



ኣብ ቐረባ እዋን ናብ ኣውስትራሊያ ዝኣተዳኻ?

ኣብ ቐረባ እዋን ናብ ኣውስትራሊያ እንተመጸእኻ እዙይ ጽሑፋዊ መላሊይ ወረቐቲ ከሕግዘኻ ዝኸኸል መረዳኢታ ይነበሮ እዩ። ናብ ሓዲሽ ሃገር ምቕያር ኸቢድ ከኸውን ይኸ እል። ከም ሓዲሽ ኣታዊ መሰረት ካብ Australian Government ክፍሊትን ኣገልግሎታት ክትረኽብ ትኸእል ይኸውን።

ሓለዎ ጥዕና ኣገልግሎታት

ኣውስትራሊያ ሃገራዊ ሓለዎ ጥዕና ኣሰራርሓ ሜላ—Medicare ኣለዎ። ብናይ ሓለዎ ጥዕና ኣሰራርሓ ሜላ ንክትጥቅም ወይኻዓ ፈውሲታት ንምግዛእ ምእንታን ከሕግዘኻ ብ Medicare ኣቢሉ ክፍሊትን ኣገልግሎታት ይህብ እዩ። በዚ ዚኸተት ብPharmaceutical Benefits Scheme ወይኻዓ Repatriation Pharmaceutical Benefits Scheme ኣቢልካ ሓኪም ንክትርእይ ከምኡውን ርኽብ ዝበለ ፈውሲታት ንምግዛእ ዘኸተት እዩ። ንዝበለጸ መረዳኢታ ናብ ድረገጹ፡ servicessaustralia.gov.au/medicare/services ኣቲኻ ምርኣይ።

ብዛዕባ ፍቓድ ምርኣብ ዘድሊ ቅድመ ኩነታ ከም ኡውን ብኸመይ ኣብ Medicare ክትምዘገብ ከምትኸእል ብዝበለጸ መረዳኢታ ንምርኣብ ናብ ድረገጹ፡ servicessaustralia.gov.au/medicarecard ኣቲኻ ምርኣይ።

ን Medicare ኣብ ትምዘገቡ ግዜ ንናይ My Health Record ክትረኽብ ትኸእል። My Health Record ድሕነት ዘለዎ ብኣንላይን ተገሩ ንናትኻ ጥዕማ መረዳኢታ ሕጽር ዝበለ መግለጺ ትረኽበሉ እዩ። በዚ ውሽጢ እንታይ ከምዘኸኸልኻን መን ክጥቅመሉ ከምዘኸኸል ክትቆጸር ትኸእል። ንናትኻ ጥዕና መረዳኢታ ምስ ናትኻ ሓኪማት፤ ኣሰብዳሊታትን ካልኣት ሓለዎ ጥዕና ውሃብቲ ብሓባር ንምጥቓም ክትመርጽ ትኸእል። ውላድኻ ከሳዕ 14 ዓመት ዝኸኸለ ንዘለዎም My Health Record ክትቆጸር ትኸእል። ናብ 14 ዓመት ዕድመ ከበጽሁ እንከሎ ብባዕልቶም ክቆጸርዎ ይኸእሉ።

ብዛዕባ My Health Record ምጥቓም ንዝበለጸ መረዳኢታ ብድረገጹ፡ myhealthrecord.gov.au ምእታው ወይኻዓ ብስልኪ **1800 723 471** ምድዋል።

ካብ ዝተፈላለዩ ሃገራት ዝመጸ እሞ ንኣውስትራሊያ ትጉብንይ እንተኸይንካ፤ ብናይ Reciprocal Health Care Agreements መሰረት ንጥዕና ኣገልግሎት ዝኸውን ቁሩብ መደጎሚ ክፍቐደልካ ይኸውን እዩ። ኣውስትራሊያ ምስ ብዙሕ ካልኣት ሃገራት ናይ Reciprocal Health Care Agreements ኣለዎ። ነዘም ሃገራት ዝርዝር ንምርኣብ ብድረገጹ servicessaustralia.gov.au/rhca ኣቲኻ ምርኣይ።

ካብዘም ሃገራት እንተኸይንካ እሞ ፍቓድ ንምርኣብ ነዮም ቅድመ ኩነታት እንተማለእኻ፤ ኣውስትራሊያ ውሽጢ ኣብትጸንሓሉ ግዜ ንናይ Medicare ኣገልግሎታት ክፍቐደልኻ ይኸውን እዩ።

ናትና ክፍሊታት

እቲ ትረኽቦም ክፍሊታት ከምቲ ዘለካ ቢዛ ዓይነት ከምዘውሰን ወይኻዓ ናይ ኣውስትራሊያ ዜግነት እንተሃልዩካ እዩ። ከምኡውን ክትፈልጦ ዘድልዩካ ናይ ግዜ ምዕባይን ካልኣ ኩነታት ክነብር ይኸእል እዩ።

ንኣውስትራሊያ ሓዲሽ እንተኸይንካን ናይ ቋሚ መንበሪ ፍቓድ፤ ብሰብዓዊነት፤ ብስደኛ፤ ብሓዳር ግዚያዊ፤ ወይኻዓ ግዚያዊ መከላኸሊ መዕቆቢ ቢዛ ወይኻዓ ናይ ኒውዚላንድ ዜጋ ኸይንካ ኣብ ኣውስትራሊያ ብናይ Special Category ቢዛ ትነብር እንተሃልዩካ።

ብዛዕባ መንበሪ ዘድሊ ቅድመ ኩነት ኣብ ድረገጹ፡ servicessaustralia.gov.au/residencedescriptions ኣቲኻ ምርኣይ።

ብናትኻ ክፍሊት ግዴታታት

ናትና ሓዲላይ ክፍሊታት ዘድሊ ንስኻ ንሓዲላይ ሥራሕቲ ወይኻዓ ቆጸርታት ንክትገብር እዩ። ናትኻ ክፍሊታት ምእንታን ጠጠው ከይብል ነዘም ሥራሕቲ ምክትታልን ብዘለካ ሓዲላይ ቆጸርታት ምኻድ ኣገዳሲ እዩ።

ሕማም መከላኸሊ ክታቦትን ንስድራቤት ሓገዝ

በዋን ሕጻን ዝውሰዱ ክታቦት ዝርዝር ኣብ ድረገጹ National Immunisation Program Schedule ከምዝርከብ እሞ ምስ ስድራቤት ሓገዝ ክፍሊታት የራከብ እዩ። ሕድሕዲቲ ቆልዓ ምእንታን ናይ ስድራቤት ክፍሊታት ክረኽብ ንናይ ሕማም መከላኸሊ ክታቦት ቅድመ ኩነታት ከምዘማልኣ ነጻርይ ኢና።

ውላድኻ ምስ ዘለዎም ናይ ሕማም መከላኸሊ ክታቦት ብእዋኑ ክረኽቡ ኣለዎም እሞ ንስኻ ትረኽቡ፡

- ሙሉ መሰል ናይ Family Tax Benefit Part A
- Child Care Subsidy.

ነዙይ ንምርአይ ናይ National Immunisation Program Schedule፣ ኡብ ድረገጹ health.gov.au/immunisation ኣቲኻ ምርአይ።

ብዛዕባ ሕማም መከላኸሊ ክታቦት ኣድላይነት ብዝበለጸ መረዳኢታ ኡብ ድረገጹ servicesaustralia.gov.au/immunisation ኣቲኻ ምርአይ።

ውላድኻ መዓዝ ክታቦት ከምዝወስድ ንኣና ምንጋር ኣየድልዩኻን—ንዘለዎም ኩነታ ኡብ Australian Immunisation Register (AIR) ነጻርይ ኢባ።

ንናትኻ ወይኻዓ ዕድሚኡ ትሕቲ 14 ዓመት ንዝኾነ ናይ ውላድኻ ሕማም መከላኸሊ ክታቦት ታሪኽ ጽሑፋዊ መግለጺ ክትርእዮ ትኽእል ብናትኻ Medicare ኣንላይን ኣካውንቲ ተጠቐምካ ብናይ myGov ኣቢልካ ወይኻዓ ብናይ Express Plus Medicare ሞባይል ኣፕ/መዓዝ ኣገርካ እዩ። ዕድሚኻ 14 ዓመት ወይኻዓ ንላዕሊ እንተኾይኑ፤ ናትኻ ሕማም መከላኸሊ ክታቦት ታሪኽ ጽሑፋዊ መግለጺ ብዓልኻ ክትርእዮ ትኽእል። ናይ myGov ኣካውንት እንተዘይሃልዩኻ፤ ናይባዕልኻ ሓዲ ኡብ my.gov.au ምፍጣርን ናብ Medicare የራኹብ እዩ።

ብዛዕባ AIR ልብዝበለጸ ንምባብ ድረገጹ፡ servicesaustralia.gov.au/air

ዘፅበየሉ ግዝ

ሓደሽቲ ነበርቲ ቅድሚ ናይ ክፍሊት ማመልከቻ ምእታው ዝተወሰነ ግዝ ክፅበዩ ኣለዎም። ካብዚ ናጻ ዝገብሩ ኣለው። ንኡብነት፡ ብናይ ስደተኛ ቪዛ እንተመጸእኻ።

ናትኻ መፀበይ ግዝ ዝጅምር ድሕሪ ናይ ቋሚ መንበሪ ቪዛ ረኺብካ ኡብዚ ምንባር ዝጀመርካሉ መዓልቲ ይኸውን። ኡብዚ እዋን ኣውስትራሊያ ውሽጢ ዘጥፋእኻዮም መዓልታት ጥራይ ከም መፀበይ ግዝ ይቁፀሩ።

ንዝበለጸ መረዳኢታ ኡብ ድረገጹ servicesaustralia.gov.au/newresidentswaiting ኣቲኻ ምርአይ።

ኣህጉራዊ ናይ ማሕበራዊ ድሕንነት ስምምዕነት

ካባና ምእንታን ክፍሊት ክትረኽብ ዝሕግዝ ምስ ካልኦት ሃገራት ስምምዕነት ከምዘለና እዩ። ከምኡውን ካብ ካል እ ሃገር ክፍሊት ንክትረኽብ ክሕግዡኻ ይኽእሉ። ኡብ ኣውስትራሊያን ካልእ ሃገር ውሽጢ ዝጠፍኣ ግዝ ክፍሊት ንክፍቐደልካ ክሕግዝ ይኽእል ይኸውን። ንዝበለጸ መረዳኢታ ኡብ ድረገጹ servicesaustralia.gov.au/issa ኣቲኻ ምርአይ።

ካብ ኣውስትራሊያ ወጻኢ ዝኸፈሉ ክፍሊታት

ናብ ወጻእ ሃገር እንተኹደካ ብናትኻ ክፍሊት ወይኻዓ ብዋጋ መቐነሲ ካርዲ ጸገም ክፈጥር ይኽእል። ቦቲ ትረከቦ ክፍሊት ተበጊስካ ቅድሚ ጉዕዞኻ ስለዘለኻ እቅድ ክተዘራርበና ይግባእ ይኸውን። ንዝበለጸ መረዳኢታ ኡብ ድረገጹ

servicesaustralia.gov.au/paymentsoverseas ኣቲኻ ምርአይ።

ናትና ኣገልግሎታት

ብናትኻ ቋንቋ መረዳኢታ

ንናትና ክፍሊታትን ኣገልግሎታትን መረዳኢታ ምእንታን ክርድኣኻ ክተንብዩ፤ ትሰምኡ ወይኻ ክትኸታተሎ ብዝትኽእለሉ ልዕሊ 65 ቋንቋታት ነዳልው ኢና። ብጀኻ እንግሊዝኛ ብኻልእ ቋንቋታት መረዳታ ኡብ ድረገጹ

servicesaustralia.gov.au/yourlanguage ኣቲኻ ምርአይ።

ብናትና ክፍሊት ወይኻዓ ኣገልግሎታት ብሓዲኡ ንኸተምልከት እም ብካልእ ቋንቋ ንዝተተርጎመ ዶኩመንቲ እንተደሊኻ እዩ። ነዚ ብዘይክፍሊት ብናፃ ንገብር ኢና።

ብዛዕባ Centrelink ክፍሊታትን ኣገልግሎታት ብናትኻ ቋንቋ ንዝኾነ ሰብ ክተዘራርብ እንተደሊኻ ብስልኪ **131 202** ጌርካ ደውለልና። ምስ Medicare ወይኻዓ Child Support ኣገልግሎታት ሓገዝ ንምርካብ ናብ Translating and Interpreting Service (TIS National) ብስልኪ **131 450** ጌርካ ምድዋል።

Multicultural Service Officers

Multicultural Service Officers ዝሰርሑ ምስናትና ክፍሊታትን ኣገልግሎታት ርክብ ንዘለዎም ማይግራንትን ስደተኛታትን ንምሕጋዝ ምስ ማሕበረሰብ ጉጅለታትን ድርጅታት ብሓባር ይሰርሑ እዩ።

ንስደተኛ ኣገልግሎታት

ናብ ኣውስትራሊያ ዝኣተኻዮ ብስደተኛ ወይኻዓ ብሰብዓዊነት ቪዛ እንተኾይኑ፤ ወይኻዓ ኡብ ኣውስትራሊያ ውሽጢ ናይ Permanent Protection Visa ተዋሂቡኻ እንተጌሩ፤ ናብ ሓዲሽ ናብራ ህይወትካ ንክትጠያሽ ክንከግዘካ ንኽእል። ናትና ስደተኛ ኣገልግሎታት

ከሕግዘካ ዝኸኸል ምስ ፋይናንሻል ገንዘባዊ ሓገዝ፤ ብናይ Medicare ምዝገባ፤ ናይ Tax File Number ንምርካብን ናብዚ ዝስዕብ ንምልኣኽ፡

- ናብ እንግሊዝኛ ቋንቋ ትምርተ ክፍሊታት
- ትምህርትን ሥልጠናን
- ሥራሕን ሰራሕተኛ ሓገዝ
- ናብ ካልእ መንግሥታዊን ማሕበረሰብ ኣገልግሎታት ይኸውን።

ናይ Humanitarian Settlement Program ውሃቢ እንተሃልዩካ፤ ንናትና ኣገልግሎታት ንክትጥቅም ይሕግዡኻ እዮም። ከሕግዘካ ዝኸኸል ሰብ እንተዘይሃልዩካ ብስልኪ **131 202** ደዊልካ ብናትኻ ቋንቋ ንዝኾነ ሰብ ኣዘራርብ።

ማሕበራዊ ሰራሕተኛታት

ናትና ማሕበራዊ ሰራሕተኛታት ንሓጺር ግዜ መማኸርቲ፤ መረዳኢታ ምሃብን ኣብ እዋን ጸገም ንክሕግዡኻ ናብ ከሕግዡ ዝኸኸሉ ኣገልግሎታት ብምልኣኽ እዮ። ናብ ዝኾነ Centrelink ክፍሊት መስመር ወይኻ ብኣካል ናብቲ ኣገልግሎት ማእከል ብምኻድ ምስ ማሕበራዊ ሰራሕተኛ ንክትዘራርብ ክትሓትት ትኸኸል።

International Services

ምስ ካልእ ሃገር ብማሕበራዊ ድሕንነት ስምምዕነት መሰረት ካባና ክፍሊት ክትረኽብ ከምትኸኸል ክነጻርይ ንኸኸል። ከምኡ'ድማ ንናይ ወጻእ ሃገር ጥሮታ ንክተምልከት ክንሕግዡኻ ንኸኸል። ብስልኪ **131 673** ጌርኻ ኣዘራርብና።

ካልእ መረዳኢታ

ብዛዕባ ናብራ ህይወትካ ዘሎ ለውጢታት ንገረና

ናትኻ ኮነታት ተለዊጡ እንተኾይኑ ክትነግረና ይግባእ። ባዚ ከኻተት ዝኸኸል፤ ናትኻ ኣድራሻ፤ ሥራሕ ወይኻ ትምህርቲ ምጅማር ወይ ጠጠው ምባል፤ ቆልዓ እንተሃልዩካ።

ብዛዕባ ዘለካ ኮነታት ለውጢታት እንተዘይነገርካ፤ ብዙሕ ክንኸፍልካ ከምዝኸኸል እም ነዚ ናባና ክትመልሶ ይግባእ።

ሰባት ትኸኸለኛ ዝኾነ መጠን ከምዝኸፈሎም ንምርግጋፅ ባተደጋጋማይ ገምጋም ንገብር ኢና።

እንታይን ብኸመይ ለውጢን ከምዝግበር መረዳኢታ ኣብ ድረገጽ servicesaustralia.gov.au/notifychanges ኣቲኻ ምርኣይ።

ዝእወድ ገንዘብ

ሓዲሓዲ ግዜ ሰባት ካባና ገንዘብ ይእወዱ እዮም። ካባና ዝተኣወድካዮ ገንዘብ እንተሃልዩካ ክትመልሰልና ይግባእ። ንዝበለጸ መረዳኢታ ኣብ ድረገጹ servicesaustralia.gov.au/owingmoney ኣቲኻ ምርኣይ።

Assurance of Support

ሓዲ ሰብ ናብ ኣውስትራሊያ ክገይሽ ማመልከቻ ክእትው እንከሎ ደገፍ ንምግባር ብናይ ውልቕሰብ ወይኻ ድርጅት ዝእተው ቃል Assurance of Support ይግሃል።

If you are in Australia under an Assurance of Support ዝተቀናጀው ኣውስትራሊያ ውሽጢ እንተኾይንካ እም ካባና ዝተወሰነ ናይ እቶት ደገፍ ክፍሊት ዝኸፈለካ እንተኾይኑ፤ ስለዚ እቲ ምቅንጃው ተቐማጢ ስለዘሎ እቲ ውሕስና ውሃቢ ሰብ/ድርጅት ንዝተኸፈሎ ሙሉእ መጠን መሊሱ ክክፍል ኣለዎ።

እንግሊዝኛ ስለምምሃር

ንናትኻ እንግሊዝኛ ንክተመሓይሽ ወይኻ ምምሃር ትኸኸላሉ ናይ ክፍል ትምህርቲ ንክትረኽብ ክንሕግዡኻ ንኸኸል። ንናይ ኣውስትራሊያ ዜጋ ክነበረካ እንተደሊኻ ናይ እንግሊዝኛ ትምህርቲ የድልየካ እዮ።

ናብ ኣውስትራሊያ ንምምጻእ ናይ ማይግራንት፤ ስደተኛ ወይኻ ብሰብዓዊነት መእተዊ ቪዛ ተዋሂቡካ እንተኔሩ፤ ብናይ Department of Home Affairs' Adult Migrant English Program (AMEP) ኣቢሉ ብዘይኸፍሊት ብናጻ ናይ እንግሊዝኛ ትምህርተ ክፍሊታት ክትጥቅም ትኸኸል። ናብ ኣውስትራሊያ ክትበጽሕ ወይኻ ንናይ ቋሚ መንበሪ ፍቓድ ክውሃብካ እንከሎ ኣብ 6 ወርሒ ውሽጢ (ወይኻ ዕድሜ ኣሞንን 15 ከምኡ'ውን 17 ዓመት ንዝኾኑ ኣብ 12 ኣዋርሒ ውሽጢ) ብናይ AMEP ኣገልግሎት ውሃብቲ ብሓዲኡ ክትምዘገብ ኣለካ።

ንናትኻ እንግሊዝኛ ምንባብ፤ ምጽሓፍን መሰረታዊ ናይ ቁፅሪ ትምህርቲ ክዕለት ከተማሓይሽ እሞ ናይ ሥራሕ ምርኩብን ምቕጻል ዕድልካ ንክውስኽ ናይ Skills for Education and Employment ፕሮግራም ክሕግዘካ ይኸእል። ነዙይ ፕሮግራም ከምዝፍቐደልካ ንምፍላጥ ስልኪ ደውለልና ወይኻዓ ብኣካል ናብ ኣገልግሎት ማእከል ምኻድ።

ስድራን ጎንጺ ሁከት ስድራቤት

ብናይ ስድራን ሁከት ስድራቤት ንዝበጽህሎ ሰባት መረዳኢታ፤ መገልገሊ ምንጫታት ብምህብን ናብ ዝምልከቶ ብምልኣኽ ደገፍ ንገብር ኢና።

ብዝተፈላለዩ ቋንቋታት ዝተዳለወ መረዳኢታ ኣለና። ንስኻ ወይኻ ትፈልጦ ዝኾነ ሰብ ብናይ ስድራን ሁከት ስድራቤት ጸገም እንተሃልዩ ኣብ ድረገጺ servicesaustralia.gov.au/domesticviolence ኣቲኻ ምርኣይ።

ከምኡውን ደገፍ ዝውሃብ ካብ:

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

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

ተወሳኺ ሓገዝ

ዝኾነ ሰብ ንኣኻ ወኪሉ ንክደራደር ምግባር

ንናትኻ Centrelink, Medicare ወይኻዓ Child Support ሥራሕ ጉዳያት ዝኾነ ሰብ ክቐጻጸር ትደሊ እንተኾይንካ፤ ነቲ ሰብ ወይኻዓ ድርጅት ንኣኻ ወኪሉ ምሳና ንክዘራረብ ሥልጣን ክትህብ ትኸእል።

- ብዛዕባ እዞም ምቅንባር ንዝበለጸ መረዳኢታ ኣብ ድረገጺ servicesaustralia.gov.au/authorisedrepresentative ኣቲኻ ምርኣይ።
- ናባና ምድዋል
- ብኣኻል ናብ ኣገልግሎት ማእከል ምኻድ።

ገንዘብካ ምቁጽጻር

እቲ ናትኻ ገንዘብ ኣጠቓቕማ መንገዲ ብህይወት ዘመንካ ይቐየር እዩ። ብህይወትኻ ዘመን ብዝተፈላለዩ ግዚያት ንዝሕግዘካ መረዳኢታ ንምርካብ ኣብ ድረገጺ servicesaustralia.gov.au/managingmoney ኣቲኻ ምርኣይ።

Centrepay

Centrepay ብፍቓደኻነት ነቲ ዝተጠቐምካሉ ፍጆታ ክፍሊት መግቢሪ ኣገልግሎት ከምዝኾነ እሞ ንዓሚላት ብዘይኸፍሊት ብናገ ይኸውን። ካብ ናትኻ Centrelink ክፍሊት መደባዊ ዝኾነ ገንዘብ ንክቐረጽ ንናይ Centrepay ምጥቓም። መደባዊ ዝኾነ ናይ ዝተጠቐምካሉ ክፍሊትን ካልእ ወጪታት ማለት ከም ገዛ ክራይ ኤሌትሪክን ስልኪ ዚኣመሰሉ። ኣብ ዝደሌኻዮ ግዘ ንናይ Centrepay ኣክፋፍላ ምጅማር ወይኻዓ ጠጠው ምግባር ትኸእል። ናትኻ መቐነሲ ክፍሊት ንምድላው ወይኻዓ ንምቐጽጻር ንናትኻ Centrelink ኣንላይን ኣካውንቲ ብናይ myGov ወይኻዓ ብናይ Express Plus ሞባይል ኣፕ/መገገም ኣብልካ ክትጥቐም ትኸእል።

ተቐባልነት ንዝረኽብ ንግዲ ሥራሕ ብዝበለጸ መረዳኢታ ኣብ ድረገጺ servicesaustralia.gov.au/centrepay ኣቲኻ ምርኣይ።

ተወሳኺ ክፍሊትን ኣገልግሎታት

ተወሳኺ ሓገዝ ዘድልዩካ ሓደሓደ ወጪታት ወይኻዓ ጉዳያት ክነብሩ ይኸእሉ እዮም። ከምኡውን በዚ ዝስዕብ ንዝተወሰኑ ክትጥቐም ትኸእል ይኸውን:

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

ብዛዕባ እዞም ክፍሊታትን ኣገልግሎታትን ንዝበለጸ መረዳኢታ ኣብ ድረገጺ servicesaustralia.gov.au ኣቲኻ ምርኣይ ወይ ናባና ምድዋል።

ናትኻ ንግዲ ሥራሕ ብኣንላይንድዩ

ብኣንላይን ጌርካ ብዝኾነ ግዘን ዝኾነ ቦታ ኹይንካ ንግዲ ሥራሕ ቐሊል እዩ። ንናይ Centrelink ወይኻ Medicare ኣንላይን ኣካውንቲ ተጠቐምካ ንዘለኻ መረዳኢታ ከምትረኽብን ናባን ከይደወልካ ወይም ከይመጸእኻ ንናትኻ ሥራሕ ተኻይድ ኢኻ።

myGov ከምኡውን ኣንላይን ኣካውንቲ

ንናይ መንግሥቲ ኣገልግሎታት ብኣንላይን ኩሎም ኣብሓደ ቦታ ከትጥቐም myGov ይገብረካ።

ናብ **my.gov.au** እተዉ እም ንናትኻ myGov ኣካውንቲ ንምፍጣር ነቶም መበገሲ/ፕሮግራምትስ ምክትታል። ንናትኻ ኣንላይን ኣካውንቲ ንክተረኽብ፤ **Services** ዝብሎ ምጽቓጥን ብድሕሪኡ ንናይ **Medicare** ወይኻ **Centrelink** ምምራጽን። ብፍላይ ንኣኻ ዝምልከቱ ሓደሓደ ሕቶታት ምላሽ ክትሕበሎም ኣለካ። እዚ ትኽኽለኛ ዝኾነ ሪከርዲ/ምዝገባ ናብ ናትኻ myGov ኣካውንቲ ንክራኽብ ይሕግዝ እዩ።

ብዛዕባ myGov ንዝበለጸ መረዳኢታ ኣብ ድረገጹ **servicesaustralia.gov.au/mygov** ኣቲኻ ምርኣይ።

ናይ myGov ኣካውንቲ ንምክፋት ወይኻ Medicare ወይ Centrelink ኣንላይን ኣካውንቲ ንምዝገባ ኣብ ድረገጹ **servicesaustralia.gov.au/register** ኣቲኻ ምርኣይ።

ምስናትኻ myGov ኣካውንቲ፤ Centrelink ኣንላይን ኣካውንቲ ከምኡውን Medicare ኣንላይን ኣካውንቲ፤ ሓገዝ ንምርካብ ኣብ ድረገጹ **servicesaustralia.gov.au/onlineguides** ኣቲኻ ምርኣይ።

myGov ሚስጢራዊ ምልክት መውጽኢ ኣፕ/APP

ናብ ወጻእ ሃገር ክትገይሽ እቅድ እንተሃልዩካ ወይኻ ዝተወሰነ ናይ ሞባይል መቐበሊ እንተሃልዩካ፤ ምናልባሽ ናይ myGov Code Generator ኣፕ/APP ከምዘድልዩካ እዩ።

myGov Code Generator ንምስጢራዊ ምልክት ይፈጥር። ኣብ **my.gov.au** ናትካ myGov ኣካውንቲ ክትፍርም እንከሎ ናይ ኣፕ/APP ሚስጢራዊ ምልክት ይፍጠር። ብናይ ኣፕ/APP ጌርካ ናብ ናትኻ myGov ኣካውንቲ ክትፍርም ኣይትኽእልን።

ናብ ወጻእ ሃገር ትገይሽ እንተኾነካ እም ናይ ሞባይል መሳርሒ እንተሃልዩካ፤ ቅድሚ ምኽድካ ነቲ ኣፕ/APP ጽኢንካ ከምተዳለወ ርግጸኛ ክትኸውን ኣለካ።

ብዛዕባ myGov Code Generator ኣገዳሲ ንዝኾነ መረዳኢታ ኣብ ድረገጹ **servicesaustralia.gov.au/mygov** ኣቲኻ ምርኣይ።

Express Plus ሞባይል ኣፕ/APP

ምሳና ንግዲ ሥራሕ ንምግባር ኣብ መዓልቲ ን 24 ሰዓታት ኣብ ሰሙን ን 7 መዓልቲ ብናትና Express Plus ሞባይል ኣፕ/APP ምጥቓም። ቐድሚ ኣፕ/APP ምድላውካ ምስ Centrelink ወይ Medicare, መራኽቢ ናይ myGov ኣካውንት የድልዩካ እዩ።

ምስ ናትና ኣፕ/APP ክትገብር ስለትኽእል ተግባራት ንዝበለጸ መረዳኢታ ኣብ ድረገጹ **servicesaustralia.gov.au/expressplus** ኣቲኻ ምርኣይ።

ተንኮላትን ናትኻ ኣንላይን ድሕንነት

ኣብ ኣንላይን ዘሎ ናትኻ መረዳኢታ ድሕንነት ብዘለዎ ምሃዝ። ብኸመይ ንዝብል ኣብ ድረገጹ **servicesaustralia.gov.au/scams** ኣቲኻ ምርኣይ።

ናትኻ ኣካውንቲ ተጭብርቢሩ እዩ ትብል እንተኾነካ ንናትና Scams and Identity Theft Helpdesk ብስልኪ **1800 941 126** ጌርካ ምድዋል።

እዋናዊ ስለምግባር

ብዛዕባ ክፍሊትን ኣገልግሎታት ንዝተገበረ ለውጢታት ንምፍላጥ:

- ህንዘሎ መረዳኢታ እዋናዊ ንምግባር ብናትና ኣንላይን ሓዲሽ ኣገልግሎት ምርኣይን ስብስባይብ ንምግባር ድረገጹ **servicesaustralia.gov.au/multicultural**
- ብናይ **facebook.com/ServicesAustralia** ርኽቡና እም ሕቶ ሕተቱና
- ብናይ Twitter at **twitter.com/ServicesGovAU** ጌርካ ምኽትታል።

ብኻልእ መገዲ አቕማምጣ መረዳእታ

ሓደ ሓደ መረዳእታ ብድምጺ CD/DVD፤ ዓቢይ ሕትመት፤ ንኣይነ ስውራን ዝተጻሓፈ ከምኡውን ጽሑፍ ተጌሩ ቐሪቡ ኣሎ። ንዘለኻ ሕቶ ብስልኪ **132 717** ጌርካ ደውለልና።

ንስኻ ጸማም ወይኻዓ ናይ ምስማእን ዘረባ ጸገም ዘለዎ እንተኾይንካ ን National Relay Service Helpdesk ብስልኪ **1800 555 660** ጌርካ ምድቀል ወይኻዓ ኣብ ድረገጺ **communications.gov.au/accesshub** ኣቲኻ ምርኣይ።

ንዝበለጸ መረዳእታ

- ብናትኻ መደበኛ ክፍሊት ቐፅሪ ብምድቀል ኣስተርጓሚ እንተደሊኻ ኣፍልጠና። ሓደ ኣስተርጓሚ ብዘይኸፍሊት ንባዓ ክነዳልወልካ ንኸእል። ንናትና ስልኪ ቐፅሪታት ዝርዝር ኣብ ድረገጺ **servicesaustralia.gov.au/phoneus** ኣቲኻ ምርኣይ።
- ብዛዕባ Centrelink ክፍሊትን ኣገልግሎታት ብናትኻ ቋንቋ ክተዘራርበና ብስልኪ **131 202** ምድቀል።
- ናብ Translating and Interpreting Service (TIS National) ብስልኪ **131 450** ምድቀል እም ብናትኻ ቋንቋ ብዛዕባ Medicare ከምኡውን Child Support ክፍሊትን ኣገልግሎታትኣዘራርበና።
- ብናትኻ ቋንቋ ዝበለጸ መረዳእታ ኣብ ድረገጽ **servicesaustralia.gov.au/yourlanguage** ኣቲኻ ምርኣይ።

መተሓሳስቢ: ኣብ ዝኾነ ናይ ኣውስትራሊያ ቦታ ካብ ገዛ ስልኪ ኾይንካ ናብ '13' ቐፅሪታት ብምድቀል ዝተወሰነ ክፍሊት መጠን ከምዘለዎ እዩ። እቲ ናይ ክፍሊት መጠን ከምቲ ከባቢ መደወሊ ዋጋን ናይ ተለፎን ኣገልግሎት ዝህቡ ክፈላለይ ይኸእል እዩ። ካብ ገዛ ስልኪ ኾይንካ ናብ '1800' ቐፅሪታት ምድቀል ብናዓ እዩ። ካብ ህዝባዊን ሞባይል ስልኪታት ምድቀል ከምቲ ግዘን ላዕላዎይ ክፍሊት ክኸውን ይኸእል እዩ።

ኣይናተይን ምባል: ኰይኪ መውረዳእታ ኣብ ወርሒ ሓምለ/July 2020 ዓ.ም ትኸኸለኛ እዩ። በዚ ጽሑፍቤ ሕትመት ዚተኻተተ መረዳእታ ንክፍሊትን ኣገልግሎታት መምርሒ ጥራይ ተባሂሉ ዝወጸ እዩ። ብዘለኻ ኮነታት ተበሊሰኻ ንናይ ክፍሊት ማመልከቻ ክተእትዉ ንምውሳኔ እንተደሊኻ፤ እዚ ናትኻ ሓላፍነት ይኸውን።



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/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 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.