



## Uliwasili nchini Australia hivi karibuni?

Brosha hii inayo taarifa ambayo inaweza kuwa muhimu kwako ikiwa uliwasili hivi karibuni nchini Australia. Kutulia kunaweza kuwa uzoefu wenye changamoto. Wewe kama muwasili mpya, unaweza kuwa na uwezo wa kupata baadhi ya malipo pamoja na huduma kutoka kwa Australian Government (Serikali ya Australia).

### Huduma za Afya

Australia inayo mfumo wa afya wa kitaifa—Medicare. Medicare hutoa malipo pamoja na huduma ambazo zinaweza kukusaidia wewe wakati unapotumia huduma za afya au kununua dawa. Hii ikiwemo ni pamoja na kuregeshewa pesa zingine ikiwa uligharimika kutembelea daktari, pamoja na kupata dawa ya bei nafuu kupitia Pharmaceutical Benefits Scheme (Mpango wa Faida kwa Dawa) au Repatriation Pharmaceutical Benefits Scheme (Mpango wa Kuregeshewa Gharama ya Dawa). Kwa maelezo zaidi kwenda kwenye [humanservices.gov.au/medicare/services](http://humanservices.gov.au/medicare/services)

Unahitaji itawahakikishia Medicare na mahitaji ya ustahifu kukutana. Kwa maelezo zaidi kuhusu mahitaji ya ustahifu kwenda kwenye [humanservices.gov.au/medicarecard](http://humanservices.gov.au/medicarecard)

Ikiwa wewe unaotembelea Australia kutoka nchi fulani, unaweza kuwa na haki kupata baadhi ya huduma za afya iliyopunguzwa kupitia Reciprocal Health Care Agreements (Makumbaliano ya Kuitikia Afya). Australia inayo Reciprocal Health Care Agreements (Makumbaliano ya Kuitikia Afya) na idadi ya nchi zingine. Kwa orodha ya nchi hizi kwenda kwenye [humanservices.gov.au/rhca](http://humanservices.gov.au/rhca)

Ikiwa wewe umetoka kutoka mmojawapo za nchi hizi na unapatana na mahitaji ya ustahifu yanayotakiwa, unaweza kuwa na ustahifu kwa huduma ya Medicare wakati unapokuwa nchini Australia.

### Malipo yetu

Malipo ambayo wewe unaweza kupata hutegemea aina ya viza uliyonayo au kama tayari tayari unao uraia wa Australia. Kunao uwezekano kuwa utasubiri kipindi fulani pamoja na hali zingine ambazo wewe unazohitaji kujua kuhusu.

Wewe unaweza kupata malipo fulani ikiwa wewe ni muwasili mpya nchini Australia na unao viza la makazi ya kudumu, kibinadamu, mkimbizi, mpenzi wa muda au viza la usalama wa aina.

Kwa maelezo zaidi kuhusu mahitaji ya makazi kwenda kwenye [humanservices.gov.au/residence/descriptions](http://humanservices.gov.au/residence/descriptions)

### Msaada wa chanjo na familia

Chanjo zilizoorodheshwa kwenye National Immunisation Program Schedule (Mradi wa Chanjo wa Kitaifa) zinahusika na malipo ya msaada wa familia. Sisi tutahakikisha kuwa kila mtoto ambaye unapokea malipo ya familia kwa ajili yake unayatimiza mahitaji ya chanjo.

Mtoto wako lazima awe amesahihishwa kulingana mahitaji ya chanjo ili wewe uweze kupata:

- Family Tax Benefit Part A
- 2017–18 Family Tax Benefit Part A nyongeza
- Child Care Subsidy (Ruzuku ya huduma ya mtoto)



- Child Care Benefit ikiwa ni kwa jumla
- Child Care Rebate ikiwa ni kwa jumla.

Ikiwa mtoto wako alipata chanjo nje ya nchi unapaswa kupata chanjo hizo kuongezwa kwenye Australian Immunisation Register (AIR) (Rejista ya Chanjo ya Australia). Chukua kumbukumbu zako za nakala zilizotafsiriwa kwa mtoa huduma wako wa chanjo nchini Australia. Hii inaweza ikiwa ni mazoezi ya matibabu au kituo cha afya ya jamii. Wao watahakikisha kuwa chanjo ambazo mtoto wako ameshapata, kukuambia jinsi ya kufikia ikiwa chanjo zozote zinakosekana pamoja na kuongeza taarifa kwenye AIR.

Chanjo zinazohitajika zimeorodheshwa kwenye National Immunisation Program (Mpango wa Chanjo wa Kitaifa), ambazo zinaweza zikaangaliwa katika **[immunise.health.gov.au](https://immunise.health.gov.au)**

Wewe huna haja ya kutuambia sisi wakati mtoto wako anapopata chanjo — sisi tutaweza kuangalia hali yao kwenye Australian Immunisation Register.

Kwa maelezo zaidi kwenda kwenye **[humanservices.gov.au/air](https://humanservices.gov.au/air)**

### **Muda wa Kungoja**

Wakazi wapya lazima watumike kipindi fulani cha kusubiri kabla ya kudai malipo. Kunayo misamaha kwa hii. Kwa mfano, ikiwa wewe uliwasili kwenye visa ya mkimbizi.

Kipindi chako cha kusubiri huanza siku unayoanza kuishi hapa baada ya kupata visa ya mkazi ya kudumu. Siku pekee ambazo uliishi nchini Australia katika wakati huu huhesabika kama kipindi cha kusubiri. Kwa maelezo zaidi, kwenda kwenye **[humanservices.gov.au/newresidentwaiting](https://humanservices.gov.au/newresidentwaiting)**

Watu wa kutoka nchi ya New Zealand wanaoishi nchini Australia wakiwa na viza ya Special Category (Kategoria Maalum) wanaweza kudai:

- malipo ya familia, pamoja na
- kadi za konsesheni.

Wewe unahitaji viza la mkazi wa kudumu ili kudai malipo mengineo. Kwa maelezo zaidi kwenda kwenye **[humanservices.gov.au](https://humanservices.gov.au)**

### **Mikataba ya Kimataifa ya Hifadhi ya Jamii**

Sisi tunayo makubaliano na nchi zingine ambazo zinaweza kukusaidia wewe kupata malipo kutoka kwetu sisi. Pia wanaweza kukusaidia kupata malipo kutoka nchi nyingine. Muda unaotumika nchini Australia pamoja na nchini nyingine unaweza kukusaidia ili kustahifu kupata malipo. Kwa maelezo zaidi kwenda kwenye **[humanservices.gov.au/issa](https://humanservices.gov.au/issa)**

### **Malipo yanayolipwa nje ya Australia**

Kadi yako ya malipo au kionsesheni inaweza kuathirika ikiwa utasafiri kwenda nje ya nchi. Kulingana na malipo ambayo wewe unayoweza kupata, unaweza kuhitajika kutuambia kuhusu mipango yako ya safari kabla ya kuondoka. Kwa maelezo zaidi kwenda kwenye **[humanservices.gov.au/paymentoverseas](https://humanservices.gov.au/paymentoverseas)**

## Huduma zetu

### Usaidizi katika lugha yako

Sisi hutoa wakalimani wa bure pamoja na taarifa zilizotafsiriwa ikiwa ni pamoja na video, sauti pamoja na bidhaa vya maandishi. Kwenda kwenye [humanservices.gov.au/yourlanguage](https://humanservices.gov.au/yourlanguage)

Ikiwa wewe unadai mojawapo ya malipo au huduma zetu, sisi tunaweza pia kuzitafsiri nyaraka zako unazohitaji bila malipo.

Tupigie sisi simu kwenye **131 202** ili kuzungumza na mtu katika lugha yako kuhusu malipo na huduma za Centrelink. Kwa msaada na huduma za Medicare au Child Support pigia simu Translating and Interpreting Service (TIS National) (Huduma ya Ukalimani na Utafsiri (TIS Kitaifa) kwenye **131 450**.

### Multicultural Service Officers (Afisa wa Huduma za Tamaduni Tofauti)

Multicultural Service Officers (Afisa wa Huduma za Tamaduni Tofauti) hufanya kazi na makundi ya jamii pamoja na mashirika mengineo ili kuwasaidia wakimbizi pamoja na watu kutoka utamaduni na asili mbalimbali na kuwaunganishwa na huduma za Australian Government (Serikali ya Australia).

### Huduma za wakimbizi

Ikiwa umewasili nchini Australia kwenye viza ya wakimbizi au viza ya kibinadamu, au ulipewa viza ya Permanent Protection Visa (viza ya kudumu ulinzi) nchini Australia, wewe unaweza kupata msaada kutoka kwetu ili kukusaidia wewe kutulia katika maisha yako mpya. Huduma zetu za wakimbizi zinaweza kukusaidia wewe kwa msaada wa fedha, uandikishaji na rufaa ya Medicare kwa ajili ya:

- msaada wa uajira
- masomo ya lugha ya Kiingereza
- elimu na mafunzo, pamoja na
- huduma zingine ya serikali pamoja na jamii.

Mtoaji wako wa Humanitarian Settlement Program (Programu inayohusika na Makazi ya Kibinadamu) atakusaidia wewe kufikia huduma zetu. Pia wewe unaweza pia kukitembelea kituo chochote cha huduma ili kudai malipo au huduma.

### Wafanyakazi wa Kijamii

Wafanyakazi wetu wa kijamii inaweza kutoa muda mfupi ushauri na maelezo ili kukusaidia kupitia wakati mgumu. Wafanyakazi wa kijamii pia Itakukutanisha na msaada na huduma ili kukusaidia zingine. Ili kuongea naye mfanyakazi wa kijamii pigia simu **132 850** au ukitembelee kituo cha huduma.

### Huduma ya Kimataifa

Sisi tunaweza kuangalia kama unaweza kupata malipo kutoka kwetu kulingana na mkataba wa hifadhi ya jamii na nchi nyingine. Sisi tunaweza pia kukusaidia kudai pensheni ya kigeni. Wasiliana na sisi kwenye **131 673**.

## Taarifa Zinginezo

### Weka maelezo yako yakiwa yamesahihishwa

Wewe unahitaji kutuambia wakati mabadiliko ya hali yako. Hii ni pamoja na mapato yako, mali, na hata pale mnapoishi. Tumia chaguo letu la huduma ya mtandaoni ili kuyasahihisha maelezo yako. Sisi hufanya ukaguzi mara kwa mara ili kuhakikisha kuwa watu wanapata malipo sahihi pamoja na kiasi kilicho haki.

### Assurance of Support (Uhakika wa Msaada)

Assurance of Support (Uhakika wa Msaada) ni kujitolea kwa mhakiki au shirika la kusaidia mtu ambaye ametia ombi la kuhamia nchini Australia, kwa hivyo hawatadai malipo ya msaada wa mapato mara tu wanapopewa viza au wanapowasili. Ikiwa wewe upo chini ya mpangilio wa Assurance of Support (Uhakika wa Msaada) na umeshayadai malipo fulani kutoka kwetu, mhakiki wako lazima alipe kiasi kamili ulichokipokea wakati wa Assurance of Support (Uhakika wa Msaada) ilipokuwemo.

### Kujifunza Kiingereza

Sisi tunaweza kukusaidia wewe kufikia madarasa ambapo unaweza kujifunza au kuboresha Kiingereza chako. Wewe utahitaji kujifunza Kiingereza ikiwa unataka kuwa raia wa Australia.

Ikiwa utapewa viza la kuja nchini Australia kama mhamiaji, mkimbizi au mhamiaji wa hisa za kibinadamu, unaweza kufikia madarasa bure ya Kiingereza kupitia Department of Education and Training's Adult Migrant English Program (AMEP) (Idara ya elimu na mafunzo ya watu wazima wahamiaji Kiingereza programu (AMEP)). Wewe utahitajika kujisajili na mojawapo ya watoa huduma za AMEP ndani ya miezi sita (au miezi 12 ikiwa umri wako ni kati ya miaka 15 na 17) ulipowasili nchini Australia au ulipoipata viza la makazi ya kudumu.

Programu ya Skills for Education and Employment (Ujuzi kwa Ajili ya Elimu na Uajira), inaweza kukusaidia wewe kuboresha ujuzi wako wa Kiingereza, kusoma pamoja na hisabati ili kuongeza uwezo wako wa kupata na kuiweka kazi ya uajira. Ili kujua kama unastahiki kwa programu hii, kutuita au kutembelea kituo cha huduma.

### Ukatili wa Familia pamoja na Manyumbani

Sisi tunaweza kuwasaidia watu walioathirika na vurugu ya familia na manyumbani kwa kutoa taarifa, rasilimali pamoja na rufaa.

Sisi tunazo habari zinayopatikana katika lugha tofauti. Ikiwa wewe au mtu unayemjua huathiriwa na familia na ukatili wa majumbani, kwenda kwenye [humanservices.gov.au/domesticviolence](https://humanservices.gov.au/domesticviolence)

Msaada unapatikana pia kutoka kwa:

**1800RESPECT—1800 737 732 au [1800RESPECT.org.au](https://1800respect.org.au)**

**MensLine Australia—1300 789 978 au [mensline.org.au](https://mensline.org.au)**

## Msaada wa ziada

### Kupata mtu ambaye atakabiliana na sisi kwa niaba yako

Ikiwa wewe ungependelea kupata mtu mwingine kushughulikia biashara yako ya Centrelink, Medicare au Child Support wewe unaweza kumteula mtu au shirika ili wakabiliane na sisi kwa niaba yako. Kwa maelezo zaidi kuhusu mipango haya kwenda kwenye [humanservices.gov.au/nominees](https://humanservices.gov.au/nominees) au kwa kutupigia simu sisi au kukitembelea kituo cha huduma.

## Centrepay

Centrepay ni huduma ya hiari ya mswada wa kulipa bili ambayo huwa ni bure kwa wateja. Tumia Centrepay ili kupanga punguzo mara kwa mara kutoka kwa Centrelink ili kulipia bili zako. Wewe unaweza kuanza au kuacha kutumia wakati wowote wewe kama. Wewe unaweza kutumia kwa aina nyingi za bili - kwa mfano huduma ya mtoto, umeme na kodi. Wewe utahitajika kutoa kibali kwetu ili kuweza kulipa bili yako kwa kutumia kiwango fulani cha malipo yako. Ili kuweza kuweka au kubadili punguzo unaweza kutumia akaunti ya mtandao ya Centrelink kupitia myGov.

Kwa maelezo zaidi kwenda kwenye [humanservices.gov.au/centrepay](https://humanservices.gov.au/centrepay)

## Malipo na Huduma za Ziada

Sisi hutambua kuwa wewe unaweza kuwa na baadhi ya gharama au masuala ambayo wewe unahitaji msaada wa ziada. Wewe unaweza pia kuwa na uwezo wa kufikia baadhi ya yafuatayo:

- Rent Assistance (Msaada wa Kodi)
- Financial Information Service (Huduma ya Taarifa ya Fedha)
- Rent Deduction Scheme (Mpango wa Utoaji wa Kodi)
- Income Management (Usimamizi wa mapato)
- Agents and Access Points (Mawakala na pointi fikivu)
- kadi za konsesheni.

Kwa maelezo zaidi kuhusu malipo na huduma hizi kwenda kwenye [humanservices.gov.au](https://humanservices.gov.au) au kutupia simu.

## Fanya biashara yako nasi kwenye mtandao

Ili kufanya biashara yako mtandaoni, unda akaunti ya myGov pamoja na uunganishe akaunti yako ya Centrelink au Medicare.

Kupitia akaunti yako ya myGov, wewe unaweza kutumia akaunti yako ya tuvuti ya Centrelink pamoja na Medicare pamoja na Express Plus mobile apps (apps za simu za mkononi). Unda akaunti ya myGov katika [my.gov.au](https://my.gov.au)

Kisha, wewe utahitajika kuunganisha akaunti yako ya Centrelink au Medicare kwa akaunti yako ya myGov. Jisajili kwenye myGov, chagua **Services** kisha **Centrelink** au **Medicare**. Jibu baadhi ya maswali ili sisi tuweze kuunganisha kumbukumbu zako zilizosahihi kwenye akaunti ya myGov.

Kwa maelezo zaidi kwenda kwenye [humanservices.gov.au/register](https://humanservices.gov.au/register)

Kwa usaidizi kwa myGov, kwenda kwenye [humanservices.gov.au/mygovguides](https://humanservices.gov.au/mygovguides) au tazama madarasa ya ziada kwenye YouTube—[youtube.com/mygovau](https://youtube.com/mygovau)

## Express Plus mobile apps

Matumizi yetu Express Plus mobile apps (apps za simu za mkononi) ili kufanya biashara nasi masaa 24 kwa siku, siku 7 kwa wiki.

## Express Plus Centrelink mobile app

Tumia app (apps za simu za mkononi) ili:

- kuripoti mapato ya uajira

- kupata taarifa ya makumbusho
- kuonyesha malipo yako pamoja na historia ya shughuli
- kusahisisha maelezo
- kuonyesha barua zako kwenye mtandao
- kupakia nyaraka kwenye mtandao
- kufuatilia maendeleo ya madai yako
- kutazama pamoja na kusahihisha chaguo lako la makisio kuhusu mapato ya familia pamoja na malipo
- kuonyesha miadi yako
- kusimamia BasicsCard yako ikiwa mapato yako yamesimamiwa
- kuonyesha tarakimu ya kadi yako ya konsesheni.

### **Express Plus Lite mobile app**

Ya Express Plus Lite mobile app hukuwezesha wewe kuripoti mapato yako katika lugha ya Kiarabu, Kichina, Kiingereza, Kiajemi pamoja na Kivietinamu.

### **Express Plus Medicare mobile app**

Tumia app (apps za simu za mkononi) ili:

- kutazama maelezo ya kadi na wanachama wa sasa wa kadi ya Medicare
- kusahihisha maelezo ya mawasiliano yako
- kusahihisha maelezo yako ya akaunti ya benki
- kuomba utaratibu wa mbadala au nakala ya kadi yako ya Medicare
- kuwasilisha madai yako kwa ajili ya huduma nyingi
- kuonyesha, kupakua, kuchapisha au kuandika barua pepe yako ya Medicare Claims History Statements (Historia ya madai ya Kauli ya Utabibu) kwa miaka mitatu iliyopita
- kuonyesha usawa wako wa Medicare Safety Net (utabibu usalama Net)
- kuonyesha, kupakua, Chapisha au barua pepe Immunisation History Statements (historia ya chanjo kauli) mwenyewe au mtoto wako chini ya umri wa 14
- kujisajili au kubadilisha uamuzi wako kuhusu Australian Organ Donor Register (rejista ya Australia chombo wafadhili)
- Kutia ombi mpya la kadi ya Australian Organ Donor Register (rejista ya Australia chombo wafadhili)
- kuonyesha nakala tarakimu ya yako Australian Organ Donor Register (rejista ya Australia chombo wafadhili) kadi
- kupata kituo cha karibu cha huduma karibu.

Ili kutafuta zaidi kuhusu programu zetu kwenda kwenye app **humanservices.gov.au/expressplus**

### **myGov Access (Kufikia myGov)**

Ikiwa wewe unapanga kusafiri nje ya nchi au mahali pa mbali na unayao akaunti ya myGov, angalia kuweza kutulia kwenye myGov Access (Kufikia myGov) kwenye simu yako ya mkononi kabla hujaondoka. myGov Access ni muumba wa msimbo wa programu pamoja na chaguo salama ili kutumia wakati unapotia saina kwenye myGov.

Kwa maelezo zaidi kuhusu myGov kwenda kwenye **humanservices.gov.au/mygov**

### **Usalama Mtandaoni**

Kuweka maelezo yako salama mtandaoni. Kwenda kwenye **humanservices.gov.au/onlinesecurity** ili kujua Zaidi jinsi.

### **Kusahihisha kulingana na tarehe ya sasa**

Ili kupata kujua kuhusu mabadiliko yanayofanywa kwenye malipo pamoja na huduma:

- tembelea na ujiunge nayo huduma yetu ya habari za mtandaoni kwa taarifa iliyo sahihishwa katika **humanservices.gov.au/multicultural**
- tujulishe mapenzi yako kwetu sisi kwenye **facebook.com/HumanServicesAU** na uulize swali
- tufwate sisi kwenye Twitter **@HumanServicesAU**

### **Kwa maelezo zaidi**

- kwenda kwenye [humanservices.gov.au/multicultural](https://humanservices.gov.au/multicultural) kwa ajili ya taarifa zaidi kwa lugha ya Kiingereza
- kwenda kwenye [humanservices.gov.au/yourlanguage](https://humanservices.gov.au/yourlanguage) ambapo unaweza kusoma, kusikiliza au kutazama taarifa katika lugha yako
- pigia simu **131 202** ili kuongea na sisi katika lugha yako kuhusu malipo pamoja na huduma za Centrelink
- pigia simu Translating and Interpreting Service (TIS National) (Huduma ya Utafsiri na Ukalimani Service (TIS Kitaifa)) kwenye **131 450** ili kuongea na sisi kwa kutumia lugha yako kuhusu malipo na huduma za Medicare na Child Support
- tembelea kituo cha huduma.

**Kumbuka:** simu kutoka simu yako nyumbani kwa '13' namba kutoka mahali popote nchini Australia wanashtakiwa kwa kiwango fasta. Kiwango hichokinaweza kutofautiana kutokana bei ya simu jirani pamoja na kutofautiana kati ya watoa huduma za simu. Simu kuelekea kwa nambari zinazoanza na '1800' kutoka simu yako ya nyumbani ni bure. Simu kutoka kwa simu ya umma pamoja na simu ya mkononi zinaweza kupimwa wakati mwafaka pamoja na kugharimika katika kiwango cha juu zaidi.

## **Kanusho**

Taarifa iliyomo katika chapisho hili inalo lengo pekee kuwa kama mwongozo wa malipo pamoja na huduma. Ni jukumu lako wewe kuamua ikiwa ungetaka kutia ombi kwa ajili ya malipo pamoja na kutia maombi yanayohusiana na hali yako maalum.





## 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/medicare/services](https://humanservices.gov.au/medicare/services)

You need to be enrolled in Medicare and meet eligibility requirements. For more information about eligibility requirements go to [humanservices.gov.au/medicare/card](https://humanservices.gov.au/medicare/card)

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](https://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/residence/descriptions](https://humanservices.gov.au/residence/descriptions)

### 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](http://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](http://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](http://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](http://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](http://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/paymentoverseas](http://humanservices.gov.au/paymentoverseas)**

## 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](http://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](https://humanservices.gov.au/domesticviolence)**

Support is also available from:

**1800RESPECT—1800 737 732 or [1800RESPECT.org.au](https://1800RESPECT.org.au)**

**MensLine Australia—1300 789 978 or [mensline.org.au](https://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](https://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](https://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](https://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](https://humanservices.gov.au/mygov)

## Online security

Keep your information safe online. Go to [humanservices.gov.au/onlinesecurity](https://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](https://humanservices.gov.au/multicultural)
- like us on [facebook.com/HumanServicesAU](https://facebook.com/HumanServicesAU) and ask us a question
- follow us on Twitter [@HumanServicesAU](https://twitter.com/HumanServicesAU)

## For more information

- go to [humanservices.gov.au/multicultural](https://humanservices.gov.au/multicultural) for more information in English
- go to [humanservices.gov.au/yourlanguage](https://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.