









# Newly arrived refugees—mutual obligation requirements

We offer payments and services to help you settle into life in Australia. There are things you must do to keep getting your payment—we call this mutual obligation requirements.

## Key information

- You will receive a 12 week exemption from mutual obligation requirements from your date of arrival in Australia
- You are not required to be referred to a jobactive provider and look for work until you have been in Australia for 12 months
- You have the option to access the jobactive service earlier to help you look for work if you choose.

## When you arrive

Your coordinator or case worker will tell us when you have arrived in Australia.

## Your first 12 weeks in Australia

### New claim interview

Your coordinator or case worker will book a new claim interview for you within 3 days of your arrival. A Refugee and Asylum Seeker Officer will help you claim a payment that is right for your situation.

If you do not have someone to help you, call **131 202** to speak to someone in your language. They will book the interview for you.

We will organise some other appointments for you. Your appointments include a seminar about our payments and services. It is important for you to go to all your appointments or your payment may stop.

### Employment Services Assessment appointment

The Refugee and Asylum Seeker Officer may also refer you for an employment services assessment. This helps us understand:

- any barriers you may have to look for or accept work
- your capacity to work taking into consideration any disability, illness or injury
- the best employment services program to suit you, if needed.

Generally, your Employment Services Assessment appointment will be at your local service centre. In some cases, your appointment may take place by phone or video conference.

Call us if you cannot go to your appointment. You can call us on the same phone number we give you when we make the appointment.



## At 12 weeks

You will meet with us after you have been in Australia for 12 weeks.

At this contact we:

- check to make sure your circumstances have not changed
- create a Job Plan with you
- explain your mutual obligation requirements
- tell you about your reporting requirements
- can refer you to jobactive, if you choose to access this service.

Depending on your circumstances, we may refer you to one of the following instead:

- Disability Employment Services
- Transition to Work
- The Community Development Program.

## Job Plan

Your Job Plan is valid until 12 months from the date you arrived in Australia. It includes approved activities to help you adjust to your life in Australia. To keep getting your payment you need to do your activities.

We will talk to you about activities you can do to help you get a job. You must agree to do at least 1 activity. We will add the agreed activities to your Job Plan.

Your approved activity can be:

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

Read more about the Humanitarian Settlement Program on [immi.homeaffairs.gov.au](https://immi.homeaffairs.gov.au)

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

## Choosing to participate with jobactive

You can choose to participate in jobactive from 6 weeks after you arrive in Australia however, it is not compulsory to do so until you have been in Australia for 12 months.

jobactive is an employment services provider that can help you prepare for and look for work. They can help you to:

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

## What you need to do after week 12

It is important you continue to meet your mutual obligation and reporting requirements. You need to keep doing these until you have been in Australia for 12 months.

### Reporting requirements

You must go to your appointments and do your approved activities to keep getting your payment.

You must report regularly to let us know you are doing your agreed activities.

We tell you how often you need to report to us. It may depend on your approved activities.

If you are having trouble meeting your mutual obligation requirements, call **131 202** to speak to someone in your language. You can also go to a service centre to speak to a service officer.

## 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.

At this appointment we will review your circumstances. In most cases, we will refer you to jobactive.

### For more information

- go to [humanservices.gov.au/newtoaustralia](https://humanservices.gov.au/newtoaustralia) if you have recently moved to Australia
- go to [humanservices.gov.au/yourlanguage](https://humanservices.gov.au/yourlanguage) where you can read, listen to or watch information in your language
- go to [humanservices.gov.au/myGov](https://humanservices.gov.au/myGov) to see how you can do your business with us online
- go to [humanservices.gov.au/mutualobligation](https://humanservices.gov.au/mutualobligation) to find out more about mutual obligation requirements
- go to [employment.gov.au/jobactive](https://employment.gov.au/jobactive) to find more about jobactive
- 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.

**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 is your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances