









# 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
- We will not refer you to an Employment Services Provider and need you to look for work until you have been in Australia for 12 months
- You can access an Employment Services Provider earlier if you want help to find work.

## When you arrive

Your coordinator or case worker will tell us when you have arrived in Australia and notify you of your new claim appointment.

You must attend the new claim interview within, either

- 3–15 business days of arriving in Australia
- reaching your final settlement location.

A Specialist Officer will help you claim a payment that is right for your situation.

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

We will also organise some other appointments for you. Your appointments include attending 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 Specialist Officer may also refer you for an Employment Services Assessment. This helps us understand:

- anything that may stop you looking for or accepting work
- your capacity to work taking into consideration any disability, illness or injury
- the best employment services program to suit you, if needed.

We will call you to conduct the Employment Services Assessment over the phone. In some cases, your appointment may be at your local Services Australia service centre.

Call us before if you cannot attend 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 appointment 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 Workforce Australia, if you choose to volunteer for this service.

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

- Disability Employment Services
- Workforce Australia Transition to Work
- the Community Development Program.

## Job Plan

We will create a Job Plan with you that is valid until 12 months from the date you arrived in Australia. It is an agreement that you will do approved activities to help you adjust to your life in Australia. To keep getting your payment you need to do the activities.

We will talk to you about the activities you can do. You must agree to do at least one activity.

Your approved activity can be:

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

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

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

## Choosing to participate with Workforce Australia

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

Workforce Australia is an employment service that can help you prepare for and look for work. It includes an online service and a network of providers that 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.

### 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. It may depend on your approved activities.

## Who you can contact about your mutual obligation requirements

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 Services Australia 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 Workforce Australia.

## For more information

- go to [servicessaustralia.gov.au/mutualobligation](https://servicessaustralia.gov.au/mutualobligation) for more information in English
- go to [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage) where you can read, listen to or watch videos with information in your language
- For Centrelink payments and services call **131 202** to speak with someone in your own language.
- For Medicare call **132 011** and let us know if you need an interpreter. We will arrange one for free.
- For Child Support call **131 272** and let us know if you need an interpreter. We will arrange one for free.
- 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's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.