an kêmendamek we heye ku bandorê li karê ku hûn dikarin bikin an çend demjimêran hûn dikarin bixebitin hene, em dikarin saziyek saz bikin Employment Services Assessment.

Ev nirxandin ji me re dibe alîkar ku em fam bikin ka hûn dikarin çend demjimêran bixebitin û çi celeb alîkariya kar ji bo we çêtirîn e.

Hûn hewce ne ku hûn delîlên bijîjkî bidin me berî ku em pirtûkek tomar bikin Employment Services Assessment ji were.

Ger hûn nekarin biçin randevûya xwe ji me re agahdar bikin. Hûn dikarin bi me re telefon bikin **131 202**.

## Dema ku hûn 12 mehan li Australia man

Dema ku hûn ji bo 12 mehan li Australya bûn, heke hûn jixwe ne bi karûbarên karûbarê mecbûrî bin, hûn ê bi me re randevûyekê bigirin.

Di vê hevdîtîne de em ê rewşên we kontrol bikin û we bişînin Workforce Australia. Divê hûn biçin vê randevûyê, an na dibe ku dravê we raweste.

## Beşdarbûyîna di Workforce Australia

Workforce Australia karûbarek kar e ku dikare ji we re bibe alîkar ku hûn amade bikin û li kar bigerin. Ew karûbarek serhêl û torgilokek pêşkêşvanan heye ku ji we re bibe alîkar:

- resumeyek binivîse
- ji bo hevpeyvînan amade bibin
- wergirtina jêhatîbûnên ku kardêrên herêmî hewcê wana ne
- karekî bibînî û li ser kar bimînî.

Divê hûn beşdar bibin Workforce Australia piştî ku hûn 12 mehan li Australya bûn. Lêbelê, hûn dikarin hilbijêrin ku beşdarî bibin Workforce Australia ji 6 hefte piştî ku hûn gihîştin Australya ger hûn dixwazin zûtir kar bibînin.

Ger hûn ji bo mafdar bin Disability Employment Services, Transition to Work an ji Community Development Program, em ê we piştî 12 hefteyan li Australya bişînin. Pêdivî ye ku hûn çalakiyên di Job Plan xwe de bikin an jî dibe ku dravê we raweste.

Dibe ku hûn hin endamên malbatê hebin ku dê ji bo van bernameyan mafdar bin. Pêdivî ye ku ew li gorî rewşa xwe çalakiyên di Job Plan xwe de bikin.

## Rent Assistance

Dema ku hûn dest bi dayîna kirê bikin hûn dikarin bibin Rent Assistance. Ev dravdanek zêde ye ku ji lêçûnên kirêya we re bibe alîkar.

Dema ku hûn navnîşana xwe ji me re bibêjin, em ê ji we bipirsin ka hûn çiqas kirê didin. Em vê yekê bikar tînin da ku em çiqasî kar bikin Rent Assistance hûn dikarin bistînin.

Em ê ji we bixwazin ku hûn delîlan bidin me ka hûn çiqas kirê didin. Hûn dikarin peymanek kirêdariyê bidin me an jî a dagirtin Rent Certificate.

## Ji bo bêtir agahdarî

- Ji bo dayin û xizmetên Centrelink, telefon bikin **131 202** bi zimanê xwe bi me re biaxivin. Hewcedariya we bi Customer Reference Number (CRN) dema ku hûn gazî me dikin. Ger hûn CRN-ya xwe nenivîsin an jî nizanin, hûn ê bibihîzin ku tomar 3 caran bi Englishngilîzî diaxive. Piştî cara sêyemîn, deng dê bêje 'What language please?'. Zimanê xwe bêje û hûn ê bi yekî ku zimanê we diaxive re têkildar bin.
- Ji bo ku hûn dikarin bi xwînin, vîdeyoyên bi bi agahdarîya bi zimanê xwe temaşe bikin, û gohdarî bin **[servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage)**
- Telefon bikin **132 011** Ji bo Medicare û **131 272** ji bo Child Support. Ji mere bêjin heke hewcê we bi tercûmanek heye, û em ê yekê ji were belaş peyde bikin.
- Serdana navendek xizmetê bikin. Ji mere bêjin heke hewcê we bi tercûmanek heye, û em ê yekê ji were belaş peyde bikin.

Nîşe: tîlefon kirin ji tîlefona weya male a ji hêjmarên '13' ji bo her devera Australia bi rêjeyek keftî kirî tîne standin. Dibe ku ew rêje ji bihayê tîlefonek herêmî diguhere û dibe ku di navbera pêşkêşkerên karûbarê tîlefonê de jî cûda bibe. Ji tîlefona we ya male tîlefonkirin bo hêjmara '1800' bêdirav in. Dibe ku bangên ji tîlefonên giştî û destan tîye kirin bi de gorî demê û rêjeyek bilintir were stendin.

## Tenasal

Agahdarîyên di vê belavkêde cîh digrin bi helwesta ku wek rêberîyek bo diravdayînan û xebatgûzarîya ne. Berpirsiyariya we ye ku hûn biryar bidin ka hûn dixwazin serlêdana dravdanê bikin û li gorî mercên xwe yê taybetî serlêdanek bikin.



# 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.