



## Gelo hûn nûgihîştin Australîya yê?

Ev agahdîyên di vê broşorê/pirtûkêda dêbe ku ji bo we girîng be heke hûn nû giştibin Australîya yê. Çûdina bo welatek nû di be kû zahmet be. Wek kesekî nûhatî, dibe wê hûnê yarmetîyek diravî û xizmetên din ji Australian Government bigrin.

### Karguzarîyên Tenduristî

Australîya pergalkê netewî a tenduristîyê heye – Medicare. Medicare yarmetîya diravî û xizmetek tenduristî pêşkêş dike dema pêwistîya wê bo bikaranîna ew karguzarîyan hebun an jî we wexta we dermanek kirri. Heke hûn çûbûn ba dixtorê kû we ji berîya xwe pere dabe wê beşek ji wî pereyî wê paşve li were veqerandin, û dermanek erzantir ji bo we jê alîyê Pharmaceutical Benefits Scheme an Repatriation Pharmaceutical Benefits Scheme. Ji bo agahdarîya zêd biçne: **[serviceaustralia.gov.au/medicare-services](http://serviceaustralia.gov.au/medicare-services)**

Bo agahdîya zêde bo pêdivîyên awayên qeyîçêkirinê a bo Medicare biçin **[servicesaustralia.gov.au/medicardcard](http://servicesaustralia.gov.au/medicardcard)**

Wexta we qeydîya xwe li gel Medicare çêkir hûnê bikaribin My Health Record ji wan bigrin. My Health Record yekûna agahîyên tenuristîya we ên bi awakî bi ewlehî li ser online bidest bête xistin. Hûn dikarin ewan bixwe kontrolbikin an jî kesên din kû dikarin bikevin nav. Hûn dikarin agahîyên di derheqê tenuristîya we da li gel dixtorên xwe ê aîlê, nexexanan û karbidestên pêşkêşkarên tenduristîyê parvebikin. Hûn dikarin îdara şîxûlhen My Health Record ên arîyên xwe heta 14 saîyan wan birêve bivin. Piştî ew bûn 14 salî ji wê pêva ew bikaribin ew bixwe idara xwe bikin.

Ji bo agahîna bo bikaranîna My Health Record biçin **[myhealthrecord.gov.au](http://myhealthrecord.gov.au)** an ji banga li ser **1800 723 471**.

Heke hûn ji hinek welatên tayîbet gihiştine Australîya yê, dibe kû hûnê bikaribin berjewendî ji hinek karguzarîyên bi gor Reciprocal Health Care Agreements bibînin. Australîya li gel hûjmarek welatan peymanê Reciprocal Health Care Agreement hyee. Ji bo lista navê van dewletan biçin **[servicesaustralia.gov.au/rhca](http://servicesaustralia.gov.au/rhca)**

Heke hûn ji yek ji van welatan yî û hemû şert şîrûdên mafheyî anîbe cîh, dibe kû mafheyî ya we bo karguzarîya Medicare hebe di dema mayîna we li Australîya.

### Yarmetîyên Me

Yarmetîna ku hûnê bikaribin bistînin wê bi gorî jûrên ew vîzeyên di dest we da ye an jî heke halê hazir hûn hemwelatîyên Australîya bin. Dibe kû demek bensekinandinê hebe û hin şertû şîrûdên din ji heve divê pêwiste hûn bizanibin.

Heke hûn nû gihiştibin Australîya û vîza we a herdem hebet, mîrovayetî, penaber/derbeder, partnerek demkî an jî vîza mûweqet a pastinê/protection visa, an hemwelatîyek New Zelanda û li Australîya bi gor vîza Special Category we çaxê dibe hûnê bikaribin hinek ji wanyarmetîyên tayîbet bistînin.

Ji bo pêdivîyên di derheqê danîşgehîyê da biçin malpera **[servicesaustralia.gov.au/residence-descriptions](http://servicesaustralia.gov.au/residence-descriptions)**

### Erkên bo vê dayîna yarmetîyê

Ji bo dayîna van yarmetîya divê hinek erk bêtin cîh we pêkanîna hinek aktivîte û pêşdarbûyîn di hin randevûyên pêdivî de. Gelek girînge kû hûn ew aktivîteyên pêwist û biçine ew randevûyên xwe da ji bo kû ew yarmetîya têye dayîn qût nebet.

## Derzîkirin/tewqîh û alîkarîya bi malbatêre

Lista navên derzîyên ên bo dema zarokafiyê ku bi gor National Immunisation Program Schedule têkildarî bi ew alîkarîya bo malbatê têye dayîn heye. Emê gohdarî û şopandina her zarêkê kû yarmetîya malbatê digre ka pêwdîva erkên derzîdayînê/immunisation anîye cîh an na.

Divê zarokên we derzîyê xwe ên pêwdî li wana hatibe xistin da kûn bikaribin

- kû ew tevayî mafê Family Tax Benefit Part A
- Child Care Subsidy bi dest bixin.

Bo dîtina agahdarîa li ser National immunisation Program Schedule bicin **[health.gov.au/immunisation](https://health.gov.au/immunisation)**

Bo agahdarîyên erkên pêdivî li ser derzhilêdanhe bicin **[servicesaustralia.gov.au/immunisation](https://servicesaustralia.gov.au/immunisation)**

Ne pêwiste ku hûn ji mera bêjin kengê zarokên we derzîyên xwe li xwe dane/xistin e – emê bi rêya Australian Immunisation Register (AIR) bixwe rewşa wan kontrol bikin.

Hû bixwe dikarin tarîxên rojên derzîyên we li we hatîye xistin an ji ên zarokên xwe yê temen jêrî 14 salî bi rêya hesabên we yê Medicare li ser online bi rêya myGov an Express Plus Medicare app a mobilê. Heke hûn 14 salî an jî mezintirin hûn dikarin li tarîxên îstatîstîka derzîyên li we hatine xistin birênin/temaşê bikin. Heke hesabek we ê myGov tune be hûn dikarin hesabek li ser **[my.gov.au](https://my.gov.au)** cêbikin û bêne grîrdan li gel Medicare.

Hûn dikarin bêtirîn xwîndin a di derhega AIR li **[servicesaustralia.gov.au/air](https://servicesaustralia.gov.au/air)** bi dest bixin.

## Demên bendewarîyê

Niştêcîh ên nû pêdvî bo demek dîyarkirî a bendewarîyê berîya serlêdan bo dirav/miaşên alîkarîyê bixin. Ji bo vê yekê pêwistîyek lêpîrsînîyê. Wek mîhnek, hek hûn bi vîza penaberîyê gihîştibin vir.

Roja dema bendewarîyê ji ew roja pêşîn a despêka mayîna we li vir piştî we vîze a xwe ya herdemî girt/stend. Tenê ew rojîn li Australîya yê bûhûrandîye wek roja demên bendewarîyê tête hesibandin.

Bo agahdarîya zêdetir biçine **[servicesaustralia.gov.au/newresidentswaiting](https://servicesaustralia.gov.au/newresidentswaiting)**

## Peymanên ewlehîya sosyalî a navnetewî

Me peymanan li gel welatên din hene ev yeka dibê misade bîde da hûn bikaribin yarmetî ji me werbigirin. Ev yeke dibe kû hên ji wan welatan ji yarmetî bigrin. Ew demên ku we li derê welat û li Australîya derbaskirbe dibe bibe sedema berjewendî girtin bû alîkarîya diravî. Bo agahdarîya zêde biçin **[servicesaustralia.gov.au/issa](https://servicesaustralia.gov.au/issa)**

## Diravdayînen bo ew kesên li dervayî Australîya

Ji ber çûyîna we a derva dibe kû bandor li miaşê we û kartê we yê concession bête kirin, bi gorî ka kêja diravdayîn/miaş hûn werdigrin, divê wê pêwist be berî biçine geştîyarîya haya me pêbixin. Bo agahîya zêdetir biçin **[servicesaustralia.gov.au/paymentsoverseas](https://servicesaustralia.gov.au/paymentsoverseas)**

## Karguzarîyên me

### Agahdarî bi zimaên we

Agahîyên me yê bi qasî 65 zîma hene ji hûn bikaribin bixwînin, gohdar biin an ji temaşê bikin da hûn bikaribin ji kargûzarhî û yarmetîyên tene dayîn baş serwest bin. Ji bo ahahdarîyên bizimanên xeyrî Înglîzî biçine **[servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage)**

Heke hû pêdivîya dokumantek bête wergerandî da hûn karibin serlêdan boy mias/yarmetî û kargûzarîyek din biki, emê bikaribin belaş ewana bo we werbigêrin.

Li ser xeta **131 202** li têlê bidin û li bi kesek kû bizimanê we diaxife di derheqa diravdayîn ên ji hêla Centrelink û xizmetên din biaxifin. Bo yarmetî a Medicare an karguzarî yên Child Support têlefona bikin bo Translating and Interpreting Service (TIS National) li ser **131 450**.

## Multicultural Service Officers

Karmendên Multicultural Service Officers li gel komikên cîvatî û sazîyan kardik da yarmetîya mahciran û penaberan bo pêwendîyên wana bi karguzarî û diravdaryînen me girê bidin.

## Karguzarî yên penaberan

Heke hûn bi vîza penaberî an ji vîza mîrovayetî gihîştibin Australîya an ji li Australîya yê mafê Permanent Protection Visa'yê dane we, bo bicîhbûyîna we ji bo jîyanek taze em dikarin yarmetîya we bikin. Karguzarîyên me ên bo penaberan dikare alîkarî bike di warê alîkarîya madî, çêkirina qeydîya we bi Medicare ra, bo bi destxistina Tax File Number û hewalêkirin bo:

- sinifên zimanê Înglîzî
- perwerde û hîndarî
- yarmetî bo kar
- karguzarîyên hikûmet û civakî

Heke pêşkêşkarek we ê Humanitarian Settlement Program hebe, ewê yarmetî bikin pêwendî bi karguzarîyên me misadê û perjewendîgirtinê. Heke kesek nîbe yarmetî bîke bo we, têlefona **131 202** bikin û li gel kêsekî bi zimanê we diaxife kise bikin.

## Karmend ê sosyalî

Karmendên me ên sosyalî dikari pişgirîya we bike bo wextek miweqet di warê şewirmendîyê, agahdarî û hewalêkirin bo yarmetîyek di dema wextên asteng da. Hûn dikarin li gel karmendek sosyalî li ser xet a Centrelink a diravdahîne an ji bi serê xwe biçin navendên xizmetguzarîyê..

## International Services

Em dikarin kontrol bikin ka heke hûnê bikaribin yarmetî ji me bigrin bi gor peyman a sosyalî bi welatên din re. Li gel vê dîsa emê bikaribin bo serdana diravên teqawidî yên beyanî yarmetî bikin. Li ser vê reqemê li gel me pêwendî girêdin **131 673**.

## Agahdarîyên din

### Ji mera bedilandinên di jîyana/rewşa we da pêktên bêjin

Divê pêwiste kû bedilandinê di rewşa we da çêbû bêjin. Ev dibe wek navnîşan a we hate gohastin, test bi karek kir an ji kar derketin, dest bi xwendinê kir, an ji were zarûke çêbû.

Heke hûn gohastinên çêbûyî nebêji dibe kê wê me zêde miaş dayîbe we û wê pêwist be kû hûnê ew diravê zêde hatîye dayîn ji paşve li me vebigerînin.

Em li peyhev gelek caran kontrol dikin da ka gelo mieşên rastîne û mîqtara herî rastir bêtin dayîn.

Bo agahdarî li ser nûve kirin û biçî awayî, biçin **[servicesaustralia.gov.au/notifychanges](https://servicesaustralia.gov.au/notifychanges)**

### Deyîdarî ya drav

Carna kes bibin deyîndarê me. Heke deyîne we ê dirava li me heye divê pêwiste hûn li me vegeînin. Bo agahdarîya zêde biçine **[servicesaustralia.gov.au/owingmoney](https://servicesaustralia.gov.au/owingmoney)**

## Assurance of Support

Assurance of Support berpîrsîyarîyek a ew kesayetî an sazîyên kû wê alîkarî bidin ew kesên kû serî lêdaye bo wek mihacir bêtin Australîya.

Heke hûn li Australîa di bin qewlê Assurance of Support da bin, û ji me jî miaşek ê pişgirîya alîkarîyê werdigirî, divê miheqeq ew kesê berpîrsîyar hemî ew diravên bo we hatîye dayîn di dema vê pêymanê da li me bête wergerandin.

## Fêrbuyîn a zimanê Înglîzî

Em dikarin alîkarî bo we bikin li sinfek kû hûn fêrbûyîn an pêşvebirin a zimanê Înglîzî bibin. Pêwiste hûn fêrî zimanê Înglîzî bivin hek hûn bixwazîn bibin hemwelayîyê Australîya.

Heke dema we vîze a bo hatina Australîya wergirt a wek koçber, penaber an ber ewayê însanî hûnhe bikaribin belaş/bê mesref biçine dersên zimanê Înglîzî bi rêya Department of Home Affairs' Adult Migrant English Program (AMEP). Divê piştî hûn giştî Australîya di nav 6 mehan de (an 12 mehane heke temenê we di navbeyan 15 û 17 salan da be) qeydîya xwe li gel yek ji wan pêşkêşkarên kargûzarîyê ên AMEP bidin çêkirin.

Bernamea Skills for Education and Employment wê bikaribe yarmetî bike bo pêşveçûyîna zimanê Înglîzî, xwendin, nivisandin û zanîyarîya bingehî a matematîkê da kû sehûd a we bo bidestxistina karek an ji manyîna li ser kar. Bo ka mafê we hey ji bo vê bernamê tîlefona me bikin an ji bi şexsî serdana yek ji wan navendên vê kargûzarîyê pêşkêş dikin bikin.

## Malban û pevçûyîna navmalê da

Em piştevanîya kesên ji ber bandorên pêkanên malbat û pevçûyîna navmalê bi pêşkêşkirina yarmetîya agahîyan, fersendên çavkanîyan û hewalekirinê

Agahîyên me ên bi gelek zimanên çûde tîne dayîn. Heke hûn an ji kesekî din ku bandorek ji ber malbat û pevçûyîna nav malbatê li we/wan hatibe kirin, biçin

**[servicesaustralia.gov.au/domesticviolence](https://servicesaustralia.gov.au/domesticviolence)**

Yarmetî ji van deveran ji peyde dibe:

1800RESPECT—1800 737 732 or [1800RESPECT.org.au](https://1800RESPECT.org.au)

MensLine Australia—1300 789 978 or [mensline.org.au](https://mensline.org.au)

## Zêdetir Alîkarî

### Li ser navê we kesên kû bi xwaze pêwendî bi mere çêbike

Hek hû daxwaz bikin yek li ser navê we di derheqa kar û barên bi Centrelink, Medicare an şûxlên Child Support yarmetî bike, hû dikarin destûr bidin wî kesî an rêxistinê li ser navê we bimera têkilî dayne.

Bo agahîya di derheqa vê rêkeftinê da:

- biçin bo **[serviceaustralia.gov.au/authorisedrepresentative](https://serviceaustralia.gov.au/authorisedrepresentative)**
- tîlefona me bikin
- serdana navenda karûzarîyekê bikin

### Îdarekirina diravên we

Awayên ku hûn dravên xwe bikar tînin de jîyana we bide wegohastin. Bo agahdarî bo yarmetî a bo kadên çûde di dema jîyan a we da biçine **[servicesaustralia.gov.au/managinmoney](https://servicesaustralia.gov.au/managinmoney)**.

## Centrepay

Centrepay karguzarîyek dilxwazh/voluntary bo dayîna fatureyan bo mişterîyan belaş e. Bi rêya pikaranîna Centrepay hûn dikarin yekse ji miaşê we ên Centrelink mesrefên faturên we bêne daxistin. Hun dikarin fatûrên xwe ên rêzberêz û mesrefên din wek icara xanî, bill/faturên elektrik û têlêfonê bi vê rêyê bidin. Hûn çî wext bixwazin bi vî şeklî di despêka dayîn faturên xwe bikin an ji li gel Centrepay rawestînin. Hun dikarin bi rêya myGov an ji li ser Express Plus app a mobilê an li ser hesabê we ê Centrelink bi online saz bikin û idara dayîna faturên xwe destpê bikin.

Bo agahdarîya zêde bo ew karszîyên hatîne pijirandin biçin **servicesaustralia.gov.au/centrepay**

## Kargûzarî û diravayînen biserre

Em dizanin dibe hinek mesrefên we ên biserre/zêdyî an pirsgirêkên din kû pêwistîya we bi alîkarîyek zêdetir heye. Hûnê bikaribin bona ev alîkarîyan serî lê bidin:

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

Bo agahdarîya derheqa evan yarmetî û karguzarîyan bicin **servicesaustralia.gov.au** an ji mere têlêfon bikin

## Karsazîya xwe bi online pêk bîne

Bi online/internetê pêkanîna karûbaran hêsa ye, herwext û li herderî. Hesabê Centrelink Medicare ê online bo bidestxistina agahdarî û pêkanîna karûbarên xwe bêyî pêdivîya têlêfonkirin an ji serîlêdana bi şexî a hatina navendên me.

## myGov û hesabên online

myGov fersenda gihîjtina karguzarîyên hikûmetê hemî li cîhek û liser internetê/online.

Biçne **my.gov.au** û bo afirandina hesabê xwe yê myGov qilawizê têne heber bişopîne. Bo hesabên xwe yê online, **Services** biniqîne û jî durre **Medicare** an **Centrelink**. Pêdivîya bersivdanên hinek pirsên tayîbetî ên şexî heye. Ev yeka wê alîkarîya me bike da rekorên rast bi hesabê we ê myGov re bêtin giridan.

Bo agahdarîya zêde a derheqa myGov bicin **servicesaustralia.gov.au/mygov**

Bo afirandina hesabek myGov, an qeydî a bo Medicare an hesabê online ê Centrelink biçin **servicesaustralia.gov.au/register**

Bo yarmetî a bo hesabê myGov, hesabê Centrelink ê online û hesabê Medicare ê li ser online, biçin **servicesaustralia.gov.au/onlineguides**

## App a jiberxwe çêkirina kodê dizî bo myGov

Heke hûn pîlan dikin bo geştyarî a dervayê welêt an jî sinyalên bi sînor ên pêşwazîya bobila we peydabû, wê pêwistîya we hebe bi app'ek a myGov Code Generator.

myGov Code Generator navê bidizî jiberxwe çêdike. Dema hûn çûn ser hesabê myGov li ser **my.gov.au** kodek ji app'ê biniqînin û bidin ser. Hûn nikarin biçin bikevîn hesabên xwe ê myGov bi rêya app'ê.

Berîya hûn biçin geştyarîyê a dervayê welêt û mobîla we bi wera ye, berî biçî app'ê dakişînin û li ser cîhaza xwe saz bikin.

Bo agahdarîya zêde di derheha myGov Code Generator biçin [servicesaustralia.gov.au/mygov](https://servicesaustralia.gov.au/mygov)

## Express Plus apps a mobile'ê

Bo kar û barên xwe li gel me mobile apps a Express Plus bi kar bîne ku şevûroj 24 seat û her 7 rojên heftê di xizmetê da ye. Berî hûn app a xwe bidin sazîkirin bo Centrelink û Medicare pêdivîya we bi hesabek myGov heye da bo ku pêwendî were girêdan bi yekûdû ra.

Bo agahdarîya zêde a di derheqa tiştên hûnê bikaribin li ser app a me pêkbînî biçin:

[servicesaustralia.gov.au/expressplus](https://servicesaustralia.gov.au/expressplus)

## Hîle û ewlehi ya we a li ser internetê

Gohdarîya ewlehîya agahdarhîyên xwe ên online bin. Biçe [servicesaustralia.gov.au/scams](https://servicesaustralia.gov.au/scams) û ka bivîne eva çawa tête kirin.

Heke hûn bawerîn sextekarîyek li we hatîye kirin têlefona Scams and Identity Theft helpdesk li ser **1800 941 126** bikin.

## Bi ragihanî a nûjen bimînî

Bo fêrbûna guhastinên di derhega yarmetîyên diravî û karûzarîyanda:

- bo serlêdan û bo abonetîya bo nûçeyên online yê ragihandina herî nûjentir li ser [servicesaustralia.gov.au/multicultural](https://servicesaustralia.gov.au/multicultural)
- hezkerîya xwe dîyar bike li ser [facebook.com/ServicesAustralia](https://facebook.com/ServicesAustralia) û pirsîyarek ji me bike
- li ser Twitter li [twitter.com/ServicesGovAu](https://twitter.com/ServicesGovAu) me bişopîn e

## Agahdarîyên bi formatên din

Hinek agahdarî bi teher dengî li ser CD/DVD hene, bi çapandinek mezîn, Braille û e-tex tene bi destixtin. Li ser vê reqemê têlefona me bike **132 717** û li gel daxwazîyên xwe.

Heke hûn kerr an ji astengên bihîstinê an axaftinê bi were heye têlefona bikin bo National Relay Service Helpdesk li **1800 555 660** an biçin [communications.gov.au/accesshub](https://communications.gov.au/accesshub)

## Bo agahdarîya berfireh

- Têlefona li ser reqema bo yarmetî a dravîya bike û bêje heke pêwistîya we bi tercûmanek heye. Bo lista reqemên têlefona me, biçin [servicesaustralia.gov.au/phoneus](https://servicesaustralia.gov.au/phoneus)
- li ser **131 202** têlefona bikin û bizimanê xwe li gel me di derheqa miaşên alîkarîyê û kargûzarîyan ji aliyê Centrelink da tene dayîn qise bikin.
- Têlefona Translating and Interpreting Service (TIS National) bikin li ser **131 450** û bi zimanê xwe li gel me qise bikin di derheqa Medicare û yarmetî û kargûzarîyên Child Support.
- Bo zêdetir agahdarî bi zimanê hûn pê diaxifn biçin [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage)

**Destnîşanî:** têlefona kirin a ji mala we bo reqema '13' liherderî bo seranserê Australîa bi mesrefa rêjeya sabît e. Ev rêje dikare bite gohastin li gor mesrefên hinek cîhên kû têlefona bo wan devera tê kirin û pêşkêş karên şirketên têlefona. Têlefên ji malên we ên li ser '1800' tene kirin belaşin. Têlefona bi mobil û ên amî/gîştî dibe mesrefê wan û ên kadê bi rêjeke bilintir bin.

**Devjêberdan:** Ev rastqîne agahdarî yê heta Tîrmeh a 2020. Armanca van agahdarîyên di vê weşanêda bi nîyeta wek qilawizek ji bo bi destxistina yarmetî û kargûzarîyan e. Mesûlîyet ango berpirsîyarî a weye heke hûn bixwain serdanek a bo yarmetîgirtiyê a bi gorî şert û mercên hûn tene dane bikin.



# Recently arrived in Australia?

This brochure has information that might be useful to you if you have recently moved to Australia. Moving to a new country can be difficult. 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 [servicesaustralia.gov.au/medicare/services](https://servicesaustralia.gov.au/medicare/services)

For more information about eligibility requirements and how to enrol in Medicare go to [servicesaustralia.gov.au/medicarecard](https://servicesaustralia.gov.au/medicarecard)

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](https://myhealthrecord.gov.au) or call **1800 723 471**.

If you are 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 [servicesaustralia.gov.au/rhca](https://servicesaustralia.gov.au/rhca)

If you are from one of these countries and meet the eligibility requirements, you may be eligible for Medicare services while you are 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 are new to Australia and have a permanent residence, humanitarian, refugee, provisional partner or temporary protection type visa, or you are a New Zealander living in Australia on a Special Category visa.

For more information about residence requirements go to [servicesaustralia.gov.au/residencedescriptions](https://servicesaustralia.gov.au/residencedescriptions)

## Your payment obligations

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

## Immunisation and family assistance

Childhood vaccinations listed on the National Immunisation Program Schedule are linked to family assistance payments. We will check if each child you are getting 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](https://health.gov.au/immunisation)

For more information about immunisation requirements, go to [servicessaustralia.gov.au/immunisation](https://servicessaustralia.gov.au/immunisation)

You do not need to tell us when your child is immunised—we check their status on the Australian Immunisation Register (AIR).

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 are 14 years or older, you can view your own immunisation history statement. If you do not have a myGov account you can create one at [my.gov.au](https://my.gov.au) and link to Medicare.

Read more about the AIR at [servicessaustralia.gov.au/air](https://servicessaustralia.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 [servicessaustralia.gov.au/newresidentswaiting](https://servicessaustralia.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 [servicessaustralia.gov.au/issa](https://servicessaustralia.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 [servicessaustralia.gov.au/paymentsoverseas](https://servicessaustralia.gov.au/paymentsoverseas)

## 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 [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

If you need a document in another language translated to claim one of our payments or services, we will do this 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 have 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.

If you have a Humanitarian Settlement Program provider, they will help you access our services. If you do not have someone to help you, call **131 202** to speak to someone in your language.

## Social workers

Our social workers can provide short term counselling, information and referrals to support services to help you through a difficult time. You can ask to speak with a social worker by calling any Centrelink payment line or by visiting 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 can include changing your address, starting or stopping work or study, or if you have a baby.

If you do not 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 **[servicessaustralia.gov.au/notifychanges](https://servicessaustralia.gov.au/notifychanges)**

### Owing money

Sometimes people owe us money. If you owe us money you will need to pay us back. For more information go to **[servicessaustralia.gov.au/owingmoney](https://servicessaustralia.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 will 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 Home Affairs' Adult Migrant English Program (AMEP). You will 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 are 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 **[servicesaustralia.gov.au/domesticviolence](https://servicesaustralia.gov.au/domesticviolence)**

Support is also available from:

1800RESPECT—1800 737 732 or [1800RESPECT.org.au](https://1800respect.org.au)

MensLine Australia—1300 789 978 or [mensline.org.au](https://mensline.org.au)

## Extra assistance

### Getting someone to deal with us on your behalf

If you would 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 **[servicesaustralia.gov.au/authorisedrepresentative](https://servicesaustralia.gov.au/authorisedrepresentative)**
- call us
- 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 **[servicesaustralia.gov.au/managingmoney](https://servicesaustralia.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 **[servicesaustralia.gov.au/centrepay](https://servicesaustralia.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 [servicesaustralia.gov.au](https://servicesaustralia.gov.au) or call us.

## Do your business online

It is 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](https://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 will 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 [servicesaustralia.gov.au/mygov](https://servicesaustralia.gov.au/mygov)

To create a myGov account, or register for a Medicare or Centrelink online account, go to [servicesaustralia.gov.au/register](https://servicesaustralia.gov.au/register)

For help with your myGov account, Centrelink online account and Medicare online accounts, go to [servicesaustralia.gov.au/onlineguides](https://servicesaustralia.gov.au/onlineguides)

### myGov Code Generator app

If you are planning to travel overseas or you have limited mobile reception, you may need the myGov Code Generator app.

myGov Code Generator creates codes. You enter a code from the app when you sign in to your myGov account at [my.gov.au](https://my.gov.au). You cannot sign in to your myGov account through the app.

If you are 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 Code Generator go to [servicesaustralia.gov.au/mygov](https://servicesaustralia.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 will 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 [servicesaustralia.gov.au/expressplus](https://servicesaustralia.gov.au/expressplus)

### Scams and your online security

Keep your information safe online. Go to [servicesaustralia.gov.au/scams](https://servicesaustralia.gov.au/scams) to find out how.

If you think you have 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:

- visit and subscribe to our online news service for up-to-date information at [servicesaustralia.gov.au/multicultural](https://servicesaustralia.gov.au/multicultural)
- like us on [facebook.com/ServicesAustralia](https://facebook.com/ServicesAustralia) and ask us a question
- follow us on Twitter at [twitter.com/ServicesGovAU](https://twitter.com/ServicesGovAU)

## Information in other formats

Some information is available in audio CD/DVD, large print, Braille and e-text. Call us on **132 717** with your request.

If you are deaf or have a hearing or speech impairment call the National Relay Service Helpdesk on **1800 555 660** or go to [communications.gov.au/accesshub](https://communications.gov.au/accesshub)

## For more information

- Call your regular payment number and let us know you need an interpreter. We will arrange one for free. For a list of our phone numbers, go to [servicesaustralia.gov.au/phoneus](https://servicesaustralia.gov.au/phoneus)
- 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.
- Go to [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) for more information in your language.

**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:** this information is accurate as at July 2020. 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.