



# Wakimbizi waliowasili hivi karibuni – unachohitaji kujua na kufanya

Tunatoa malipo na huduma kukusaidia kuzoea maisha nchini Australia. Ili kuendelea kupata malipo yako, lazima ufanye mambo fulani, tunayoita mutual obligation requirements.

## Habari muhimu

- Unahitaji kutuambia kuhusu mabadiliko yoyote katika hali zako kwa sababu yanaweza kuathiri malipo yako.
- Katika wiki 12 za kwanza kuanzia tarehe ulipowasili nchini Australia, utapewa msamaha kwa mutual obligation requirements ili kukusaidia kuzoea kuishi katika nchi hii.
- Baada ya wiki 12, tutakutana nawe na katika hali nyingi, tutapanga Job Plan. Job Plan hii itakuwa na shughuli ambazo lazima ufanye ili kuendelea kupata malipo yako. Shughuli hizi hukusaidia kuzoea maisha nchini Australia. Lazima uende kwa miadi hii, na baada ya hiyo utahitaji kuripoti Centrelink mara kwa mara. Usipofanya, malipo yako yanaweza kukoma.
- Katika hali nyingi, hatutakuelekeza kwa mtoaji wa huduma za ajira na huna haja ya kutafuta kazi hadi umekuwepo nchini Australia kwa muda wa miezi 12.
- Watu wengine wanaelekezwa kwa mtoaji huduma baada ya msamaha wa wiki 12. Ikiwa inatokea, lazima uhudurie miadi na kukubaliana Job Plan na mtoaji huduma au malipo yako yanaweza kukoma.
- Unaweza kuomba kuelekezwa kwa mtoaji huduma wa ajira kuanzia wiki 6 baada ya umewasili nchini Australia ikiwa unataka msaada kupata kazi mapema zaidi.

## Wakati unapowasili

Mfanyakazi wako wa kesi atatuambia wakati unapokuwa umewasili nchini Australia. Atakujulisha kuhusu maida ya ombi lako jipya.

Miadi hii itatokea katika siku 3 za biashara baada ya umewasili nchini Australia au wakati utakapofika unakoenda mwisho nchini Australia. Miadi hii itakuwa kwa njia ya simu kwa kawaida. Lazima uende kwa miadi hii.

Katika miadi hii, wafanyakazi wetu watakusaidia kuomba malipo sahihi kwa hali yako.

Ikiwa huna mtu yeyote kukusaidia, piga simu kwa **131 202** kuongea nasi katika lugha yako. Tutapanga miadi kwa ajili yako.

Tutapangia miadi mingine kadhaa kwa ajili yako. Ni muhimu kuwa uende kwa miadi yote yako, au malipo yako yanaweza kukoma.

Tutakualika kuja semina ili kujifunza juu ya malipo yetu na huduma. Tunakutia moyo kwenda kwa semina kwa sababu utapata habari muhimu kuhusu malipo yako. Unaweza kuamua ikiwa unataka kwenda.

## Utambie kuhusu mabadiliko yoyote

Wakati unapopata malipo kutoka kwetu, unahitaji kutuambia ikiwa hali zako zinabadilika kwa sababu inaweza kuathiri malipo yako. Lazima ufanye hivi katika siku 14 za mabadiliko yoyote. Utujulishe ikiwa wewe:

- ukibadilisha maelezo yako ya kibinafsi au ya mawasiliano
- ukibadilisha anwani yako
- ukiachana na mwenzi wako au ukipata mwenzi mpya
- ukianza au ukiacha kutunza mtoto, ikiwa ni pamoja kuzalisha mtoto
- ukifanya kazi yoyote ya kulipwa
- ukiumiza, ukipata jeraha au una ulemavu.

Tutakutumia barua ikiwa tunahitaji habari kutoka kwako. Tutatuma barua kwa anwani yako au kwa akaunti yako ya myGov. Utakuwa muda wa siku 14 ili kutupa habari au malipo yako yanaweza kukoma. Ikiwa unahitaji usaidizi kuelewa barua, unaweza kutupigia simu kwetu kwa **131 202**.

## Kwa wiki ya 12

Tutakutana nawe baada ya umekuwepo nchini Australia kwa muda wa wiki 12. Katika miadi hii:

- tutaangalia kuhakikisha kuwa hali yako hajabadilika
- tutapanga Job Plan nawe (ikihitajika)
- tutakuambia kuhusu mutual obligation requirements yako
- tutakuambia kuhusu mahitaji yako ya kuripoti na jinsi ya kuripoti
- tunaweza kukuelekeza kwa mtoaji huduma wa ajira, ikiwa unataka usaidizi kutafuta kazi kabla ya miezi 12
- tutakuelekeza kwa huduma za ajira za lazima (ikifaa).

Lazima uende miadi hii, au malipo yako yanaweza kukoma.

## Job Plan

Ikiwa haujaelekezwa kwa huduma za ajira za lazima, tutapanga Job Plan nawe inayokuwa halali kwa muda wa miezi 12 kutoka tarehe uliyowasili nchini Australia. Ni makubaliano yanayoeleza shughuli gani utazihitaji kufanya ili kukusaidia kuzoea maisha yako nchini Australia.

Tutaongea nawe kuhusu shughuli unazochagua kufanya. Lazima ukubali kufanya angalau shughuli moja.

Shughuli zako zinaweza 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.

Lazima ufanye shughuli hizo katika Job Plan ili kuendelea kupata malipo yako.

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

## Unachohitaji kufanya baada ya wiki ya 12

Ili kuendelea kupata malipo yako, lazima:

- uende kwa miadi yako yote

- ufanye shughuli zako za Job Plan
- utuambie unafanya shughuli zako
- utuambie ikiwa unapata mapato yoyote ya ajira.

Ili kuendelea kupata malipo yako kila wiki mbili, lazima ufanye shughuli iliyokubaliwa na enda kwa miadi yako. Ikiwa huwezi kwenda kwa miadi ya Centrelink au mtoaji, unahitaji kujulisha kwetu, au mtoaji wako, mara moja.

Tutakuambia mara ngapi utahitaji kuripoti. Unaweza kuripoti kwa kupiga simu kwa **131 202**, kwenda kwa kituo cha huduma au kutumia akaunti yako ya Centrelink inayoungwa na myGov.

## Employment Services Assessment

Ikiwa wewe ni mgonjwa, kujeruhiwa, au una ulemavu unaoathiri kazi gani unayoweza kufanya au ni saa ngapi unaweza kufanya kazi tunaweza kupanga Employment Services Assessment.

Tathmini hii inatusaidia kuelewa ni saa ngapi unaweza kufanya kazi na ni aina gani ya usaidizi wa ajira ambayo ni bora kwako.

Utahitaji kutupa ushahidi wa kimatibabu kabla ya tatapangia Employment Services Assessment kwa ajili yako.

Utujulishe ikiwa huwezi kwenda kwa miadi yako. Unaweza kutupigia simu kwa **131 202**.

## Wakati umekuwepo nchini Australia kwa muda wa miezi 12

Utakuwa na miadi nasi mara tu utakapokuwa nchini Australia kwa miezi 12 ikiwa tayari huna huduma za ajira za lazima.

Katika miadi hii tutaangalia hali zako na kuelekeza kwa Workforce Australia. Lazima uende kwa miadi hii, au malipo yako yanaweza kukoma.

## Kushiriki katika Workforce Australia

Workforce Australia ni huduma ya ajira inayoweza kukusaidia kuandaa na kutafuta kazi. Ina huduma ya mtandaoni na mtandao wa watoaji kukusaidia:

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

Unapaswa kushiriki katika Workforce Australia baada ya umekuwepo nchini Australia kwa muda wa miezi 12. Hata hivyo, unaweza kuchagua kushiriki katika Workforce Australia kuanzia wiki ya 6 baada ya umewasili nchini Australia kama unataka kupata kazi hivi karibuni zaidi.

Ikiwa unastahiki kupata Disability Employment Services, Transition to Work au Community Development Program, tutakuelekeza baada ya wiki 12 nchini Australia. Utapaswa kufanya shughuli katika Job Plan au malipo yako yanaweza kukoma.

Huenda una wanafamilia ambao watastahiki kushiriki katika program hizi. Watapaswa kufanya shughuli katika Job Plan yao kulingana na hali yao.

## Rent Assistance

Wakati unapoanza kulipa kodi huenda utaweza kupata Rent Assistance. Hii ni malipo ziada kukusaidia na gharama zako za kodi.

Wakati unapotuambia anwani yako, tutakuuliza unalipa kodi ya kiasi gani. Tunatumia hii kuamua unaweza kupata kiasi gani cha Rent Assistance.

Tutakuuliza kutupa uthibitisho wa kiasi cha kodi unacholipa. Unaweza kutupa makubaliano ya kukodisha au kujaza Rent Certificate.

## Kwa habari zaidi

- Kupata malipo na huduma za Centrelink, piga simu kwa **131 202** ili kuzungumza nasi katika lugha yako. Unahitaji Customer Reference Number (CRN) yako unapopigia simu kwetu. Ikiwa huingizi au hujui CRN yako, utasikia rekodi kusema mara 3 katika Kiingereza. Baada ya mara ya tatu, sauti itasema 'What language please?'. Sema lugha yako na utaunganishwa na mtu anayesema lugha yako.
- nenda kwa **servicesaustralia.gov.au/yourlanguage** ambapo unaweza kusoma, kusikiliza au kutazama video yenye habari katika lugha yako
- piga simu kwa **132 011** kwa Medicare na **131 272** kwa Child Support. Tujulisha ikiwa unahitaji mkalimani, na tutapanga mmoja kwa bure
- tembelea kituo cha huduma. Tujulisha ikiwa unahitaji mkalimani, na tutapanga mmoja kwa bure.

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

## Kanusho

Maelezo yaliyomo katika chapisho hili yanakusudiwa kama mwongozo tu wa malipo na huduma. Ni wajibu wako kuamua kama ungependa kuomba malipo na kufanya maombi kuhusiana na hali yako mahususi.



# Newly arrived refugees – what you need to know and do

We provide payments and services to help you settle into life in Australia. To keep getting your payment, you must do certain things, we call these mutual obligation requirements.

## Important information

- You need to tell us about any changes in your circumstances as they may affect your payment.
- During the first 12 weeks from the date you arrive in Australia, you will be given an exemption from mutual obligation requirements to help you settle into the country.
- After 12 weeks, we will meet with you and in most cases, make a Job Plan. This Job Plan will have activities that you must do to keep getting your payment. These activities help you settle into life in Australia. You must go to this appointment, and after that you will need to report to Centrelink regularly. If you don't, your payment may stop.
- In most cases, we will not refer you to an employment services provider and you will not need to look for work until you have been in Australia for 12 months.
- Some people are referred to a provider after the 12 week exemption. If that happens, you must attend appointments and negotiate a Job Plan with the provider or your payment may stop.
- You can ask to be referred to an employment services provider from 6 weeks after you arrive in Australia if you want help to find work sooner.

## When you arrive

Your case worker will tell us when you have arrived in Australia. They will let you know about your new claim appointment.

This appointment will be within 3 business days of you arriving in Australia or when you reach your final destination in Australia. This appointment will usually be by phone. You must go to this appointment.

At this appointment, our staff will help you claim the right payment for your situation.

If you do not have anyone to help you, call **131 202** to speak to us in your language. We will book the appointment for you.

We will make some other appointments for you. It is important that you go to all your appointments, or your payment may stop.

We will invite you to a seminar to learn about our payments and services. We encourage you to go to the seminar because you will get important information about your payment. You can decide if you want to go.

## Tell us about any changes

While you are getting a payment from us, you need to tell us if your circumstances change as it may affect your payment. You must do this within 14 days of any change. Let us know if you:

- change your personal or contact details
- change your address
- separate from your partner or have a new partner

- start or stop looking after a child, including having a baby
- do any paid work
- are sick, injured or have a disability.

We will send you a letter if we need information from you. We will send the letter to your address or your myGov account. You will have 14 days to give us the information or your payment may stop. If you need help understanding the letter, you can call us on **131 202**.

## At 12 weeks

We will meet with you after you have been in Australia for 12 weeks. At this appointment we:

- check to make sure your circumstances have not changed
- make a Job Plan with you (if required)
- tell you about your mutual obligation requirements
- tell you about your reporting requirements and how to report
- can refer you to an employment services provider, if you want help to look for work before 12 months
- refer you to compulsory employment services (if appropriate).

You must go to this appointment, or your payment may stop.

## Job Plan

If you are not referred to compulsory employment services, we will make a Job Plan with you that is valid for 12 months from the date you arrived in Australia. It is an agreement that says what activities you will need to do to help you settle into your life in Australia.

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

Your activities 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.

You must do the activities in your Job Plan to keep getting your payment.

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

## What you need to do after week 12

To keep getting your payment, you must:

- go to all your appointments
- do your Job Plan activities
- tell us you are doing your activities
- tell us if you are getting any employment income.

To keep getting your payment every fortnight, you must do the agreed activity and go to your appointments. If you cannot go to a Centrelink or provider appointment, you need to let us, or your provider, know immediately.

We will tell you how often you need to report. You can report by calling us on **131 202**, going to a service centre or using your Centrelink account linked to myGov.

## **Employment Services Assessment**

If you are sick, injured, or have a disability that affects what work you can do or how many hours you can work we may arrange an Employment Services Assessment.

This assessment helps us understand how many hours you can work and what type of employment help is best for you.

You will need to give us medical evidence before we book an Employment Services Assessment for you.

Let us know if you cannot go to your appointment. You can call us on **131 202**.

## **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 if you are not already with compulsory employment services.

At this appointment we will check your circumstances and refer you to Workforce Australia. You must go to this appointment, or your payment may stop.

## **Participating in Workforce Australia**

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

- write your resume
- get ready for interviews
- get skills that local employers need
- find and keep a job.

You have to participate in Workforce Australia after you have been in Australia for 12 months. However, you can choose to participate in Workforce Australia from 6 weeks after you arrive in Australia if you want to find work sooner.

If you qualify for Disability Employment Services, Transition to Work or Community Development Program, we will refer you after 12 weeks in Australia. You will have to do the activities in your Job Plan or your payment may stop.

You may have some family members that will be eligible for these programs. They will have to do the activities in their Job Plan depending on their situation.

## **Rent Assistance**

When you start paying rent you may be able to get Rent Assistance. This is an extra payment to help with your rent costs.

When you tell us your address, we will ask you how much rent you are paying. We use this to work out how much Rent Assistance you can get.

We will ask you to give us proof of how much rent you pay. You can give us a lease agreement or fill in a Rent Certificate.

## For more information

- For Centrelink payments and services, call **131 202** to speak with us in your language. You need your Customer Reference Number (CRN) when you call us. If you don't enter or know your CRN, you will hear the recording speak 3 times in English. After the third time, the voice will say 'What language please?'. Say your language and you will be connected with someone who speaks your language.
- go to **servicesaustralia.gov.au/yourlanguage** where you can read, listen to or watch videos with information in your language
- call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free
- visit a service centre. Let us know if you need an interpreter and we will arrange one for free.

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.