Australian Government
Department of Human Services

CHALDEAN

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Multicultural Service Officers

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Centrepay

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لمحبلى هنئلا د myGov، ئسمعى لقمقه **humanservices.gov.au/mygovguides** ني فى حفى حبتهم
جلقتيه جل YouTube — **youtube.com/mygovau**

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myGov Access

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Recently arrived in Australia?

This brochure contains information that might be useful to you if you've recently moved to Australia. Settling in can be a challenging experience. As a new arrival, you may be able to get some payments and services from the Australian Government.

Health services

Australia has a national health care system—Medicare. Medicare provides payments and services that can help when you use health care services or buy medicines. This includes getting some money back if you pay to visit a doctor, and getting cheaper medicines through the Pharmaceutical Benefits Scheme or Repatriation Pharmaceutical Benefits Scheme. For more information go to **humanservices.gov.au/medicareservices**

You need to be enrolled in Medicare and meet eligibility requirements. For more information about eligibility requirements go to **humanservices.gov.au/medicarecard**

If you're visiting Australia from certain countries, you may be entitled to some subsidised health services under Reciprocal Health Care Agreements. Australia has Reciprocal Health Care Agreements with a number of other countries. For a list of these countries go to **humanservices.gov.au/rhca**

If you're from one of these countries and meet the eligibility requirements, you may be eligible for Medicare services while you're in Australia.

Our payments

The payments you can get depend on the type of visa you hold or whether you already have Australian citizenship. There may also be waiting periods and other conditions that you need to know about.

You may get certain payments if you're new to Australia and have a permanent residence, humanitarian, refugee, provisional partner or temporary protection type visa.

For more information about residence requirements go to **humanservices.gov.au/residencedescriptions**

Immunisation and family assistance

Vaccines listed on the National Immunisation Program Schedule are linked to family assistance payments. We'll check each child you're receiving family payments for meets the immunisation requirements.

Your child must be up to date with their immunisations for you to get:

- Family Tax Benefit Part A
- 2017–18 Family Tax Benefit Part A supplement
- Child Care Subsidy
- Child Care Benefit as a lump sum
- Child Care Rebate as a lump sum.

If your child was vaccinated overseas you should get those vaccinations added to the Australian Immunisation Register (AIR). Take translated copies of your records to your Australian vaccination provider. This may be a medical practice or community health centre. They will check the vaccines your child has had, tell you how to catch up if any are missing and add the information to the AIR.

The required vaccines are listed on the National Immunisation Program, which can be viewed at **immunise.health.gov.au**

You don't need to tell us when your child is immunised—we'll check their status on the Australian Immunisation Register.

For more information go to **humanservices.gov.au/air**

Waiting periods

New residents must serve certain waiting periods before claiming payments. There are exemptions to this. For example, if you arrived on a refugee visa.

Your waiting period starts on the day you start living here after you get a permanent resident visa. Only days spent in Australia during this time count towards the waiting period. For more information, go to **humanservices.gov.au/newresidentswaiting**

New Zealanders living in Australia on a Special Category visa can claim:

- family payments, and
- concession cards.

You need a permanent resident visa to claim most other payments. For more information, go to **humanservices.gov.au**

International social security agreements

We have agreements with other countries that may help you get a payment from us. They may also help you get a payment from the other country. Time spent in Australia and the other country may help you to qualify for payments. For more information go to **humanservices.gov.au/issa**

Payments paid outside Australia

Your payment or concession card may be affected if you go overseas. Depending on which payment you get, you may need to tell us about your travel plans before you leave. For more information, go to **humanservices.gov.au/paymentsoverseas**

Our services

Help in your language

We provide free interpreters and translated information including videos, audio and written products. Go to **humanservices.gov.au/yourlanguage**

If you are claiming one of our payments or services, we can also translate documents you need for free.

Call us on **131 202** to speak to someone in your language about Centrelink payments and services. For help with Medicare or Child Support services call the Translating and Interpreting Service (TIS National) on **131 450**.

Multicultural Service Officers

Multicultural Service Officers work with community groups and other agencies to help refugees and people from culturally and linguistically diverse backgrounds connect with Australian Government services.

Refugee services

If you have arrived in Australia on a refugee or humanitarian visa, or you were granted a Permanent Protection Visa in Australia, you can get assistance from us to help you settle into your new life. Our refugee services can help you with financial assistance, Medicare enrolment and referrals for:

- employment assistance
- English language tuition
- education and training, and
- other government and community services.

Your Humanitarian Settlement Program provider will help you access our services. You can also visit any service centre to claim payments or services.

Social workers

Our social workers can provide short term counselling and information to help you through a difficult time. Social workers can also connect you with other support and services to help you. To speak to a social worker call **132 850** or visit a service centre.

International Services

We can check if you can get a payment from us based on a social security agreement with another country. We can also help you claim a foreign pension. Contact us on **131 673**.

Other information

Keep your details up to date

You need to tell us when your circumstances change. This could include your income, assets, and even where you live. Use our online service options to keep your details up to date. We do regular reviews to ensure people get the right payment and the right amount.

Assurance of Support

An Assurance of Support is a commitment by an assurer or an organisation to support a person who is applying to migrate to Australia, so they will not have to claim an income support payment once they have been granted the visa or have arrived. If you’re under an Assurance of Support arrangement and have claimed certain payments from us, your assurer must repay the full amount you received while the Assurance of Support was in place.

Learning English

We can help you access classes where you can learn or improve your English. You’ll need to learn English if you want to become an Australian citizen.

If you were granted a visa to come to Australia as a migrant, refugee or humanitarian entrant, you can access free English classes through the Department of Education and Training's Adult Migrant English Program (AMEP). You'll need to register with one of the AMEP service providers within six months (or 12 months if aged between 15 and 17 years) of arriving in Australia or being granted permanent residence.

The Skills for Education and Employment program, can help you improve your English, reading, writing and basic maths skills so you can increase your chances of getting and keeping a job. To find out if you are eligible for this program, call us or visit a service centre.

Family and domestic violence

We support people affected by family and domestic violence by providing information, resources and referrals.

We have information available in different languages. If you or someone you know is affected by family and domestic violence, go to **humanservices.gov.au/domesticviolence**

Support is also available from:

1800RESPECT—1800 737 732 or **1800RESPECT.org.au**

MensLine Australia—1300 789 978 or **mensline.org.au**

Extra assistance

Getting someone to deal with us on your behalf

If you prefer to have someone else handle your Centrelink, Medicare or Child Support business, you can authorise a person or organisation to deal with us on your behalf. For more information about these arrangements go to **humanservices.gov.au/nominees** or by calling us or visiting a service centre.

Centrepay

Centrepay is a voluntary bill-paying service which is free for customers. Use Centrepay to arrange regular deductions from your Centrelink payment to pay for your bills. You can start or stop using it whenever you like. You can use it for many types of bills—for example child care, electricity and rent. You'll need to give us permission to pay your bills using part of your payment. To set up or change a deduction you can use your Centrelink online account via myGov.

For more information go to **humanservices.gov.au/centrepay**

Additional payments and services

We recognise you may have some costs or issues that you need extra help with. You may also be able to access some of the following:

- Rent Assistance
- Financial Information Service
- Rent Deduction Scheme
- Income Management

- Agents and Access Points
- concession cards.

For more information about these payments and services go to **humanservices.gov.au** or call us.

Do your business with us online

To do your business online, create a myGov account and link to your Centrelink or Medicare online account.

With a myGov account, you can use Centrelink and Medicare online accounts and Express Plus mobile apps. Create a myGov account at **my.gov.au**

Next, you'll need to link your Centrelink or Medicare account to your myGov account. Sign in to myGov, select **Services** and then **Centrelink** or **Medicare**. Answer some questions so we link the correct record to your myGov account.

For more information about online accounts, go to **humanservices.gov.au/register**

For help with myGov, go to **humanservices.gov.au/mygovguides** or watch tutorials on YouTube—**youtube.com/mygovau**

Express Plus mobile apps

Use our Express Plus mobile apps to do business with us 24 hours a day, 7 days a week.

Express Plus Centrelink mobile app

Use the app to:

- report employment income
- get reporting reminders
- view your payments and transaction history
- update details
- view your online letters
- upload documents
- track your claim progress
- view and update your family income estimate and payment choices
- view appointments
- manage your BasicsCard if you're income managed
- view your digital concession cards.

Express Plus Lite mobile app

The Express Plus Lite mobile app lets you report your income in Arabic, Chinese, English, Persian (Farsi) and Vietnamese.

Express Plus Medicare mobile app

Use the app to:

- view your Medicare card details and current card members
- update your contact details
- update your bank account details
- order a replacement or duplicate Medicare card
- submit claims for most services
- view, download, print or email your Medicare Claims History Statements for the last three years
- view your Medicare Safety Net balance
- view, download, print or email Immunisation History Statements for yourself or your child under the age of 14
- register or change your Australian Organ Donor Register decision
- request a new Australian Organ Donor Register card
- view a digital copy of your Australian Organ Donor Register card
- locate your nearest service centre.

To find out more about our apps go to **humanservices.gov.au/expressplus**

myGov Access

If you're planning to travel overseas or to a remote location and you have a myGov account, consider setting up myGov Access on your mobile device before you leave. myGov Access is a code creator app and a secure option to use when signing in to myGov.

For more information about myGov go to **humanservices.gov.au/mygov**

Online security

Keep your information safe online. Go to **humanservices.gov.au/onlinesecurity** to find out how.

Keeping up to date

To find out about changes being made to payments and services:

- visit and subscribe to our online news service for up-to-date information at **humanservices.gov.au/multicultural**
- like us on **facebook.com/HumanServicesAU** and ask us a question
- follow us on Twitter **@HumanServicesAU**

For more information

- go to **humanservices.gov.au/multicultural** for more information in English
- go to **humanservices.gov.au/yourlanguage** where you can read, listen to or watch information in your language
- call **131 202** to speak with us in your language about Centrelink payments and services
- call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services
- 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.