



Australian Government Support

Temporary Humanitarian Stay (449), Temporary Humanitarian Concern (786), Temporary Protection (785) and Safe Haven Enterprise (790) visa holders

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Introduction

You may be able to access a number of Australian Government services if you hold a Temporary Humanitarian Stay (449), Temporary Humanitarian Concern (786), Temporary Protection (785) (TPV) or Safe Haven Enterprise (790) (SHEV) visa.

This Guide will give you a basic introduction to the services and types of assistance that are available, and where you can go for advice. It will help you to find and contact the services you need.

Services include:

- some social security payments such as Special Benefit, Rent Assistance and family assistance payments (Department of Human Services)
- employment – including finding a job and Disability Employment Services
- health services, including Medicare
- mental health and emotional wellbeing services (including counselling for torture and trauma)
- education for children of school age
- Complex Case Support and free translating and interpreting services (Department of Social Services).

What you can access will depend on your visa conditions. While holding a SHEV, it is open to you to access any social security benefits that you are eligible for. However, to meet the SHEV pathway work requirements, you need to work for 42 months without accessing social security payments. For more information, visit the Department of Immigration and Border Protection website: <http://www.border.gov.au/Trav/Refu/Illegal-maritime-arrivals>.

You need to use your Evidence of Immigration Status (EIS) **ImmiCard** when registering for services.

You can apply for an EIS ImmiCard online at:

<http://www.border.gov.au/about/corporate/information/forms/online/evidence-of-immigration-status-card-immicard-request>.

You can find more information on EIS ImmiCard on:

<http://www.border.gov.au/Trav/Refu/Immi> web page available on the Department of Immigration and Border Protection website.

You may also be eligible to access other services. For more information, contact the Department of Human Services:

- Centrelink: 8:00am – 5:00pm (local time), Monday to Friday, **131 202**.
- Medicare, Child Support: 8:00am – 5:00pm (local time), Monday to Friday, **131 450**. This is the Translating and Interpreter Service (TIS National).

Social security and family assistance payments

What you can get depends on the type of visa you hold. There may also be **other** conditions that you need to know about.

You may be able to access **Special Benefit** and **Family Tax Benefit** if you meet eligibility requirements. Special Benefit payments can help if you are in severe financial hardship, not able to support yourself and your dependants. Family Tax Benefit is a two part payment that helps with the cost of raising children.

For more information on Special Benefit, visit:

<http://www.humanservices.gov.au/customer/services/centrelink/special-benefit>

For more information on Family Tax Benefit visit:

<http://www.humanservices.gov.au/customer/services/centrelink/family-tax-benefit-part-a-part-b>

There are also a range of other payments that are available from the Department of Human Services, depending on your personal circumstances. These payments include:

- **Child Care Benefit** and **Child Care Rebate** — can help with the cost of child care such as long, family or occasional day care, outside school hours care, vacation care, pre-school and kindergarten. Visit:
 - <http://www.humanservices.gov.au/customer/services/centrelink/child-care-benefit>
 - <http://www.humanservices.gov.au/customer/services/centrelink/child-care-rebate>
- **Health Care Card** and **Low Income Health Care Card** — can help you to get cheaper prescription medicine under the Pharmaceutical Benefit Scheme, Australian Government funded medical services, and access to other government concessions. Visit:
 - <http://www.humanservices.gov.au/customer/services/centrelink/low-income-health-care-card>
 - <http://www.humanservices.gov.au/customer/services/centrelink/low-income-health-care-card>
- **Double Orphan Pension** — helps with the cost of caring for orphaned children or children who are unable to be cared for by their parents in certain circumstances. Visit: <http://www.humanservices.gov.au/customer/services/centrelink/double-orphan-pension>
- **Stillborn Baby Payment** — if you have a stillborn baby on or after 1 March 2014, you may be able to receive this payment. Visit: <http://www.humanservices.gov.au/customer/services/centrelink/stillborn-baby-payment>

- **Jobs, Education and Training (JET) Child Care Fee Assistance** – helps with cost of approved child care if you are looking for a job, study or undertaking training or government funded rehabilitation to enter or re-enter the workforce as part of Job Plan or Participation Plan. Visit: <http://www.humanservices.gov.au/customer/services/centrelink/jobs-education-and-training-child-care-fee-assistance>
- **Schoolkids Bonus** – helps with education costs and is automatically paid in January and July to eligible families and students. Visit: <http://www.humanservices.gov.au/customer/services/schoolkids-bonus>
- **Rent Assistance** – may be payable if you receive a payment such as Special Benefit. Visit: <http://www.humanservices.gov.au/customer/services/centrelink/rent-assistance>
- **Paid Parental Leave Scheme including Parental Leave Pay and Dad and Partner Pay** - helps parents who are taking time off work to care for their newborn or newly adopted child. Visit:
 - <http://www.humanservices.gov.au/customer/services/centrelink/parental-leave-pay>
 - <http://www.humanservices.gov.au/customer/services/centrelink/dad-and-partner-pay>

Some of the payments can only be paid for children who have been immunised or have an approved immunisation exemption. The list of vaccines required and the age at which they are required is available from the Department of Human Service's website: <http://www.humanservices.gov.au/customer/subjects/immunising-your-children>.

More information

For more information:

- go to your nearest **service centre**; you can find it at the Department of Human Services website: <http://humanservices.findnearest.com.au/>
- visit the Department of Human Service **website**: <http://www.humanservices.gov.au/customer/themes/migrants-refugees-and-visitors>, where you can find information in your language about various payments and services. The Department of Human Services will also arrange to translate documents needed to help you make a claim for payments and services - for free. Visit: <http://www.humanservices.gov.au/customer/information-in-your-language/>
- call the Department of Human Services' **Multilingual Phone Service** on 131 202 and ask to speak to someone in your language. Support is available 8:00am – 5:00 pm (local time), Monday to Friday. You can also visit: <http://www.humanservices.gov.au/customer/services/centrelink/multilingual-phone-service>.

English language

Between 1 July 2015 and 30 June 2016 you will be able to access the Adult Migrant English Program (AMEP) if you hold one of the following visas:

- Temporary Protection Visa (subclass 785)
- Temporary (Humanitarian Concern) Visa (subclass 786)
- Safe Haven Enterprise Visa (subclass 790).

If you are eligible for the AMEP, you can receive up to 510 hours of study.

Your service provider will advise you which AMEP class will best suit your needs. They will do this based on your work and family circumstances and your current level of English. They can also help you plan for further study after the AMEP.

For more information, contact your nearest service provider or visit the AMEP website: <http://www.education.gov.au/amep>.

Employment

There are a number of ways to find a job in Australia:

- **jobactive** can assist you in finding work through jobactive providers. They can help you with:
 - advice on the local labour market and how to look for jobs, including preparing for interviews
 - referrals to jobs in your local area
 - assistance to develop a Job Plan, which lists services you will receive and the activities you will need to do while you are receiving income support
 - identification of your strengths and any challenges you face to increase your job readiness
 - assistance to develop and upload a resume on the jobactive website
 - support to complete Work for the Dole or other eligible activities to provide you with work-like experiences, to help you learn new skills and improve your chances of finding a job
 - assistance to build your experience and skills to get and keep a job
 - help with accessing wage subsidies or relocation assistance (if eligible)
 - continued assistance and support from your provider once you have started a job
 - access to the New Enterprise Incentive Scheme, if you are interested in starting your own small business (if eligible).

You can test your eligibility for assistance by visiting your nearest Department of Human Services Centre or calling **13 28 50**.

For more information on jobactive, visit: <https://www.employment.gov.au/jobactive>.

- Ethno-cultural organisations. Your cultural group may have an organisation in your city.
- Employment agencies. Private employment agencies help people find work (usually professional work). A fee may apply for the service.

There are self-service computers and printers available in the Department of Human Services Service Centres to assist you if you are looking for work. You can use these facilities to do things like type and print a resume. To find your nearest Service Centre visit: <http://humanservices.findnearest.com.au/>.

If you have a disability

You can access **Disability Employment Services** if you have a permanent disability and an assessed need for longer term, regular, ongoing support in the workplace.

Services include:

- help with preparing for work including training in specific job skills
- job search support such as resume development, interview skills training and help to look for suitable jobs
- support when initially placed into a job, including on the job training and co-worker and employer supports
- ongoing support in a job if required
- purchase of vocational training and other employment related assistance
- access to help with workplace modifications, support services and Auslan (Australian Sign Language) interpreting in the workplace
- assistance if you are at risk of losing your job because of your disability, injury or health condition.

For more information on Disability Employment Services, visit:

<http://www.humanservices.gov.au/customer/services/centrelink/disability-employment-services>

Employee rights and conditions

As an employee in Australia, you have certain rights that guarantee minimum wages, allowances, overtime, penalty rates, hours of work, sick leave, workplace safety and much more. These will be different for different states, so you need to ask your employer for specific details. Your rights will be the same as the rights of other employees in that location.

Jobs can have many different conditions. They can be permanent, which means that you get benefits such as sick leave and paid holidays, or casual, which means that you only get paid for the hours that you work.

You might be working full time or part time, during business hours or at night. It is important that you only take a job if you can work the required hours in addition to your family commitments.

For more information visit Fair Work Ombudsman website:

<http://www.fairwork.gov.au/employee-entitlements>.

Fair Work Ombudsman also has information in 27 languages:

<http://www.fairwork.gov.au/contact-us/language-help>.

Occupational Health and Safety

Each state and territory has laws to keep employees safe in the workplace. These laws include providing a safe working environment with adequate facilities, training employees on potential workplace hazards, monitoring the health of employees and providing qualified persons to give health and safety advice.

All employees must follow their employer's health and safety procedures. This may include cooperating with management, wearing protective clothing and ensuring that their actions in the workplace do not endanger themselves or others. For more information on occupational health and safety you can visit the Safe Work Australia website: <http://www.safeworkaustralia.gov.au/sites/swa/pages/default>.

Health services

Medicare is Australia's national health care system. Medicare provides access to free public hospital care and assistance with doctor's fees. Medicare **does not pay** for ambulance costs, most dental services, physiotherapy, spectacles, podiatry, chiropractic services, or private hospital accommodation.

To access Medicare, you will need to register. To register, you will need to go to a **Department of Human Services Service Centre** and bring a completed Medicare enrolment form, your ImmiCard and evidence of your visa (for example, a letter from the Department of Immigration and Border Protection). If you are unable to provide evidence of your visa, service officers can check your visa entitlement online with your permission. To find your nearest Service Centre visit:

<http://humanservices.findnearest.com.au/>.

You will be given a temporary Medicare card number to use. Your Medicare card will be posted to you approximately three weeks later. You need to take it with you every time you go to see a doctor or if you go to a hospital.

When you visit your doctor, they may "bulk bill". This means the doctor will claim from Medicare and you will not have to pay for the service. If the doctor does not bulk bill, you will be asked to pay for your treatment and you may be able claim some of the costs back from Medicare or your private health insurance fund. You must take your Medicare card (and Health Care Card if you have one) when you visit your doctor.

For more information visit the Department of Human Services website:

<http://www.humanservices.gov.au/customer/subjects/medicare-services%20-%20a8>.

General practitioners (GP)

If you have a health concern and it is not an emergency, you should go first to a family doctor (also called a 'general practitioner' or GP) or to a medical centre. You can choose which doctor or medical centre you attend – they are listed in the **Yellow Pages** telephone directory under 'Medical practitioners' and online at

<http://www.yellowpages.com.au/>. You can also find local health services on Health Direct Australia website: <http://www.healthdirect.gov.au/australian-health-services>.

Your doctor will require that you make an appointment, usually by telephone, before you arrive. Make sure you are on time for your appointment.

Doctors may use a Translating and Interpreting Services (TIS National) interpreter to assist with your medical consultation. You can ask your doctor to access this service on **131 450**.

Specialist care

For treatment of more serious conditions, your family doctor may refer you to a specialist who is an expert in that particular condition. Generally, you will need to get a referral from a doctor or hospital to be able to see a specialist. Specialist doctors are more expensive to visit than General Practitioners. It is often difficult to get an immediate appointment with a specialist and you may have to wait several weeks or months.

Medicines

If your doctor thinks you need medicines, you may be given a prescription to take to a chemist shop or pharmacy. Many medicines, such as antibiotics, are only available with a prescription. You must also bring your Medicare card when collecting your medicines from the chemist shop.

It is important to read labels and instructions on medicines carefully and ask questions if you are uncertain. For help or information about medicines, speak to a pharmacist or call the **Medicine Line** on 1300 633 424, Monday to Friday, 9 am to 5 pm. For more information visit: <http://www.nps.org.au/contact-us/medicines-line>.

Pharmacists may use a Translating and Interpreting Services (TIS National) Interpreter to assist with your medicine consultation. You can ask your pharmacist to access this service on **131 450**.

Hospitals

There are public and private hospitals in Australia. Public hospitals are funded by the Government and are free to patients under Medicare. Private hospitals charge patients directly for their services. Patients are charged separately for medical services provided by doctors in private hospitals and Medicare may refund a proportion of these fees but the patient must pay the difference.

To find health service near you visit the Health Direct Australia website at: <http://www.healthdirect.gov.au/australian-health-services/>.

The website also includes:

- health advice information line including after-hours GP helpline (1800 022 222)
- Pregnancy, Birth and Baby Helpline (<http://www.pregnancybirthbaby.org.au/>).

In an emergency

In case of an emergency or accident, you can receive treatment at the nearest hospital emergency department.

The states and territories have primary responsibility for public hospitals; community and public health; ambulance, public dental services and mental health programmes. Select your state or territory at <http://www.australia.gov.au/content/health-and-wellbeing-states-and-territories> for specific information.

If you need an ambulance

- If you phone '000', you will be asked if you need ambulance, fire or police assistance.
- You should say the name of the service you require.
- If you do not speak English, say 'Interpreter' and the name of the language you speak.
- Tell them your name, address and telephone number.
- Tell them what is happening and where you are.
- If you are confused and don't know what to say, do not hang up. Stay on the line and the operator can work out where you are calling from.

Remember: only phone '000' if there is an **emergency**.

You can find emergency information in your language on the Triple Zero (000) website: [http://www.triplezero.gov.au/Pages/TripleZero\(000\)AwarenessCampaignandpromotionalmaterial.aspx](http://www.triplezero.gov.au/Pages/TripleZero(000)AwarenessCampaignandpromotionalmaterial.aspx).

If the situation is not an emergency you should seek medical assistance from your family doctor. You should always try to contact your regular family doctor first. But if they are not available, the services listed below have qualified nurses who can provide immediate professional advice on how urgent your problem is and what to do about it.

Refer to the details below to find out more about the 24 hour, seven days a week telephone health service in your state or territory.

State / Territory	Telephone Health Advice Service	Telephone number	Website
ACT	healthdirect	1800 022 222	www.healthdirect.org.au
NSW	healthdirect	1800 022 222	www.healthdirect.org.au
NT	healthdirect	1800 022 222	www.healthdirect.org.au
QLD	13HEALTH	13 43 25 84	www.health.qld.org.au
SA	healthdirect	1800 022 222	www.healthdirect.org.au
TAS	healthdirect	1800 022 222	www.healthdirect.org.au
VIC	NURSE-ON-CALL	1300 606 024	www.health.vic.org.au
WA	healthdirect	1800 022 222	www.healthdirect.org.au

Ambulance costs

Medicare does not cover the cost of ambulance transport. Ambulance costs vary depending on which state or territory you live in and can be expensive even for a short ride if you do not have ambulance insurance coverage.

In Queensland and Tasmania, ambulance services are generally provided free for local residents. In all other states and territories, fees may be charged. The fees can vary depending on how far you travel by ambulance, the nature of your illness and whether you are eligible for a concession.

If you live outside Queensland or Tasmania you may want to insure against ambulance costs, either through membership schemes provided by the ambulance service (in the Northern Territory, South Australia, Victoria and country areas of Western Australia) or through a private health insurance fund (in the Australian Capital Territory, New South Wales and metropolitan Western Australia).

Mental health / Emotional wellbeing services

Early Health Assessment and Intervention Services

Early Health Assessment and Intervention services can help you and your family overcome physical and psychological health problems and refer you to other health services including torture and trauma counselling.

You can also be referred to these services by general practitioners and other health services, educational providers, legal services, community services, family friends/ community members. You can also refer yourself.

These services are delivered by the Forum of Australian Services for Survivors of Torture and Trauma (FASSTT). There is one FASSTT agency in each Australian state and territory:

State / Territory	Organisation	Telephone	Website
ACT	Companion House	02 6251 4550	www.companionhouse.org.au
NSW	STARTTS (Service for the Treatment & Rehabilitation of Torture & Trauma Survivors)	02 9794 1900	www.startts.org.au
NT	Melaleuca Refugee Centre – Support Service for Survivors of Torture and Trauma	08 8985 3311	www.melaleuca.org.au/
QLD	QPASTT (Queensland Program of Assistance to Survivors of Torture and Trauma)	07 3391 6677	www.qpastt.org.au
SA	STTARS (Survivors of Torture and Trauma Assistance and Rehabilitation Services)	08 8346 5433	www.sttars.org.au
TAS	Phoenix Centre – Support Service for Survivors of Torture and Trauma	03 6234 9138	www.mrchobart.org.au
VIC	Foundation House – Victorian Foundation for Survivors of Torture (VFST)	03 9388 0022	www.foundationhouse.org.au
WA	ASeTTS (Association for Services to Torture and Trauma)	08 9227 2700	www.asetts.org.au

Education for children of school age

You can access education for children of school age through public and through non-government schools.

Schooling in Australia starts with a preparatory year followed by 12 years of primary and secondary school.

Level	Age (approx.)	Grade
Pre-school	3-5	N/A
Kindergarten/Preparatory/Reception/Transition/Pre-primary	5-6	N/A
Primary school	6-12	1-6
High school /secondary school	12-18	7-12
<u>Note:</u> In some states primary school ends at Year 7 and High school commences in Year 8.		

Preschool helps children to develop physically, emotionally and socially in the year before going to school.

Government schools provide free education. However, most schools ask for a small fee or a voluntary contribution to enhance the school's educational and sporting programs. There are additional educational materials or services that parents are expected to provide or pay the school to provide. Parents may need to provide their children with pencils, pens, textbooks and school uniforms.

All schools provide subjects in the key learning areas: English, mathematics, studies of society and the environment, science, arts, languages other than English, technology, personal development, health and physical education. Many schools offer additional learning support for children studying English as a second language (ESL) in government schools.

In Australian schools, children from different religious and socioeconomic backgrounds study and interact together in the classroom and during out-of-class activities. Most schools are coeducational which means boys and girls are taught in the same classroom.

Children will be placed in a grade based on age and previous school experience, although younger children who speak little English may be placed in a lower grade at first.

Enrolment and immunisation

To enrol your child in a school, contact the school by telephone or in person. You will need to take your ImmiCard, proof of your child's date of birth, and any papers including school reports relating to their previous education. You may also need to show immunisation documents.

By Australian law, your child must have an immunisation status certificate to enrol in primary school. This certificate is a statement showing the immunisations your child has received.

To find out at what age your child should receive certain vaccines visit the Department of Human Service' website:

[http://www.humanservices.gov.au/customer/services/medicare/australian-childhood-immunisation-register.](http://www.humanservices.gov.au/customer/services/medicare/australian-childhood-immunisation-register)

For more information on education in Australia visit:

[http://www.australia.gov.au/information-and-services/education-and-training/school-education.](http://www.australia.gov.au/information-and-services/education-and-training/school-education)

Services provided by the Department of Social Services

Complex Case Support services

If you or your family members (including children) have intense or critical needs, you may be able to receive some Complex Case Support (CCS) services for up to six months.

These needs might be because of a range of reasons which include:

- health and medical problems
- mental health issues
- violence in your home or family
- personal or family relationship difficulties
- problems affecting children or young people in your family
- financial or legal difficulties.

You can be referred to CCS services by anyone in the community including yourself as described below. Examples of some organisations that may assist you in the referral process are:

- asylum seeker support groups
- government agencies
- community and health organisations
- local church and volunteer groups
- doctors, teachers, police officers and school counsellors.

People are referred to CCS by completing the Referral for **Complex Case Support form**, available at the Department of Social Services website:

<https://www.dss.gov.au/our-responsibilities/settlement-and-multicultural-affairs/programs-policy/settlement-services/complex-case-support-programme> and sending it to the **Complex Case Support team** at ccs@dss.gov.au.

The Department of Social Services assesses and decides whether to accept each referral to CCS. You will get a letter from the department to tell you whether or not you have been accepted to receive CCS services. The department may also telephone you about your referral to CCS.

Free Translating and Interpreting Services

Free Interpreting Services

You can use free Interpreting Services to help you with Medicare and other health services provided by General Practitioners, medical specialists and pharmacists.

Immediate telephone interpreting services

You can access immediate telephone interpreting services through TIS National by calling 131 450.

See immediate telephone interpreting web page: <https://www.tisnational.gov.au/Non-English-speakers/Help-using-TIS-National-services/Immediate-telephone-interpreting-for-non-English-speakers> for more information.

Pre-booked telephone interpreting services

You may require an organisation to book a telephone interpreting service for you in advance for a scheduled appointment or interview.

Visit pre-booked telephone interpreting web page: <https://www.tisnational.gov.au/Non-English-speakers/Help-using-TIS-National-services/Pre-booked-telephone-interpreting-for-non-English-speakers> for more information.

On-site interpreting services

On-site (face-to-face) interpreting is available to help non-English speakers and English speakers communicate with each other at a particular location. On-site appointments are usually booked by the organisation that needs to communicate with their non-English speaking client.

Visit on-site interpreting web page: <https://www.tisnational.gov.au/Non-English-speakers/Help-using-TIS-National-services/On-site-interpreting-for-non-English-speakers> for more information.

Free Translating Services

You can use free Translating Services for two years following the grant of your initial subclass 449, 786, 785 or 790 visa.

This will help you with translation of ten key documents such as personal identification, driver licence and educational or trade qualifications.

A full list of eligible documents is available at: <https://www.dss.gov.au/our-responsibilities/settlement-and-multicultural-affairs/programs-policy/settle-in-australia/help-with-english/free-translating-service>.

Applications for the Free Translating Service are made at Adult Migrant English Program (AMEP) Providers around Australia. Locations of AMEP Providers in every state and territory are published on the AMEP website: <http://www.education.gov.au/amep>.

More information

The **Frequently Asked Questions for non-English speakers**, available at: <https://www.tisnational.gov.au/Non-English-speakers/Frequently-Asked-Questions-for-non-English-speakers>, is available in a range of TIS National's high demand languages to allow non-English speakers to access information about our services, document translations and working with interpreters.