



Wakimbizi wapya waliowasili—mutual obligation requirements (mahitaji ya wajibu wa pande zote)

Tunatoa malipo na huduma ili kukusaidia kuishi katika maisha nchini Australia. Kuna mambo ambayo lazima ufanye ili utaendelea kupata malipo yako - tunaita hayo mutual obligation requirements (mahitaji ya wajibu wa pande zote).

Habari muhimu

- Utapokea msamaha wa wiki 12 kwa mutual obligation requirements kuanzia tarehe ya kuwasili kwako nchini Australia
- Hukuna haja kupelekwa kwa mtoaji jobactive (huduma ya kazi) na hukuna haja kutafuta kazi mpaka umekuwepo nchini Australia kwa muda wa miezi 12
- Una fursa ya kupata huduma ya jobactive mapema kukusaidia utafute kazi ikiwa utachagua.

Wakati unapowasili

Mratibu wako au mfanyikazi wako wa kesi atatuambia unapokuwa umewasili nchini Australia.

Wiki 12 yako ya kwanza nchini Australia

Mahojiano ya madai mapya

Mratibu wako au mfanyikazi wako wa kesi atapanga mahojiano ya madai mpya katika siku 3 baada ya kuwasili kwako. Refugee and Asylum Seeker Officer (Afisa wa Wakimbizi na Watafutaji Hifadhi) atakusaidia kudai malipo yanayofaa kwa hali yako.

Ikiwa huna mtu wa kukusaidia, pigia simu kwenye nambari ya **131 202** ili kuzungumza na mtu kwa lugha yako

Tutakuandaa miadi mingine kwako. Miadi yako ni pamoja na semina kuhusu malipo na huduma zetu. Ni muhimu kwako kwenda kwa miadi yako yote au malipo yako yanaweza kukomesha.

Miadi ya Employment Services Assessment (Tathmini ya Huduma ya Ajira)

Refugee and Asylum Seeker Officer anaweza pia kukuelekeza kwa tathmini ya huduma za ajira. Hii inatusaidia kuelewa:

- viziuzi vyovyote ambavyo unaweza kuwa navyo kutafuta au kukubali kazi
- uwezo wako wa kufanya kazi kwa kuzingatia ulemavu wowote, ugonjwa au jeraha lolote
- mpango bora wa huduma za ajira wa kufaa kwako, ikiwa unahitajika.

Kwa ujumla, miadi ya Employment Services Assessment itakuwepo katika kituo cha huduma cha eneo lako. Katika hali nyingine, miadi yako inaweza kufanyika kwa mkutano wa simu au kwa video.

Utupigie simu ikiwa huwezi kwenda miadi yako. Unaweza kutupigia simu kwa nambari ileile ya simu ambayo tunakupa wakati tunapanga miadi.



Kwa wiki ya 12

Utakutana nasi baada ya kuwepo nchini Australia kwa muda ya wiki 12.

Katika mawasiliano haya sisi tutafanya ifuatayo:

- tutaangalia ili kuhakikisha hali yako haijabadilika
- tutapanga Job Plan (Mpango wa Kazi) nawe
- tutafafanua mutual obligation requirements
- tutakukuambia juu ya mahitaji yako ya kutoa taarifa
- tunaweza kukuelekeza kwa jobactive, ukichagua kupata huduma hii.

Kutegemea na hali yako, tunaweza kukuelekeza kwa mojawapo ya yafuatayo badala yake:

- Disability Employment Services (Huduma za Ajira ya Walemavu)
- Transition to Work (Mpito kwa Kazi)
- Community Development Program (Programu ya Maendeleo ya Jamii).

Job Plan

Job Plan (Mpango wa Kazi) yako ina nguvu mpaka miezi 12 tangu tarehe uliyofika nchini Australia. Ni pamoja na shughuli zilizokubaliwa kukusaidia kuzoea maisha yako nchini Australia. Ili kuendelea kupata malipo yako unahitaji kufanya shughuli zako.

Tutazungumza nawe juu ya shughuli unazoweza kufanya ili kukusaidia kupata kazi. Lazima ukubali kufanya angalau shughuli 1. Tutaongeza shughuli zilizokubaliwa kwenye Job Plan yako.

Shughuli yako iliyokubaliwa inaweza kuwa:

- kushiriki katika Humanitarian Settlement Program (Programu ya Makaazi ya Binadamu)
- kujifunza Kiingereza kupitia Adult Migrant English Program (Programu ya Kiingereza ya Wahamiaji Watu Wazima)
- kushiriki katika jobactive
- kufanya shughuli zingine zilizokubaliwa, kama kazi, kusoma au mafunzo, kutegemea na mahitaji yako ya ushiriki.

Soma zaidi juu ya Humanitarian Settlement Program kwenye immi.homeaffairs.gov.au

Ikiwa huwezi kufanya shughuli zozote katika Job Plan, lazima utujulishe mapema. Ukikosa kutuambia, malipo yako yanaweza kukomesha.

Kuchagua kushiriki katika jobactive

Unaweza kuchagua kushiriki katika jobactive kuanzia wiki 6 baada ya kuwasili nchini Australia hata hivyo, sio lazima kwa kufanya hivyo hadi umekuwepo nchini Australia kwa muda wa miezi 12.

jobactive mtoaji wa huduma za ajira ambazo zinaweza kukusaidia kuandaa na kutafuta kazi.

Wanaweza kukusaidia:

- kuandika ufupisho wa kazi zako
- kujitayarisha kwa mahojiano
- kupata ujuzi ambao wajiri wa eneo lako wanaohitaji
- kutafuta na kuendeleza kazi.

Unachohitaji kufanya baada ya wiki ya 12

Ni muhimu uendelee kutimiza mahitaji yako ya mutual obligation na ya kutoa taarifa. Unahitaji kuendelea kufanya haya mpaka umekuwepo nchini Australia kwa muda wa miezi 12.

Mahitaji ya Kutoa taarifa

Lazima uende kwa miadi yako na ufanye shughuli zako zilizokubaliwa ili kuendelea kupata malipo yako.

Lazima utaarife kila mara ili kutujulisha unafanya shughuli zako zilizokubaliwa.

Tunakuambia ni mara ngapi unapohitaji kutuambia. Inaweza kutegemea shughuli zako zilizokubaliwa.

Ikiwa una shida kutimiza mutual obligation requirements (mahitaji yako ya wajibu wa pande mbili), piga simu kwenye **131 202** ili kuongea na mtu kwa lugha yako. Unaweza pia kwenda kituo cha huduma kuongea na afisa wa huduma.

Wakati utapokuwa umekuwepo nchini Australia kwa muda wa miezi 12

Utakuwa na miadi nasi mara tu umekuwepo huko Australia kwa muda wa miezi 12.

Katika miadi hii tutakagua hali zako. Katika hali nyingi, tutakuelekea kwa jobactive.

Kwa habari zaidi

- enda kwa humanservices.gov.au/newtoaustralia ikiwa umehamia nchini Australia hivi karibuni
- enda kwa humanservices.gov.au/yourlanguage ambapo unaweza kusoma, kusikiliza au kutazama maelezo kwa lugha yako
- enda kwa humanservices.gov.au/myGov ili kuona jinsi unavyoweza kufanya shughuli yako nasi mtandaoni
- enda kwa humanservices.gov.au/mutualobligation kujifunza zaidi juu ya mutual obligation requirements
- enda kwa employment.gov.au/jobactive ili kujifunza zaidi kuhusu jobactive
- piga simu **131 202** ili kuongea nasi kwa lugha yako juu ya malipo pamoja na huduma za Centrelink
- pigia simu kwa Translating and Interpreting Service (TIS National) kwenye **131 450** ili kuongea nasi kwa lugha yako kuhusu malipo na huduma za Medicare pamoja na Child Support (Msaada wa Watoto)
- tembelea kituo cha huduma.

Kumbuka: simu kutoka simu yako ya nyumbani kwenda nambari za '13' kutoka popote nchini Australia zinatozwa kwa kiwango kamili. Kiwango hicho kinaweza kutofautiana kutoka bei ya simu ya mtaa na kinaweza pia kutofautiana na watoaji huduma ya simu. Simu za nambari ya '1800' kutoka simu yako ya nyumbani hazina malipo. Simu kutoka simu za umma na za mkononi zinaweza kupimwa kwa muda wao na kutozwa kwa kiwango cha juu zaidi.

Kanusho

Habari iliyomo kwenye chapisho hiki kimekusudiwa tu kama mwongozo kwa malipo na huduma. Ni jukumu lako kuamua ukitaka kuomba kwa malipo na kufanya ombi kulingana na hali yako fulani.



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

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