



Umewasili hivi karibuni nchini Australia?

Brosha hii ina habari ambayo inaweza kukufaa ikiwa umehamia nchini Australia hivi karibuni. Kuhamia nchi mpya inaweza kuwa vigumu. Kama mtu mpya wa kuwasili, unaweza kupata malipo na huduma kutoka Australian Government (Serikali ya Australia).

Huduma za afya

Australia ina mfumo wa huduma ya afya wa kitaifa—Medicare. Medicare hutoa malipo na huduma ambazo zinaweza kukusaidia wakati unapotumia huduma za afya au kununue dawa. Hii ni pamoja na kurudishiwa pesa ikiwa unalipa kumtembelea daktari, na kupata dawa za bei rahisi kupitia Mipango ya Pharmaceutical Benefits Scheme au Repatriation Pharmaceutical Benefits Scheme. Kwa habari zaidi nenda kwenye servicesaustralia.gov.au/medicare/services.

Kwa habari zaidi juu ya mahitaji ya ustahiki na jinsi ya kuvyojiandikisha katika Medicare nenda kwa servicesaustralia.gov.au/medicarecard

Unaweza kupata My Health Record (Rekodi Yangu ya Afya) unapojiandikisha katika Medicare. My Health Record ni muhtasari salama mtandaoni wa habari yako ya kiafya. Unaweza kudhibiti kile kinachoingia, na ni nani anayeweza kuipata. Unaweza kuchagua kushiriki habari yako ya afya na madaktari wako, hospitali na watoa huduma wengine wako wa afya. Unaweza kusimamia My Health Record ya mtoto wako hadi atakapokuwa na umri wa miaka 14. Mara tu anapofikisha miaka 14, anaweza kuisimamia wenyewe.

Kwa habari juu ya kutumia My Health Record nenda kwa myhealthrecord.gov.au au piga simu kwa **1800 723 471**.

Ikiwa unatembelea Australia kutoka nchi fulani, unaweza kuwa na haki ya kupata huduma za afya zilizofadhiliwa chini ya Reciprocal Health Care Agreements (Mikataba ya Utunzaji wa Afya ya Kusaidiana). Australia ina Reciprocal Health Care Agreements na baadhi ya nchi zingine. Kwa orodha ya nchi hizi nenda kwa servicesaustralia.gov.au/rhca

Ikiwa umetoka mojawapo ya nchi hizi na unatimiza mahitaji ya kustahiki, unaweza kustahiki huduma za Medicare unapokuwepo nchini Australia.

Malipo yetu

Malipo unayoweza kupata yanategemea ya aina ya viza unayo au ikiwa unayo tayari uraia wa Australia. Kunaweza pia kuwa na vipindi vya kusubiri na hali zingine unazohitaji kujua.

Unaweza kupata malipo fulani ikiwa wewe ni mtu mpya wa Australia na una viza ya aina ya makazi ya kudumu, ya huruma, wakimbizi, ya mwenzi wa muda au ya ulinzi wa muda, au wewe ni New Zealander anayeishi Australia kwa Viza ya Special Category (Aina Maalum).

Kwa habari zaidi juu ya mahitaji ya makazi nenda kwa servicesaustralia.gov.au/residence/descriptions

Wajibu wako wa malipo

Baadhi ya malipo yetu yanahitaji wewe kufanya shughuli fulani na kwenda kwa miadi fulani. Ni muhimu ufanye shughuli hizi na kwenda kwa miadi yako ili kuepusha malipo yako kusimamishwa.

Mchanjo na msaada wa familia

Chanjo za watoto zilizo rodheshwa kwenye National Immunisation Program Schedule (Mpango wa Programu ya Mchanjo wa Kitaifa) zinaunganishwa na malipo ya msaada wa familia. Tutaangalia ikiwa kila mtoto unayelipa malipo ya familia anatimiza mahitaji ya chanjo.

Mtoto wako lazima awe tayari na chanjo zake ili upate:

- haki kamili ya Family Tax Benefit Part A (Sehemu ya A ya Faida ya Kodi ya Familia)
- Child Care Subsidy (Ruzuku ya Huduma ya Mtoto).

Ili kuangalia National Immunisation Program Schedule, nenda kwa health.gov.au/immunisation

Kwa habari zaidi juu ya mahitaji ya chanjo, nenda kwa servicessaustralia.gov.au/immunisation

Huna haja ya kutuambia wakati mtoto wako anapopata chanjo — tunaangalia hali yake kwenye Australian Immunisation Register (AIR) (Sajili ya Chanjo ya Australia).

Unaweza kuona taarifa za historia ya chanjo zako au za mtoto wako chini ya miaka 14 ukitumia akaunti yako ya Medicare mtandaoni kupitia myGov au programu ya simu ya Express Plus Medicare. Ikiwa una umri wa miaka 14 au zaidi, unaweza kuona taarifa yako ya historia ya chanjo. Ikiwa huna akaunti ya myGov unaweza kuanzisha akaunti kwa my.gov.au na kunganisha Medicare.

Soma zaidi juu ya AIR kwenye servicessaustralia.gov.au/air

Vipindi vya kusubiri

Wakazi wapya wanapaswa kusubiri vipindi fulani vya kusubiri kabla ya kudai malipo. Kuna msamaha kwa hii. Kwa mfano, ikiwa uliwasili katika viza ya wakimbizi.

Kipindi chako cha kusubiri huanza siku unapoanza kuishi hapa baada ya kupata viza ya makazi ya kudumu. Siku tu ulizokaa nchini Australia wakati huu zinahesabu kuelekea kipindi cha kusubiri.

Kwa habari zaidi, nenda kwenye servicessaustralia.gov.au/newresidentwaiting

Mikataba ya kimataifa ya ruzuku ya serikali

Tuna mikataba na nchi zingine ambazo zinaweza kukusaidia kupata malipo kutoka kwetu. Wanaweza pia kukusaidia kupata malipo kutoka nchi nyingine. Muda uliokaa nchini Australia na nchi nyingine unaweza kukusaidia kustahiki malipo. Kwa habari zaidi nenda kwa servicessaustralia.gov.au/issa

Malipo yaliyolipwa nje ya Australia

Malipo yako au kadi yako ya malipo inaweza kuathiriwa ikiwa utaenda ng'ambo. Kulingana na malipo unayopata, huenda utahitaji kutuambia kuhusu mipango yako ya kusafiri kabla ya kuondoka. Kwa habari zaidi, nenda kwa servicessaustralia.gov.au/paymentoverseas

Huduma zetu

Habari katika lugha yako

Tuna habari katika lugha zaidi ya 65 ambazo unaweza kusoma, kusikiliza au kutazama ili kukusaidia kuelewa malipo na huduma zetu. Kwa habari katika lugha zingine isipokuwa Kiingereza nenda kwa servicessaustralia.gov.au/yourlanguage

Ikiwa unahitaji hati katika lugha nyingine kutafsiriwa ili kudai mojawapo ya malipo au huduma zetu, tutafanya hivyo bure.

Tupigie simu kwa **131 202** kuzungumza na mtu kwa lugha yako kuhusu malipo na huduma za Centrelink. Kwa msaada wa huduma za Medicare au Child Support (Msaada wa Mtoto) piga simu Translating and Interpreting Service (TIS National) (Huduma ya Ukalimani na Utafsiri) kwa nambari **131 450**.

Multicultural Service Officers (Maafisa wa Huduma za Tamaduni Nyingi)

Multicultural Service Officers hufanya kazi na vikundi na mashirika ya jamii ili kusaidia wahamiaji na wakimbizi kupata malipo na huduma zetu.

Huduma za wakimbizi

Ikiwa umewasili nchini Australia ukiwa na viza ya wakimbizi au ya huruma, au ukapewa Permanent Protection Visa (Viza ya Kulinda kwa Kudumu) nchini Australia, tunaweza kukusaidia kuishi katika maisha yako mapya. Huduma zetu za wakimbizi zinaweza kukusaidia kwa msaada wa kifedha, uandikishaji wa Medicare, kupata Tax File Number (Nambari ya Faili ya Ushuru) na marejeo ya:

- masomo ya lugha ya Kiingereza
- elimu na mafunzo
- msaada wa ajira
- huduma zingine za serikali na za jamii.

Ikiwa una mtoaji wa Humanitarian Settlement Program (Mpango wa Kuzoea wa Huruma), watakusaidia kupata huduma zetu. Ikiwa huna mtu wa kukusaidia, piga simu **131 202** kuzungumza na mtu katika lugha yako.

Wafanyakazi wa ustawi wa jamii

Wafanyakazi wetu wa kijamii wanaweza kutoa ushauri nasaha wa muda mfupi, habari na elekezo kwa huduma za msaada ili kusaidia kupitia wakati mgumu. Unaweza kuuliza kuzungumza na mfanyakazi wa kijamii kwa kupiga simu kwa simu yoyote ya malipo ya Centrelink au kwa kutembelea kituo cha huduma.

International Services (Hudumu za Kimataifa)

Tunaweza kuangalia ikiwa unaweza kupata malipo kutoka kwetu kulingana na makubaliano ya ruzuku ya serikali na nchi nyingine. Tunaweza pia kukusaidia kudai pensheni ya kigeni. Wasiliana nasi kwa **131 673**.

Habari nyingine

Tuambie kuhusu mabadiliko katika maisha yako

Unahitaji kutuambia ikiwa hali yako inabadilika. Hii inaweza kujumuisha kubadilisha anwani yako, kuanza au kuacha kazi au kusoma, au ikiwa unapata mtoto.

Ikiwa hutatuambia juu ya mabadiliko ya hali yako, tunaweza kukulipa mno na utahitaji kuturudisha malipo kwetu.

Tunafanya hakiki za kawaida ili kuhakikisha watu wanapata malipo sahihi na kiwango sahihi.

Kwa habari juu ya nini cha kusasisha na jinsi kufanya hivi, nenda kwa

servicesaustralia.gov.au/notifychanges

Kudai pesa

Wakati mwingine watu wanatudai pesa. Ikiwa unatudai pesa utahitaji kutulipa. Kwa habari zaidi nenda kwenye **servicesaustralia.gov.au/owingmoney**

Assurance of Support

Assurance of Support (Uhakikisho wa Usaidizi) ni ahadi wa mtu binafsi au shirika kusaidia mtu ambaye anaomba kuhamia Australia.

Ikiwa uko nchini Australia chini ya mpangilio wa Assurance of Support na umelipwa malipo fulani ya msaada wa mapato kutoka kwetu, mdhamini wako anapaswa kulipa kiasi chote wakati mpangilio upo

Kujifunza Kiingereza

Tunaweza kukusaidia kupata masomo ambapo unaweza kujifunza au kuboresha Kiingereza chako. Utahitaji kujifunza Kiingereza ikiwa unataka kuwa raia wa Australia.

Ikiwa ulipewa viza ya kuja nchini Australia kama mhamiaji, mkimbizi au mwingiaji wa huruma, unaweza kupata masomo ya bure kupitia Department of Home Affairs' Adult Migrant English Program (AMEP) (Mpango wa Kiingereza wa Wahamiaji (AMEP) ya Idara ya Mambo ya Ndani). Utahitaji kujiandikisha na mmojawapo wa watoa huduma wa AMEP katika miezi 6 (au miezi 12 ikiwa una umri kati ya miaka 15 na 17) ya kuwasili nchini Australia au kupewa makazi ya kudumu.

Mpango wa Skills for Education and Employment (Ujuzi kwa Elimu na Ajira) unaweza kukusaidia kuboresha ujuzi wako wa Kiingereza, kusoma, kuandika na hesabu za msingi ili kuongeza nafasi zako za kupata na kutunza kazi. Ili kujua ikiwa unastahiki mpango huu, tupigie simu au tembelea kituo cha huduma.

Ukatili wa familia na nyumbani

Tunaunga mkono na watu walioathiriwa na ukatili wa familia na nyumbani kwa kutoa habari, rasilimali na mapendekezo.

Tunayo habari inapatikana katika lugha tofauti. Ikiwa wewe au mtu unayemjua anaathiriwa na ukatili wa familia na wa nyumbani, nenda kwa servicesaustralia.gov.au/domesticviolence

Msaada unapatikana pia kutoka:

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

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

Usaidizi wa ziada

Kupata mtu wa kushughulikia na sisi kwa niaba yako

Ikiwa ungependa mtu mwingine ashughulikie mambo yako ya Centrelink, Medicare au Child Support, unaweza kumruhusu mtu au shirika kushughulika nasi kwa niaba yako.

Kwa habari zaidi juu ya mipangilio hii:

- nenda kwa servicesaustralia.gov.au/authorisedrepresentative
- tupigie simu
- tembelea kituo cha huduma.

Kusimamia pesa zako

Jinsi unavyotumia pesa yako itabadilika katika maisha yako. Kwa habari ya kukusaidia kwa nyakati tofauti katika maisha yako nenda kwa servicesaustralia.gov.au/managingmoney

Centrepay

Centrepay ni huduma ya hiari ya kulipa bili ambayo ni bure kwa wateja. Tumia Centrepay kupanga makato ya kawaida kutoka kwa malipo yako ya Centrelink. Unaweza kulipa bili zako za kawaida na gharama zingine kama vile kodi, umeme na simu. Unaweza kuanza au kuacha kutumia Centrepay wakati wowote unapopenda. Ili kuanzisha au kusimamisha makato yako unaweza kutumia akaunti yako ya mtandaoni ya Centrelink kupitia myGov au programu ya simu ya Express Plus.

Kwa habari zaidi au kupata biashara iliyoidhinishwa nenda kwa servicesaustralia.gov.au/centrepay

Malipo na huduma za ziada

Tunaelewa unaweza kuwa na gharama au maswala mengine unayohitaji kupata msaada wa ziada. Unaweza pia kupata zingine zifuatazo:

- Rent Assistance (Msaada wa Kodi)
- Child Care Subsidy (Ruzuku ya Huduma ya Mtoto)
- Rent Deduction Scheme (Mpango wa Makato ya Kodi)
- Agents and Access Points ((Mpango wa Makato ya Kodi)
- Financial Information Service (Huduma ya Habari za Kifedha).

Kwa habari zaidi juu ya malipo na huduma hizi nenda kwa servicesaustralia.gov.au au tupigie simu.

Fanya biashara yako mtandaoni

Ni rahisi kushughulikia nasi mtandaoni, wakati wowote na mahali popote. Tumia akaunti mtaondaoni ya Centrelink au Medicare kupata habari yako na ufanye shughuli zako bila kuhitaji kupiga simu au kutembelea kwetu.

myGov na akaunti za mtandaoni

myGov inakupa upatikanaji wa huduma za serikali mtandaoni zote kwa mahali pamoja.

Nenda kwa my.gov.au na fuata vidokezo vya kuanzisha akaunti yako ya myGov. Ili kuunganisha akaunti yako mtandaoni, chagua **Services** na kisha **Medicare** au **Centrelink**. Utahitaji kujibu maswali kadhaa, ya maalum kwako. Hii inatusaidia kuunganisha rekodi sahihi na akaunti yako ya myGov.

Kwa habari zaidi kuhusu myGov nenda kwenye servicesaustralia.gov.au/mygov

Ili kuunda akaunti ya myGov, au kujiandikisha kwa akaunti mtandaoni ya Medicare au Centrelink, nenda kwa servicesaustralia.gov.au/register

Kwa usaidizi wa akaunti yako ya myGov, akaunti za mtandaoni ya Centrelink na ya Medicare, nenda kwa servicesaustralia.gov.au/onlineguides

Programu ya myGov Code Generator (Kuunga nambari ya myGov)

Ikiwa unapanga kusafiri nje ya nchi au una mapokezi kidogo ya simu, unaweza kuhitaji programu ya myGov Code Generator.

myGov Code Generator huunda nambari. Unaingiza nambari kutoka kwa programu unapoingia kwenye akaunti yako ya myGov katika my.gov.au. Huwezi kuingia kwenye akaunti yako ya myGov kupitia programu.

Ikiwa unasafiri ng'ambo na una kifaa cha mkononi, hakikisha unapakua na uweke programu kabla ya kwenda.

Kwa habari muhimu kuhusu myGov Code Generator nenda kwa servicesaustralia.gov.au/mygov

Express Plus mobile apps

Tumia programu zetu za mtandaoni za Express Plus kushughulikia na sisi masaa 24 kwa siku, siku 7 kwa wiki. Utahitaji akaunti ya myGov iliyounganishwa na Centrelink au Medicare, kabla ya kuanzisha programu.

Kwa habari zaidi juu ya kazi unayoweza kufanya na programu zetu nenda kwa servicesaustralia.gov.au/expressplus

Matapeli na usalama wako mtandaoni

Weka habari yako salama mtandaoni. Nenda kwa servicesaustralia.gov.au/scams ili kujua jinsi kufanya hivi.

Ikiwa unafikiria umetapeliwa piga simu kwa Scams and Identity Theft Helpdesk (Msaada wa Matapeli na Wizi wa Nafsi) kwenye **1800 941 126**.

Kuendelea kusasisha

Ili kujua kuhusu mabadiliko yanayofanywa kwa malipo na huduma:

- tembelea na ujiandikishe kwa huduma yetu ya habari mtandaoni kwa habari za kisasa katika servicesaustralia.gov.au/multicultural
- uonyeshe unatupenda kwenye facebook.com/ServicesAustralia na utuulize swali
- utufuate kwa Twitter kwenye twitter.com/ServicesGovAU

Habari katika miundo mingine

Habari zingine zinapatikana katika CD/DVD ya sauti, maandishi makubwa, Braille na e-maandishi (e-text). Tupigie simu kwa **132 717** na ombi lako.

Ikiwa wewe ni kiziwi au una shida ya kusikia au ya kunena piga simu kwa National Relay Service Helpdesk (Msaada wa Kitaifa wa Huduma ya Zamu) kwenye **1800 555 660** au nenda kwa communications.gov.au/accesshub

Kwa habari zaidi

- Piga simu nambari yako ya malipo ya kawaida na utujulishe kuwa unahitaji mkalimani. Tutapanga mmoja bure. Kwa orodha ya nambari zetu za simu, nenda kwa servicesaustralia.gov.au/phoneus
- Piga simu kwa **131 202** kuzungumza nasi kwa lugha yako kuhusu malipo na huduma za Centrelink.
- Piga simu kwa Translating and Interpreting Service (TIS National) (Huduma ya Ukalimani na Utafsiri) kwa **131 450** kuzungumza nasi kwa lugha yako kuhusu malipo na huduma za Medicare na Child Support.
- Nenda kwenye servicesaustralia.gov.au/yourlanguage kwa habari zaidi lugha yako.

Kumbuka: simu kutoka kwa simu yako ya nyumbani kwenda kwa nambari '13' kutoka mahali popote nchini Australia inatozwa kiwango kilichowekwa. Kiwango hicho kinaweza kutofautiana kutoka kwa bei ya simu ya eneo na pia inaweza kutofautiana kati ya watoa huduma za simu. Simu kwa nambari za '1800' kutoka kwa simu yako ya nyumbani ni bure. Simu kutoka kwa simu ya umma na simu za mkononi zinaweza kupimwa kwa muda wake na kutozwa kwa kiwango cha juu.

Kanusho: habari hii ni sahihi hadi Julai 2020. Habari iliyomo kwenye chapisho hili imekusudiwa tu kama mwongozo wa malipo na huduma. Ni jukumu lako kuamua ikiwa ungependa kuomba malipo na kufanya ombi, kwa kuzingatia hali yako maalum.



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

For more information about eligibility requirements and how to enrol in Medicare go to 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 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

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/residence/descriptions

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

For more information about immunisation requirements, go to 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 and link to Medicare.

Read more about the AIR at 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

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

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

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

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**

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**

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**

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

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**
- 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**

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**

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 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 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

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

For help with your myGov account, Centrelink online account and Medicare online accounts, go to 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. 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

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

Scams and your online security

Keep your information safe online. Go to 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
- like us on facebook.com/ServicesAustralia and ask us a question
- follow us on Twitter at 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

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
- 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 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.