



Wakimbizi wapya waliowasili - mutual obligation requirements

Tunatoa malipo na huduma ili kukusaidia kuzoea maisha nchini Australia. Kuna mambo unayopaswa kufanya ili kuendelea kupata malipo yako -tunaita hii mutual obligation requirements.

Maelezo muhimu

- Utapokea msamaha wa wiki 12 wa kufanya mutual obligation requirements kuanzia tarehe ya kuwasili kwako nchini Australia
- Hatutakutuma kwa Employment Services Provider na kukutakiwa kutafuta kazi hadi umekuwepo nchini Australia kwa miezi 12
- Unaweza kupata Employment Services Provider mapema zaidi ikiwa unataka usaidizi kutafuta kazi.

Wakati unapowasili

Mratiba au mfanyakazi wako wa kesi atatujulisha wakati unapowasili nchini Australia na kuarifu kwako juu ya miadi mpya ya ombi.

Lazima uhudhurie mahojiano mpya ya kudai ndani, wakati wowote

- siku 3 hadi 15 za biashara za kuwasili nchini Australia
- kufikia eneo lako la mwisho la makazi.

Specialist Officer atakusaidia kudai malipo ambayo ni sahihi kwa hali yako.

Ikiwa huna mtu anayekusaidia, piga simu kwenye **131 202** kuzungumza na mtu katika lugha yako. Ataweka mahojiano kwa ajili yako.

Pia tutapanga miadi mingine kwa ajili yako. Miadi yako ni pamoja na kuhudhuria kikao kuhusu malipo na huduma zetu. Ni muhimu kwako kwenda kwenye miadi yako yote au malipo yako yanaweza kukoma.

Miadi ya Employment Services Assessment

Specialist Officer anaweza pia kukupeleka kwa Employment Services Assessment. Hii husaidia sisi kuelewa:

- chochote ambacho kinaweza kukuzuia kutafuta au kukubali kazi
- uwezo wako wa kufanya kazi kwa kuzingatia ulemavu wowote, ugonjwa au jeraha
- mpango bora wa huduma za ajira kukufaa, ikihitajika.

Tutakupiga simu kufanya Employment Services Assessment kwa njia ya simu. Katika baadhi ya matukio, miadi yako inaweza kuwa katika kituo cha huduma cha Services Australia cha eneo lako.

Utupige simu kabla saa ya miadi ikiwa huwezi kuhudhura miadi yako. Unaweza kutupigia simu kwa nambari ile ile ya simu tunayokupa tunapofanya miadi.

Kwa wiki 12

Utakutana nasi baada ya umekuwa hapa nchini Australia kwa wiki 12. Katika miadi hii sisi:

- tutaangalia kuhakikisha kuwa hali yako hajabadilisha
- tutapanga Job Plan nawe
- tutaeleza mutual obligation requirements yako
- tutakuambia kuhusu reporting requirements yako
- tunaweza kukutuma kwa Workforce Australia, ikiwa ukichagua kujitolea kwa huduma hii.

Kulingana na hali yako, tunaweza kukuelekeza kwa one ya yafuatayo badala yake:

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

Job Plan

Tutapanga Job Plan nawe ambayo ni halali hadi miezi 12 kutoka tarehe uliyowasili Australia. Ni makubaliano kwamba utafanya shughuli zilizoidhinishwa ili kukusaidia kuzoea maisha yako nchini Australia. Ili kuendelea kupata malipo yako utahitaji kufanya shughuli.

Tutazungumza kwako juu ya shughuli unazoweza kufanya. Unapaswa kukubali kufanya angalau shughuli 1.

Shughuli yako iliidhinishwa inaweza kuwa:

- kushiriki katika Humanitarian Settlement Program
- kujifunza Kiingereza kupitia Adult Migrant English Program
- kushiriki katika Workforce Australia
- kufanya kazi zingine zilizoidhinishwa, masomo au mafunzo, kulingana na mahitaji yako ya ushiriki.

Soma zaidi kuhusu Humanitarian Settlement Program kwenye immi.homeaffairs.gov.au

Ikiwa huwezi kufanya shughuli zozote, lazima utufahamishe kabla. Ikiwa hutuambii, malipo yako yanaweza kukoma.

Kuchagua kushiriki na Workforce Australia

Unaweza kuchagua kushiriki katika Workforce Australia kuanzia wiki 6 baada ya umewasili nchini Australia. Ingawa si lazima kufanya hivyo hadi umekaa nchini Australia kwa miezi 12.

Workforce Australia ni huduma ya ajira inayoweza kukusaidia kujiandaa na kutafuta kazi.

Inajumuisha huduma ya mtandaoni na mtandao wa watoa huduma ambao wanaweza kukusaidia

- kuandika wasifu
- kujiandaa kwa mahojiano
- kupata ustadi ambao waajiri wa eneo wanahitaji
- kupata na kuendelea na kazi.

Unachohitaji kufanya baada ya wiki 12

Ni muhimu kuendelea kutimiza yako mutual obligation na reporting requirements.

Reporting requirements (Mahitaji ya kuripoti)

Ni lazima uende kwenye miadi yako na ufanye shughuli ulizoidhinisha ili uendelee kupata malipo yako.

Ni lazima uripoti mara kwa mara ili kutufahamisha kuwa unafanya shughuli ulizokubali.

Tunakuambia ni mara ngapi unahitaji kuripoti. Inaweza kutegemea shughuli zako zilizokubaliwa.

Nani unayeweza kuwasiliana kuhusu mutual obligation requirements yako

Ikiwa unapata shida ya kukidhi mutual obligation requirements yako, piga simu kwenye **131 202** kuzungumza na mtu katika lugha yako. Unaweza pia kwenda kwenye Services Australia kituo cha huduma ili kuzungumza na afisa wa huduma.

Wakati umekuwa nchini Australia kwa miezi 12

Utakuwa na miadi nasi mara umekuwa nchini Australia kwa miezi 12.

Katika miadi hii tutakagua hali zako. Katika hali nyingi, tutakuelekeza kwa Workforce Australia.

Kwa habari zaidi

- nenda kwenye servicessaustralia.gov.au/mutualobligation kwa habari zaidi katika Kiingereza
- nenda kwa servicessaustralia.gov.au/yourlanguage ambapo unaweza kusoma, kusikiliza au kutazama video na habari katika lugha yako
- Kwa malipo na huduma za Centrelink piga simu kwenye **131 202** ili kuzungumza na mtu katika lugha yako yenyewe.
- Kwa Medicare piga simu kwenye **132 011** na utujulishe ikiwa ukihitaji mkalimani. Tutapanga moja kwa bure.
- Kwa Child Support piga simu kwenye **131 272** na utujulishe ikiwa ukihitaji mkalimani. Tutapanga moja kwa bure.
- tembelea kituo cha huduma.

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

Kanusho

Habari iliyomo katika chapisho hili linakusudiwa tu kuwa mwongozo kwa malipo na huduma. Ni wajibu wako kuamua ukitaka kuomba kwa malipo na kufanya ombi kuhusiana na hali yako maalum.



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

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 for more information in English
- go to 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.