



最近移民到澳大利亚？

如果您最近移民到澳大利亚，那么本手册中所包含的信息可能对您有用。在澳安顿的过程中可能会面临诸多挑战。作为新移民，您可从 Australian Government 获得多项福利金和服务。

医疗保健服务

澳大利亚拥有全国医疗保健系统——Medicare。Medicare 提供多种福利金和服务，可在您使用医疗保健服务或购买药物时为您提供帮助。这包括看诊费用的部分报销，以及通过 Pharmaceutical Benefits Scheme 或 Repatriation Pharmaceutical Benefits Scheme 获得优惠价格的药品。欲了解更多信息，请访问 humanservices.gov.au/medicare-services

有关资格要求以及如何加入 Medicare 的更多信息，请访问 humanservices.gov.au/medicarecard

当您注册 Medicare 时，可获得一份 My Health Record。My Health Record 是经加密的个人医疗信息的在线摘要。您可以管控加入其中的内容以及谁可拥有访问权。您可以选择与医生、医院和其他医疗保健提供机构分享个人医疗信息。您可以管理子女的 My Health Record，直到他们满 14 岁为止。一旦子女年满 14 岁，就可以自己管理 My Health Record。

有关使用 My Health Record 的信息，请访问 myhealthrecord.gov.au 或致电 1800 723 471。

如果您从某些国家来访澳大利亚，那么根据 Reciprocal Health Care Agreements，您可能有权获得一些带补贴的医疗服务。澳大利亚与多个国家签订了 Reciprocal Health Care Agreements。有关这些国家的列表，请访问 humanservices.gov.au/rhca

如果您来自其中某个国家且符合资格要求，在澳大利亚期间则可能有资格获得 Medicare 服务。

福利金

您可以获得的福利金取决于您持有的签证类型或您是否已拥有澳大利亚国籍。您可能还需要了解有关等待期和其他条件的信息。

如果您新近移民到澳大利亚且拥有永久居民签证、人道主义签证、难民签证、临时伴侣签证或临时保护类型签证，或者您是居住在澳大利亚持有 Special Category 签证的新西兰人，则可能申领某些福利金。

有关居住要求的更多信息，请访问 humanservices.gov.au/residencedescriptions

申领福利金的连带义务

对于一些福利金的申领，您需要开展特定的活动并参加特定的面谈约见。您要按规定开展这些活动，并赴约以避免福利金停发。

免疫和家庭补助金

National Immunisation Program Childhood Schedule 中列出的疫苗与家庭补助金有关。我们将核查家庭补助金对象中的每个孩子是否符合免疫要求。

您的孩子必须及时进行免疫接种，以便获得：

- Family Tax Benefit Part A 的全部福利
- Child Care Subsidy.

要查看 National Immunisation Program Schedule，请访问 health.gov.au/immunisation

有关免疫要求的更多信息，请访问 humanservices.gov.au/immunisation

您不需要告知我们您的孩子何时接种疫苗——我们会使用孩子的 Medicare 详细信息，核查他们在 Australian Immunisation Register (AIR) 上的状态。

您可以通过 myGov 或 Express Plus Medicare 手机 APP，使用 Medicare 在线帐户查看您本人或 14 岁以下子女的免疫接种记录。如果您已年满 14 岁，则可查看自己的免疫接种记录。如果您没有 myGov 帐户，则可在 my.gov.au 创建一个帐户并链接到 Medicare

阅读更多关于 AIR 的信息，请访问 humanservices.gov.au/air

等待期

新居民必须在申请福利金前等待一段特定的时间。但该规定有豁免情况。例如，如果您以难民签证抵澳。

您的等待期从获得永久居留签证后在澳居留的那一天开始。在此期间，只有在澳大利亚度过的天数才会计入等待期。

欲了解更多信息，请访问 humanservices.gov.au/newresidentswaiting

跨国社保协议

我们与其他国家/地区签订了多项协议，可以帮助您从我们这里获得福利金。这些协议还可帮助您从其他国家/地区获得福利金。在澳大利亚和其他国家度过的时间可能会帮助您获得福利金申领资格。

欲了解更多信息，请访问 humanservices.gov.au/issa

澳大利亚境外支付福利金

如果您出国，您的福利金或优惠卡可能会受到影响。根据福利金的类型，您可能需要在离开前告诉我们您的旅行计划。有关更多信息，请访问 humanservices.gov.au/paymentsoverseas

我们的服务

非英语语言信息

我们提供超过 65 种语言的信息，您可以阅读、收听或观看这些信息，以帮助您了解相关福利金和服务。有关英语以外语言的信息，请访问 humanservices.gov.au/yourlanguage

如果您申领某项福利金或服务，我们将免费翻译您所需的文件。

请致电 **131 202** 用中文咨询 Centrelink 相关福利金和服务。如需有关 Medicare 或 Child Support 服务的帮助，请致电 **131 450** 联系口笔译服务处 Translating and Interpreting Service (TIS National)。

Multicultural Service Officers

Multicultural Service Officers 与社区团体和组织合作，帮助移民和难民接洽相关福利金和服务。

难民服务

如果您是以难民或人道主义签证抵达澳大利亚，或者您在澳大利亚获得了 Permanent Protection Visa，那么我们可以帮助您适应这里的新生活。我们的难民服务可以帮助您获得经济援助，Medicare 注册，获得 Tax file number 以及将您转介到：

- 英语语言课
- 教育和培训
- 就业援助
- 其他政府和社区服务。

您的 Humanitarian Settlement Program 提供商将帮助您获取我们的服务。您还可以访问 Centrelink 服务中心申领相关福利金或服务。

社工

我们的社工可以提供短期咨询和信息，帮助您渡过难关。社工还可以将您与其他支持和服务建立联系，为您提供帮助。要与社工联系，请致电 **132 850** 或访问服务中心。

International Services

我们可以根据与其他国家/地区的社会保障协议核查您是否可以从我们这里获得福利金。我们还可以帮助您申领外国养老金。敬请致电 **131 673** 联系我们。

其他信息

报告个人动态

您需要告诉我们您的个人情况是否发生变化。这可能包括更改地址，开始或停止工作或学习，或者生小孩。

如果您没有告诉我们您的情况变化，我们可能会超额支付福利金，而这笔超额支付金额需要偿还。

我们会定期进行审核，以确保发放的福利金金额正确适当。

有关更新信息和方式的信息，请访问 humanservices.gov.au/notifychanges

欠钱

有时您会欠 Centrelink 钱。如果是这种情况，您需要偿还欠款。欲了解更多信息，请访问 humanservices.gov.au/owingmoney

Assurance of Support

Assurance of Support 是个人或组织承诺为申请移民澳大利亚的人做支持担保。

如果您根据 Assurance of Support 协议来到澳大利亚，并且获得了我们所支付的某些收入补助金，那么您的担保人必须偿还担保协议期间我们所支付的全部金额。

英语学习

我们可以帮助您参加学习英文或提高英文水平的课程。如果您想成为澳大利亚公民，则需学习英语。

如果您作为移民、难民或因人道主义原因获得来澳签证，则可通过 Department of Education's Adult Migrant English Program (AMEP) 参加免费英语课程。您需要在抵达澳大利亚或获得永久居留权的 6 个月内（如果年龄介于 15 至 17 岁之间，则为 12 个月）向 AMEP 的服务提供商注册。

Skills for Education and Employment 计划，可以帮助您提高英语、阅读、写作和基本数学技能，借此增加获得和保住工作的机会。要了解您是否有资格参加该计划，请致电我们或访问我们的服务中心。

家庭暴力和家人暴力

我们通过提供信息、资源和转介来支持受家庭暴力和家人暴力影响的人。

我们提供不同语言版本的信息。如果您或您认识的人受到家庭和家人暴力的影响，请访问 humanservices.gov.au/domesticviolence

您还可从以下机构获得支持：

1800RESPECT—1800 737 732 或 1800RESPECT.org.au

MensLine Australia—1300 789 978 或 mensline.org.au

额外帮助

让某人代表您与我们打交道

如果您希望其他人处理您的 Centrelink、Medicare 或 Child Support 事务，则可授权某个人或机构代您与我们打交道。

有关这些安排的更多信息，请访问 humanservices.gov.au/authorisedrepresentative 致电我们或访问服务中心。

管理个人财务

一生中用钱的方式会发生变化。有关人生中不同阶段的帮助信息，请访问 humanservices.gov.au/managingmoney

Centrepay

Centrepay 是一项免费的账单支付服务，客户无需支付费用。使用 Centrepay 安排从 Centrelink 福利金中定期扣款。您可以支付常规账单和其他费用，如租金、电费和电话费。您可以随时开始或停止使用 Centrepay。要设置或管理扣款，则可通过 myGov 或 Express Plus 手机 APP 使用 Centrelink 在线帐户进行操作。

欲了解更多信息或寻找获准的业务，请访问 humanservices.gov.au/centrepay

额外福利金和服务

我们了解您可能会因面临某些费用或问题而需要额外帮助您还可获取如下所列的一些帮助：

- Rent Assistance
- Child Care Subsidy
- Rent Deduction Scheme
- Agents and Access Points
- Financial Information Service。

有关这些福利金和服务的更多信息，请访问 humanservices.gov.au 或致电我们。

在线办理业务

随时随地与我们在线办理业务非常容易。使用 Centrelink 或 Medicare 在线帐户访问您的信息并办理相关业务，无需致电或造访我们。

myGov 和在线帐户

myGov 让您一站式在线访问政府服务。

访问 my.gov.au 并按照提示创建 myGov 帐户。链接在线帐户，请选择服务(Services)，然后选择 Medicare 或 Centrelink。您需要回答一些特定于您的问题。这有助于我们将正确的记录链接到您的 myGov 帐户。

有关 myGov 的更多信息，请访问 humanservices.gov.au/mygov

要创建 myGov 帐户，或注册 Medicare 或 Centrelink 在线帐户，请访问 humanservices.gov.au/register

如需有关 myGov 帐户、Centrelink 在线帐户和 Medicare 在线帐户的帮助，请访问 humanservices.gov.au/onlineguides

myGov Access 代码创建器 APP

如果您计划到海外旅行或手机信号接收受限制，则可能需要使用 myGov Access 应用程序。myGov Access 是一个代码创建器 APP。该创建器会在您登录 myGov 帐户时创建供一次性使用的代码。该创建器不是 myGov 的应用程序。

如果您在海外旅行并且有移动设备，请确保在出发前下载并设置应用程序。

有关 myGov Access 的重要信息，请访问 humanservices.gov.au/mygov

Express Plus 手机 APP

使用 Express Plus 手机 APP，每周 7 天，每天 24 小时办理 Centrelink 相关业务。在设置 APP 之前，您需要将 myGov 帐户链接到 Centrelink 或 Medicare。

有关可使用 APP 执行任务的更多信息，请访问 humanservices.gov.au/expressplus

Express Plus Lite 手机 APP

Express Plus Lite 手机 APP 可以阿拉伯语、中文、英语、波斯语和越南语申报收入。请访问 humanservices.gov.au/expresspluslite 阅读更多内容。

诈骗与在线安全

确保个人信息的在线安全。访问 humanservices.gov.au/scams 了解具体方法。

如果您认为遭到诈骗，请致电 **1800 941 126** 联系 Scams and Identity Theft Helpdesk。

了解动态

要了解有关福利金和服务的变更：

访问并订阅我们的在线新闻服务，获取最新信息，网址：humanservices.gov.au/multicultural

请在 facebook.com/HumanServicesAU 点赞并向我们提问

关注我们的 Twitter 账户，网址为 twitter.com/HumanServicesAU

更多信息

- 有关更多的英文信息，请访问 humanservices.gov.au/multicultural
- 请访问 humanservices.gov.au/yourlanguage 阅读、收听或观看相关中文信息。
- 拨打 **131 202** 使用中文垂询 Centrelink 的相关福利金与服务。
- 拨打 **131 450** 联系 Translating and Interpreting Service (TIS National)，用中文垂询 Medicare 和 Child Support 的相关福利金与服务。
- 访问服务中心。

注意: 澳大利亚境内座机拨打“13”开头的号码按固定费率收费。该费率可能与本地通话费用有所不同, 也可能会因电话服务提供商不同而有所差异。座机拨打“1800”号码是免费的。公共电话和移动电话拨打可能会计时并以较高费率收取费用。

免责声明

本出版物所包含信息仅用作福利金和服务指南。您有责任决定是否要申请福利金, 并针对您的具体情况提出申请。



Recently arrived in Australia?

This brochure has information that might be useful to you if you've recently moved to Australia. Settling in can be a challenging experience. As a new arrival, you may get some payments and services from the Australian Government.

Health services

Australia has a national health care system—Medicare. Medicare provides payments and services that can help when you use health care services or buy medicines. This includes getting some money back if you pay to visit a doctor, and getting cheaper medicines through the Pharmaceutical Benefits Scheme or Repatriation Pharmaceutical Benefits Scheme. For more information go to humanservices.gov.au/medicare/services

For more information about eligibility requirements and how to enrol in Medicare go to humanservices.gov.au/medicare/card

You can get a My Health Record when you enrol in Medicare. A My Health Record is a secure online summary of your health information. You can control what goes into it, and who can access it. You can choose to share your health information with your doctors, hospitals and other healthcare providers. You can manage your child's My Health Record until they turn 14. Once they turn 14, they can manage it themselves.

For information about using your My Health Record go to myhealthrecord.gov.au or call **1800 723 471**.

If you're visiting Australia from certain countries, you may be entitled to some subsidised health services under Reciprocal Health Care Agreements. Australia has Reciprocal Health Care Agreements with a number of other countries. For a list of these countries go to humanservices.gov.au/rhca

If you're from one of these countries and meet the eligibility requirements, you may be eligible for Medicare services while you're in Australia.

Our payments

The payments you can get depend on the type of visa you hold or if you already have Australian citizenship. There may also be waiting periods and other conditions you need to know about.

You may get certain payments if you're new to Australia and have a permanent residence, humanitarian, refugee, provisional partner or temporary protection type visa, or you're a New Zealander living in Australia on a Special Category visa.

For more information about residence requirements go to humanservices.gov.au/residence/descriptions

Your payment obligations

Some of our payments require you to do certain activities and go to certain appointments. It's important you do these activities and go to your appointments to avoid your payments being stopped.

Immunisation and family assistance

Vaccines listed on the National Immunisation Program Childhood Schedule are linked to family assistance payments. We'll check if each child you're receiving family payments for meets the immunisation requirements.

Your child must be up to date with their immunisations for you to get:

- the full entitlement of Family Tax Benefit Part A
- Child Care Subsidy.

To view the National Immunisation Program Schedule, go to health.gov.au/immunisation

For more information about immunisation requirements, go to humanservices.gov.au/immunisation

You don't need to tell us when your child is immunised—we check their status on the Australian Immunisation Register (AIR) using their Medicare details.

You can view immunisation history statements for yourself or your child under 14 years using your Medicare online account through myGov or the Express Plus Medicare mobile app. If you're 14 years or older, you can view your own immunisation history statement. If you don't have a myGov account you can create one at my.gov.au and link to Medicare.

Read more about the AIR at humanservices.gov.au/air

Waiting Periods

New residents must serve certain waiting periods before claiming payments. There are exemptions to this. For example, if you arrived on a refugee visa.

Your waiting period starts on the day you start living here after you get a permanent residence visa. Only days spent in Australia during this time count towards the waiting period.

For more information, go to humanservices.gov.au/newresidentswaiting

International social security agreements

We have agreements with other countries that may help you get a payment from us. They may also help you get a payment from the other country. Time spent in Australia and the other country may help you to qualify for payments. For more information go to humanservices.gov.au/issa

Payments paid outside Australia

Your payment or concession card may be affected if you go overseas. Depending on which payment you get, you may need to tell us about your travel plans before you leave. For more information, go to humanservices.gov.au/paymentoverseas

Our Services

Information in your language

We have information in over 65 languages that you can read, listen to or watch to help you understand our payments and services. For information in languages other than English go to humanservices.gov.au/yourlanguage

If you're claiming one of our payments or services, we'll translate documents you need for free.

Call us on **131 202** to speak to someone in your language about Centrelink payments and services. For help with Medicare or Child Support services call the Translating and Interpreting Service (TIS National) on **131 450**.

Multicultural Service Officers

Multicultural Service Officers work with community groups and organisations to help migrants and refugees connect with our payments and services.

Refugee services

If you've arrived in Australia on a refugee or humanitarian visa, or you were granted a Permanent Protection Visa in Australia, we can help you settle into your new life. Our refugee services can help you with financial assistance, Medicare enrolment, to get a Tax file number and referrals for:

- English language classes
- education and training
- employment assistance
- other government and community services.

Your Humanitarian Settlement Program provider will help you access our services. You can also visit a service centre to claim payments or services.

Social workers

Our social workers can provide short term counselling and information to help you through a difficult time. Social workers can also connect you with other support and services to help you. To speak to a social worker call **132 850** or visit a service centre.

International Services

We can check if you can get a payment from us based on a social security agreement with another country. We can also help you claim a foreign pension. Contact us on **131 673**.

Other information

Tell us about changes in your life

You need to tell us if your circumstances change. This could include changing your address, starting or stopping work or study, or if you have a baby.

If you don't tell us about changes to your circumstances, we may pay you too much and you will need to pay it back to us.

We do regular reviews to ensure people get the right payment and the right amount.

For information on what to update and how, go to **humanservices.gov.au/notifychanges**

Owing money

Sometimes people owe us money. If you owe us money you'll need to pay us back. For more information go to humanservices.gov.au/owingmoney

Assurance of Support

An Assurance of Support is a commitment by an individual or an organisation to support a person who is applying to migrate to Australia.

If you are in Australia under an Assurance of Support arrangement and you are paid certain income support payments from us, your assurer must repay the full amount while the arrangement is in place.

Learning English

We can help you access classes where you can learn or improve your English. You'll need to learn English if you want to become an Australian citizen.

If you were granted a visa to come to Australia as a migrant, refugee or humanitarian entrant, you can access free English classes through the Department of Education's Adult Migrant English Program (AMEP). You'll need to register with one of the AMEP service providers within 6 months (or 12 months if aged between 15 and 17 years) of arriving in Australia or being granted permanent residence.

The Skills for Education and Employment program, can help you improve your English, reading, writing and basic maths skills to increase your chances of getting and keeping a job. To find out if you're eligible for this program, call us or visit a service centre.

Family and domestic violence

We support people affected by family and domestic violence by providing information, resources and referrals.

We have information available in different languages. If you or someone you know is affected by family and domestic violence, go to humanservices.gov.au/domesticviolence

Support is also available from:

1800RESPECT—1800 737 732 or 1800RESPECT.org.au

MensLine Australia—1300 789 978 or mensline.org.au

Extra assistance

Getting someone to deal with us on your behalf

If you'd prefer to have someone else handle your Centrelink, Medicare or Child Support business, you can authorise a person or organisation to deal with us on your behalf.

For more information about these arrangements go to humanservices.gov.au/authorisedrepresentative call us or visit a service centre.

Managing your money

The way you use your money will change over your lifetime. For information to help you at different times in your life go to humanservices.gov.au/managingmoney

Centrepay

Centrepay is a voluntary bill-paying service which is free for customers. Use Centrepay to arrange regular deductions from your Centrelink payment. You can pay your regular bills and other expenses such as rent, electricity and phone. You can start or stop using Centrepay whenever you like. To set up or manage your deductions you can use your Centrelink online account via myGov or the Express Plus mobile app.

For more information or to find an approved business go to humanservices.gov.au/centrepay

Additional payments and services

We understand you may have some costs or issues you need extra help with. You may also access some of the following:

- Rent Assistance
- Child Care Subsidy
- Rent Deduction Scheme
- Agents and Access Points
- Financial Information Service.

For more information about these payments and services go to humanservices.gov.au or call us.

Do your business online

It's easy to do business with us online, anytime and anywhere. Use a Centrelink or Medicare online account to access your information and do your business without needing to call or visit us.

myGov and online accounts

myGov gives you access to government services online all in one place.

Go to my.gov.au and follow the prompts to create your myGov account. To link your online account, select Services and then Medicare or Centrelink. You'll need to answer some questions, specific to you. This helps us link the correct record to your myGov account.

For more information about myGov go to humanservices.gov.au/mygov

To create a myGov account, or register for a Medicare or Centrelink online account, go to humanservices.gov.au/register

For help with your myGov account, Centrelink online account and Medicare online accounts, go to humanservices.gov.au/onlineguides

myGov Access code creator app

If you're planning to travel overseas or you have limited mobile reception, you may need the myGov Access app. myGov Access is a code creator app. It creates a one-time use code you use when you sign in to your myGov account. It isn't an app for myGov.

If you're travelling overseas and you have a mobile device, make sure you download and set up the app before you go.

For important information about myGov Access go to humanservices.gov.au/mygov

Express Plus mobile apps

Use our Express Plus mobile apps to do business with us 24 hours a day, 7 days a week. You'll need a myGov account linked to Centrelink or Medicare, before you can set up the app.

For more information about the tasks you can do with our apps go to humanservices.gov.au/expressplus

Express Plus Lite mobile app

The Express Plus Lite mobile app lets you report your income in Arabic, Chinese, English, Persian (Farsi) and Vietnamese. Go to humanservices.gov.au/expresspluslite to read more.

Scams and your online security

Keep your information safe online. Go to humanservices.gov.au/scams to find out how.

If you think you've been scammed call our Scams and Identity Theft Helpdesk on **1800 941 126**.

Keeping up to date

To find out about changes being made to payments and services:

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- go to humanservices.gov.au/multicultural for more information in English
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- call **131 202** to speak with us in your language about Centrelink payments and services
- call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services
- visit a service centre.

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Disclaimer

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