



# Gaaltai hong tung thakte in – a theih dingte leh a sep dingte

Australia ah na teen theih nadingin sumlepai tawh huhnate leh panpihnate ka pia uh hi. Sumlepai tawh huhna na ngah suak theih nadingin, na sep hamtang ding pawlkhat om a, tuate pen mutual obligation requirements (vaipuk lak ding kitangsamte) kici hi.

## A thupi theih ding thute

- Na dinmunte kikhelna khatpeuh a om leh, nong theihsak ding kisam hi. Banghang hiam cih leh, tuate in na sumlepai huhna ngahte hong nawngkaisak thei ding hi.
- Australia na tun ni pan nipikal 12 sung mutual obligation requirements (vaipuk lak ding kitangsamte) hong kimaap ding hi. Hih gam ah na teen theih nangin tua bangin hong kihuh ding hi.
- Nipikal 12 a cin khit ciangin, nang tawh kong kimu ding uh a, Job Plan (Nasep Gelna) kong neihsak ding uh hi. Hih Job Plan (Nasep Gelna) ah sumlepai huhna na ngah zom theih nadingin na seplebawl ding tampi om ding hi. Hih seplebawl dingte in Australia ah na teen theih nadingin hong huh ding hi. Hih kiciamna (appointment) na pai hamtang kul a, tua khit ciangin Centrelink ah hunmaanin thu na zasak kul ding hi. Na pai kei leh, na sumlepai huhna hong pai nawn lo thei ding hi.
- A tamzaw ah, nasep panpihna plate tung nang kong ap kei ding uh a, Australia na tun zawh kha 12 a cing masiah nasep na zon kul lo ding hi.
- Mi pawlkhatte nipikal 12 a kimaap khit ciangin nasep plate kiang kipuak uh hi. Tua bang ahieh leh, appointments (kiciamnate) ah na pai a, nasep plate tawh Job Plan (Nasep Gelna) vai na kikap hamtang kul ding hi. Tua ahieh kei leh, na sumlepai huhna hong pai nawn lo thei ding hi.
- Nasep na zon baih nop leh, Australia na tun zawh nipikal 6 khit pan nasep zonna ah panpihna plate kiang hong kipuak nangin kingen thei hi.

## Na tun ciangin

Case worker (na thu hong saisakte) in Australia na tun khit lam ko tungah hong theisak ding uh hi. Amaute in nang tungah appointment (kiciamna) thak tawh kisai thu hong zasak ding uh hi.

Hih appointment (kiciamna) ding pen Australia na tun zawh ni 3 sungin ahiehkeileh Australia ah na lungtupna mun na tun hun ah hi ding hi. Hih appointment (kiciamna) pen a tamzaw phone pan hi ding hi. Hih appointment (kiciamna) na pai hamtang kul hi.

Hih appointment (kiciamna) ah, ka nasep un nang dinmun tawh kituak sumlepai huhna hong ngetsak ding uh hi.

Nang hong huh ding mi khat zong a om kei leh, **131 202** sam inla nangma pau tawh hong hopih in. Appointment (kiciamna) kong laksak ding uh hi.

Appointment (kiciamna) dang pawlkhat zong kong laksak ding uh hi. Na appointment (kiciamna) khempeuh na pai ding thupi hi. Tua hi kei leh, na sumlepai huhna hong pai nawn lo thei ding hi.

Ka sumlepai huhnate leh panpihnate uh tawh kisai na theih nadingin thusinna thukikuptuahna ah kong sam ding uh hi. Tua thusinna thukikuptuahna ah na pai ding kong hanthawn uh hi. Banghang hiam cih leh na sumlepai huhna ngah tawh kisai a thupi theih dingte na thei ding hi. Na pai nop leh pai nop loh nangma khentat theih ahi hi.

## A kikhel thute hong gen in

Ko kiang pan sumlepai huhna na ngah hun sungin, na thulela kilaih a om leh nong gen ding kisam hi. Banghang hiam cih leh, tua in na sumlepai huhna ngah pen nawngkaisak thei hi. Hih pen kikhelna khatpeuh a om zawh ni 14 sungin na theihsak hamtang kul hi. Hih bang thu khatpeuh a om leh hong theisak in:

- na mimal thu ahihkeileh kizopna dingte laih
- na omna mun laih
- na zi/pasal tawh kikhel ahihkeileh zi/pasal dang nei
- ta nei cihte a kipan naupang khat kem ahihkeileh kem nawn lo
- khasum kingah nasep khatpeuh sem
- dam lo, liam ahihkeileh pumpi cinlohna khatpeuh nei.

Nang kiang pan thulela theih ding kisam a om leh, lai kong khak ding uh hi. Tua laikhak pen na omna mun ahihkeileh nang ii myGov account ah kong khak ding uh hi. Nang lam pan thulelate ni 14 sungin nong piak ding kisam hi. Tua ahih kei leh, na sumlepai huhna hong pai nawn lo thei ding hi. Tua laikhak na tel zawh kei leh, **131 202** ah nong hopih thei hi.

## Nipikal 12 ah

Australia na tun zawh nipikal 12 khit ciangin nang tawh kong kimu ding uh hi. Hih appointment (kiciamna) ah ko:

- na dinmun a kilaih om lo mah hiam cih hong sittel ding
- nang tawh Job Plan (Nasep Gelna) nei khawm ding (a kisap leh)
- mutual obligation requirements (vaipuak lak ding kitangsamte) tawh kisai hong gen ding
- theihsak dinga kitangsamte leh theihsak zia ding tawh kisai hong gen ding
- kha 12 ma-in nasep na zon nop leh, nasep zonna ah panpihna plate kiang hong puak thei ding
- Nasep zonna ah panpihna plate kiang hong puak ding (a kilawm leh).

Hih appointment (kiciamna) ah na pai hamtang kul hi. Tua ahih kei leh, na sumlepai huhna hong pai nawn lo thei ding hi.

## Job Plan (Nasep Gelna)

Nasep zonna ah panpihna plate kiang hong kipuak kei leh, nang tawh Job Plan (Nasep Gelna) i nei khawm ding a, tua pen Australia na tun ni pan kha 12 sung kimang ding hi. Tua pen Australia ah na teen theih nadingin bang seplebawlte na hih kul ding cih hong gen thukimna khat ahi hi.

Na teel theih ding seplebawl dingte tawh kisai kong gen ding uh hi. A tawm pen khat peuhmah hih ding na thukim hamtang kul hi.

Seplebawl dingte ah a kihel theite:

- Humanitarian Settlement Program sungah kihelna
- Adult Migrant English Program tungtawnin Manglai sinna
- Workforce Australia ah kihelna
- Kihel ding ciangtannate tawh kizui-in, adang a kikipsaksa nasep, laisinna ahihkeileh kisinna tawh kisai seplebawl dingte sepna.

Na sumlepai huhna na ngah zom theih nadingin na Job Plan (Nasep Gelna) ah seplebawl dingte na hih hamtang kul hi.

Seplebawl dingte lak pan na hih theih khat zong a om kei leh, nong theih sak kholh hamtang kul hi. Ko tungah nong gen kei leh, na sumlepai huhna hong pai nawn lo thei ding hi.

## Nipikal 12 khit ciangin sep dingte

Na sumlepai huhna na ngah zom theih nadingin, na zuih hamtang dingte:

- appointment (kiciamna) khempeuh ah pai ding
- Job Plan (Nasep Gelna) seplebawl dingte sem ding
- na seplebawl dingte na sep lam ko tungah hong gen ding
- nasepna pan sumlut na ngah leh ko tungah hong thei sak ding.

Na sumlepai huhna nipikal nih hal simin na ngah zom theih nadingin, thukimsa seplebawl ding sem a, appointments (kiciamna) ah pai hamtang ding. Centrelink ahikheileh hong panpih dingte tawh appointment (kiciamna) ah na pai zawh kei ding leh, ko kiang ahikheileh nang panpihna hong pia dingte kiang na theih sak pah ding kism hi.

Bangzah vei theih sak kul ding cih kong gen ding uh hi. **131 202** ah hong sam, service centre ah pai ahikheileh myGov tawh a kizom na Centrelink account zangin thu nong zasak thei hi.

## Employment Services Assessment

Dam lo, liam, ahikheileh na nasep theih ahikheileh na sep zawh tanvei hong nawngkaisak thei pumpi cinlohna khatpeuh na neih leh, Employment Services Assessment kong vaihawmsak thei ding uh hi.

Hih sittelna in na nasep zawh tanvei leh bang nasep nam nang ading hoih pen ding cih hong telsak ding hi.

Nang ading Employment Services Assessment kong laksak ma-un ko tungah cidamna lam tawh kisai ngaihsutna nong piak ding kism hi.

Appointment (kiciamna) na pai zawh kei ding leh, ko tungah hong thei sak in. **131 202** ah nong hopih thei hi.

## Australia na tun zawh kha 12 a cin khit ciangin

Nasep zonna ah panpihna plate tawh na kizop nai kei leh, Australia na tun zawh kha 12 a cin khit phetin ko tawh appointment khat na nei ding hi.

Hih appointment (kiciamna) ah, na dinmunte kong sit ding uh a, Workforce Australia ah kong puak ding uh hi. Hih appointment (kiciamna) na pai hamtang kul hi. Tua ahik kei leh, na sumlepai huhna hong pai nawn lo thei ding hi.

## Workforce Australia ah kihelna

Workforce Australia cih pen hong kigingholpih in, nasep hong zonpih ding nasep zonna ah panpihna pia khat ahi hi. Online pan panpihna leh panpihna plate kizopna khat zong ahi hi. Tua panpihna in nang pen:

- na resume hong gelhpih ding
- interview ading hong kigingholhpih ding
- nasep samte ii kisap siamna kivaknate na neih nang hong panpih ding

- nasep hong zonpih in, nasep hong ngahpih ding hi.

Australia na tun zawh kha 12 a cin khit ciangin Workforce Australia ah na kihel ding kisam hi. Ahi zongin, nasep na zon baih nop leh Australia na tun zawh nipikal 6 pan Workforce Australia ah kihel ding na teel thei hi.

Disability Employment Services, Transition to Work ahikheileh Community Development Program tawh a kituak khat na hih leh, Australia na tun zawh nipikal 12 khit ciangin kong puak ding uh hi. Na Job Plan (Nasep Gelna) ah seplebawl dingte na hih ding kisam hi. Tua ahih kei leh, na sumlepai huhna hong pai nawn lo thei ding hi.

Hih program-te a ngah thei ding innkuanpih pawlkhat na nei kha thei ding hi. A dinmun tungtawnun a Job Plan (Nasep Gelna) ah seplebawl dingte a sep uh kul ding hi.

## Rent Assistance (Innsap Panpihna)

Innsap na piak cilin Rent Assistance (Innsap Panpihna) na ngah kha thei ding hi. Hih pen na innsapna sumbeite panpih nadingin a tuamin hong kipia huhna sum ahi hi.

Na omna mun hong theisak lecin, innsap man bangzah pia cih kong dong ding uh hi. Tua tungtawnin Rent Assistance (Innsap Panpihna) na ngah theih zah ding kituat ding hi.

Innsap na piak zah lahna kong ngen ding uh hi. Innsap thukimna lai nong pia thei hi ahikheileh Rent Certificate (Innsapna Lai) sungah na gelh thei hi.

## A thukicing zaw theihna ding

- Centrelink huhna sumte leh panpihnate theihna dingin, **131 202** ah hong sam inla nangma pau tawh hong hopih in. Phone nong sap ciangin Customer Reference Number (CRN) kisam hi. CRN mek lo ahikheileh na theih kei leh, Mangpau in a kigen 3 vei na za ding hi. A thumveina khit ciangin, 'What language please?' hong ci ding hi. Na pau gen lecin, nangma paulelai a thei khat tawh hong kizomsak ding hi.
- **servicesaustralia.gov.au/yourlanguage** ah lut in. Theih ding thulelate nangma paulelai tawh kisim thei, kingai thei, ahikheileh video tawh ki-en thei ding hi
- Medicare tawh kisai **132 011** hopih inla Child Support (Naupang Panpihna) tawh kisai **131 272** hopih in. Kamphen na kispah leh ko tungah hong theisak in. Kamphen khat a khongin kong vaihawmsak ding uh hi.
- Service centre ah pai in. Kamphen na kispah leh ko tungah hong theisak in. Kamphen khat a khongin kong vaihawmsak ding uh hi.

Ciapteh ding: Australia gam mun khempeuh ah na inn phone pan nambat '13' hopihmate ciangtan omsa bangin sumbei ding hi. Tua ciangtan zah pen na hopihna mun zui-in kilamdang ding a, telephone service plate khatlekhat zong kibang lo thei ding hi. Na inn phone pan '1800' nambat hopihmate sumbei lo hi. Tangpi phone leh mobile phone pan hopihmate a hun kiciamteh in, sum tam bei zaw thei ding hi.

## Tangkona

Hih laikhetkhiat sungah a kihel thulelate pen sumlepai huhnate leh panpih piaknate tawh kisai lamlahna bek ahi hi. Sumlepai panpihna nget ding na lunggulh mah hiam cih khentat ding leh nangma dinmunte tawh kituakin nget ding pen nangma vaipauk tavuan ahi hi.



# 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.