Impunzi zageze vuba - ibyo ukeneye kumenya no gukora

Dutanga ubwishyu na serivisi kugirango tugufashe gutura muri Ositaraliya. Kugirango ukomeze kubona ubwishyu bwawe, ugomba gukora ibintu bimwe, twita ibi mutual obligation requirements (ibisabwa byinshingano hagati yacu nawowe).

Amakuru y'ingenzi

Ugomba kutubwira impinduka zose mubihe byawe kuko zishobora kugira ingaruka kubwishyu bwawe.

Mugihe cibyumweru 12 byambere uhereye umunsi wageze muri Ositaraliya, uzahabwa ubusonerwe ku mutual obligation requirements (ibisabwa byinshingano hagati yacu nawowe) kugirango ufashwe gutura mugihugu.

Nyuma yibyumweru 12, tuzahura nawe kandi mubihe byinshi, dukore Job Plan (Gahunda y'Akazi). Iyi Job Plan (Gahunda y'Akazi) izaba ifite ibikorwa ugomba gukora kugirango ukomeze kubona ibihembo byawe. Ibi bikorwa bigufasha kumenyera mubuzima muri Ositaraliya. Ugomba kujya kuriyi rendez-vous, kandi nyuma yaho uzakenera gutanga raporo kuri Centrelink buri gihe. Niba utabikora, ubwishyu bwawe burashobora guhagarara.

Mubihe byinshi, ntituzagutumaho kubatanga serivisi zakazi kandi ntuzakenera gushaka akazi kugeza igihe umaze amezi 12 muri Ositaraliya .

Abantu bamwe boherezwa ku mutanga bikorwa nyuma yibyumweru 12 byo gusonerwa. Niba ibyo bibaye, ugomba kwitabira gahunda (rendez-vous) hanyuma ukaganira ibijyanye na Job Plan (gahunda yakazi) hamwe numutanga bikorwa cyangwa ubwishyu bwawe burahagarara.

Urashobora gusaba koherezwa kubatanga serivisi zakazi kuva ibyumweru 6 nyuma yo kugera muri Ositaraliya niba ushaka ubufasha kugirango ubone akazi vuba.

Iyo uhageze

Umu case worker wawe (umukozi ushinzwe kugufasha) azatubwira igihe wageze muri Ositaraliya. Bazakumenyesha ibijyanye na gahunda yawe nshya yo gusaba ubwishu.

Gahunda (rendez-vous) izaba muminsi 3 yakazi umaze gushika muri Australiya cyangwa mugihe ugeze aho ujya muri Ositaraliya. Iyi gahunda (rendez-vous) mubisanzwe izaba kuri terefone. Ugomba kujya kuriyi gahunda (rendez-vous).

Kuri iyi gahunda (rendez-vous), abakozi bacu bazagufasha gusaba ubwishyu bukwiye kubibazo byawe.

Niba udafite umuntu wagufasha, hamagara **131 202** kugirango tuvugane mururimi rwawe. Tuzaguha gahunda (rendez-vous).

Tuzaguha izindi gahunda (rendez-vous). Ni ngombwa ko ujya kuri rendez-vous (gahunda) zawe zose, cyangwa ubwishyu bwawe burahagarara.

Tuzagutumira mumahugurwa yo kwiga kubyerekeye ibihembo na serivisi. Turagutera inkunga yo kujya mu mahugurwa kuko uziga amakuru yingenzi kubyerekeye ubwishyu bwawe. Urashobora guhitamo niba ushaka kugenda.

Tubwire impinduka zose

Mugihe urimo kubona ubwishyu buva kuri twe, ugomba kutubwira niba ibihe byawe byawe byahindutse kuko bishobora kugira ingaruka kubwishyu bwawe. Ugomba kubikora muminsi 14 yimpinduka iyo ariyo yose. Tumenyeshe niba:

- uhinduye amakuru yawe bwite cyangwa amirondoro yawe
- uhinduye aderesi yawe
- utandukanye numukunzi wawe cyangwa ufite umufasha mushya
- utangiye cyangwa uhagaritse kurera umwana, harimo no kubyara
- ukora umurimo wose uhembwa
- urwaye, wakomeretse cyangwa ufite ubumuga.

Tuzohereza ibaruwa niba dukeneye amakuru yawe. Tuzohereza ibaruwa kuri aderesi yawe cyangwa konte yawe ya myGov. Uzagira iminsi 14 yo kuduha amakuru cyangwa ubwishyu bwawe burashobora guhagarara. Niba ukeneye ubufasha bwo gusobanukirwa ibaruwa, urashobora kuduhamagara kuri **131 202**.

Ku byumweru 12

Tuzabonana nawe nyuma yo kumara ibyumweru 12 muri Ositaraliya. Kuri iyi gahunda (rendez-vous) tu:

- reba neza ko ibihe byawe bidahindutse
- kora Job Plan (Gahunda y'Akazi) hamwe nawe (niba bikenewe)
- kubwira ibijyanye na mutual obligation requirements zawe (ibisabwa byinshingano hagati yacu nawe)
- kubwira ibijyanye n'ibisabwa kuri wowe byo gutanga raporo nuburyo bwo gutanga raporo
- shobora ku kwohereza kuri serivisi zifasha gushaka akazi, niba ushaka ubufasha bwo kubona akazi mbere y'amezi 12
- kwohereza kuri serivisi zakazi ziteganijwe (niba bikenewe).

Ugomba kujya kuriyi gahunda (rendez-vous), cyangwa ubwishyu bwawe burashobora guhagarara.

Job Plan (Gahunda y'Akazi)

Niba utoherejwe kuri serivisi zakazi ziteganijwe, tuzakora Job Plan (Gahunda y'Akazi) hamwe nawe ifite agaciro mumezi 12 uhereye umunsi wageze muri Ositaraliya. Ni amasezerano avuga ibikorwa uzakenera gukora kugirango bigufashe gutura mubuzima bwawe muri Ositaraliya.

Tuzaganira nawe kubikorwa ushobora guhitamo. Ugomba kwemera gukora byibuze igikorwa kimwe.

Ibikorwa byawe birashobora kuba:

- kwitabira Humanitarian Settlement Program (Gahunda yo Gutuza Ubumuntu)
- kwiga Icyongereza binyuze muri Adult Migrant English Program
- kwitabira muri Workforce Australia
- gukora indi mirimo yemewe, kwiga cyangwa guhugura, ukurikije ibyo usabwa kwitabira.

Ugomba gukora ibikorwa muri Job Plan yawe kugirango ukomeze kwishyurwa.

Niba udashobora gukora kimwe mubikorwa, ugomba kubitumenyesha mbere. Niba utatubwiye, ubwishyu bwawe burashobora guhagarara.

Ibyo ugomba gukora nyuma yicyumweru cya 12

Kugirango ukomeze kwishyurwa, ugomba:

- kujya kuri gahunda (rendez-vous) zawe zose
- gukora ibikorwa byawe bya Job Plan (Gahunda y'Akazi)
- kutubwira ko ukora ibikorwa byawe
- kutubwira niba ubona umushahara wakazi.

Kugirango ukomeze kubona ibihembo byawe buri bwumweru bibiri, ugomba gukora ikgikorwa mwumvikanye no kuja kuri gahunda (rendez-vous) zawe. Niba udashobora kujya kuri gahunda (rendez-vous) ya Centrelink cyangwa y’umutanga bikorwa, ugomba kutumenyensha, cyangwa umutanga bikorwa wawe, ako kanya.

Tuzakubwira inshuro ukeneye gutanga raporo. Urashobora gutanga raporo uduhamagara kuri **131 202**, ujya mu biro bya Centrelink cyangwa ukoresha konte yawe ya Centrelink yahujwe na myGov.

Employment Services Assessment

Niba urwaye, wakomeretse, cyangwa ufite ubumuga bugira ingaruka kumurimo ushobora gukora cyangwa amasaha ushobora gukora dushobora gutegura Employment Services Assessment.

Iri suzuma ridufasha kumva amasaha ushobora gukora nubwoko ki bwubufasha bwakazi bukubereye.

Uzakenera kuduha ibimenyetso byubuvuzi mbere yuko tuguha rendez-vous ya kuza kuri Employment Services Assessment.

Tumenyeshe niba udashobora kujya muri gahunda (rendez-vous) yawe. Urashobora kuduhamagara kuri **131 202**.

Iyo umaze amezi 12 muri Australiya

Uzagira rendez-vous (gahunda) natwe umaze amezi 12 muri Ositaraliya niba utari usanzwe ufite serivisi zakazi zatekanijwe.

Kuriyi rendez-vous (gahunda) tuzagenzura ibihe byawe hanyuma tukwohereze muri Workforce Australia. Ugomba kujya kuriyi gahunda (rendez-vous), cyangwa ubwishyu bwawe burashobora guhagarara.

Kwitabira muri Workforce Australia

Workforce Australia ni serivisi yakazi ishobora kugufasha kwitegura no gushaka akazi. Ifite serivisi kumurongo hamwe numuyoboro wabatanga bikorwa kugirango bagufashe:

- kwandika umwirondoro wawe
- witegure kubazwa
- gushaka ubumenyi abakoresha baho bakeneye
- kubona no gukomeza akazi.

Ugomba kwitabira Workforce Australia umaze amezi 12 muri Ositaraliya. Ariko, urashobora guhitamo kwitabira Workforce Australia kuva ibyumweru 6 nyuma yo kugera muri Ositaraliya niba ushaka kubona akazi vuba.

Niba wemerewe Inclusive Employment Australia, Transition to Work cyangwa Remote Australia Employment Service, tuzakwohereza nyuma yibyumweru 12 muri Ositaraliya. Uzagomba gukora ibikorwa muri Job Plan (Gahunda y'Akazi) yawe cyangwa ubwishyu bwawe burashobora guhagarara.

Urashobora kugira abagize umuryango bamwe bemerewe izi gahunda. Bazagomba gukora ibikorwa muri Job Plan yabo bitewe nubuzima bwabo.

Rent Assistance (Imfashanyo yo gukodesha)

Mugihe utangiye kwishyura ubukode urashobora kubona Rent Assistance (Ubufasha bwubukode). Ubu ni ubwishyu bwinyongera kugirango bufashe amafaranga yubukode. Ntugomba gusaba, turaguhemba utiriwe usaba niba wuzuza ibisabwa.

Mugihe utubwiye adresse yawe, tuzakubaza amafaranga yubukode urimo kwishyura. Twifashishije ibi kugirango tumenye Rent Assistance (ubufasha bwubukode) ushobora kubona.

Dushobora kugusaba kuduha gihamya yuko amafaranga yubukode wishyura angana. Urashobora kuduha amasezerano yubukode cyangwa kuzuza Rent Certificate nitubigusaba.

Kubindi bisobanuro

- Kubyerekeye kwishurwjya na serivisi bya Centrelink, hamagara **131 202** kugirango tuvugane mururimi rwawe. Ukeneye Customer Reference Number yawe (CRN) mugihe uduhamagaye. Niba utanditse cyangwa utazi CRN yawe, uzumva amajwi avuga inshuro 3 cyongereza. Nyuma yubwa gatatu, ijwi rizavuga ngo 'What language please?'. Vuga ururimi rwawe kandi uzahuzwa numuntu uvuga ururimi rwawe.
- jya kuri **servicesaustralia.gov.au/yourlanguage** aho ushobora gusoma, kumviriza cyangwa kureba amavidewo afite amakuru mu rurimi rwawe
- hamagara **132 011** kubona Medicare na **131 272** kubona Child Support. Tumenyeshe niba ukeneye umusemuzi, kandi tuzategura umwe kubusa
- sura ikigo cya Centrelink. Tumenyeshe niba ukeneye umusemuzi kandi tuzategura umwe kubusa.

Icyitonderwa: guhamagara kuri terefone yo murugo uhamagara inomero zitangira na '13' uturutse ahantu hose muri Ositaraliya byishyurwa ku gipimo cyagenwe. Icyo gipimo gishobora gutandukana nigiciro cyumuhamagaro waho kandi birashobora no gutandukana hagati yabatanga serivisi za terefone. Kuhamagara kuri nimero '1800' kuri terefone yo murugo ni ubuntu. Guhamagara kuri terefone rusange na terefone igendanwa birashobora kugenwa kandi bikishyurwa ku kigero cyo hejuru.

Inshingano

Amakuru akubiye muri iki gitabo agenewe gusa nk'ubuyobozi bwa ibihembo na serivisi. Ninshingano zawe guhitamo niba wifuza gusaba kwishyurwa no gukora igisabo bijyanye nibihe byawe byihariye.

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 learn 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 get 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 Inclusive Employment Australia, Transition to Work or the Remote Australia Employment Service, 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. You do not need to apply, we automatically pay you if you are eligible.

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 may 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 if we ask you to.

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.