



新近抵澳居民的等待期

若您近期抵澳，通常需等待一段时间方可有资格申领大部分收入与家庭补助。

等待期

即使有一名家庭成员生活在这里，也要满足等待期的要求。该等待期将考虑您作为持有永久签证的居民在澳大利亚居住的全部时间。

等待期期间，可在 Workforce Australia 或 Remote Australia Employment Service 登记，获得求职协助。此外，也可使用我们服务中心提供的就业自助设施。

等待期的豁免

Newly Arrived Resident's Waiting Period 可能并非适用所有新近抵澳的居民。例如，根据 Australia's Humanitarian Programme 抵澳的难民。

了解更多信息

- 请访问 servicesaustralia.gov.au/newresidentswaiting 了解更多英文信息。
- 请浏览 servicesaustralia.gov.au/yourlanguage，获得中文版文本、音频或视频信息。
- 请致电 **131 202**，用中文咨询 Centrelink 相关福利金和服务的事宜。致电时，请事先准备好 Customer Reference Number (CRN)。如果没有输入 CRN 或不知道自己的 CRN，那么会先听到 3 遍英文录音提示。在第 3 遍提示音过后，系统会问：
“What language please?”（“请问您说什么语言？”）此时请说“中文”，随后系统会为您接通会说中文的服务人员。
- 欲办理 Medicare 事宜，请致电 **132 011**；欲办理 Child Support 事宜，请致电 **131 272**。如需口译服务，请告诉我们，我们将免费为您安排口译员。
- 访问服务中心。

注意：从澳大利亚任何地方用座机拨打“13”打头的电话号码，费用固定。该费率可能与本地通话费用有所不同，也可能会因电话服务提供商不同而有所差异。座机拨打“1800”号码免费。如果使用公共电话或移动电话，电信提供商可能会对您的通话计时并收取较高费用。

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Waiting periods for newly arrived residents

If you recently arrived in Australia, you will generally have to wait some time before you can get most of our income support payments and most family payments.

Waiting period

A waiting period will apply to you even if you have a family member living here. This waiting period will consider any time you have spent in Australia as a resident with a permanent visa.

During this waiting period, you can register with Workforce Australia or the Remote Australia Employment Service to help find work. You can also use the employment self-help facilities available in our service centres.

Exemptions to the waiting period

The Newly Arrived Resident's Waiting Period may not always apply. For example, if you arrive as a refugee under Australia's Humanitarian Programme.

For more information

- Go to servicesaustralia.gov.au/newresidentswaiting for more information in English.
- Go to servicesaustralia.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 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.
- 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.

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.