



# Exemptions from the Newly Arrived Resident's Waiting Period

The Newly Arrived Resident's Waiting Period is the amount of time new migrants must wait before they can access certain welfare payments from the Australian Government.

The length of the waiting period depends on a person's situation and payment type.

Some people can get an exemption from the waiting period for some or all welfare payments. This means they may not have to wait at all or may be able to have the waiting period reduced.

## People who do not have to wait to access payments

The Newly Arrived Resident's Waiting Period does not apply to the following people for some or all payments or concession cards:

Category	Immediate access to the following, where eligible
Australian citizens	All payments and concession cards
Holders of permanent refugee and humanitarian visas (refugees) (including subclasses 200, 201, 202, 203, 204, 851 and 866)	All payments and concession cards
Former refugees (people who previously held one of the above permanent refugee or humanitarian entrant visas)	All payments and concession cards
Children and partners of refugees and former refugees	All payments and concession cards

Category	Immediate access to the following, where eligible
Holders of referred stay (permanent) visas (subclass 852)	All payments and concession cards
Holders of certain temporary humanitarian visas (including subclasses 060, 070, 449, 785, 786 and 790)	<ul style="list-style-type: none"> <li>• Special Benefit</li> <li>• Family Tax Benefit Part A</li> <li>• Parental Leave Pay</li> <li>• Dad and Partner Pay</li> </ul>
Holders of certain carer visas (subclasses 836 and 116)	<ul style="list-style-type: none"> <li>• Carer Payment</li> <li>• Carer Allowance</li> </ul>
New Zealand citizens on a Special Category Visa (current and former holders of subclass 444)	<ul style="list-style-type: none"> <li>• Family Tax Benefit Part A</li> <li>• Parental Leave Pay</li> <li>• Dad and Partner Pay</li> </ul>
Holders of Orphan Relative and Remaining Relative visas (subclasses 115, 117, 835 and 837)	<ul style="list-style-type: none"> <li>• Family Tax Benefit Part A</li> <li>• Parental Leave Pay</li> <li>• Dad and Partner Pay</li> <li>• Carer Allowance</li> </ul>
All newly arrived migrants who have a Family Tax Benefit eligible child	<ul style="list-style-type: none"> <li>• Low Income Health Care Card</li> </ul>

A person who is exempt from the waiting period for a particular payment or concession card may still have a waiting period for other payments and concession cards.

## People whose circumstances change

There are also exemptions for people whose circumstances change while they are serving the waiting period. These exemptions only apply to certain payments or concession cards as outlined below:

Situation	Eligible for an exemption for
A person who has experienced a substantial change of circumstances since the start of their waiting period and is in financial hardship (see below for explanation)	<ul style="list-style-type: none"> <li>• Special Benefit</li> <li>• Low Income Health Care Card</li> </ul>
A person who becomes a lone parent after becoming an Australian resident	<ul style="list-style-type: none"> <li>• Parenting Payment</li> <li>• Newstart Allowance</li> <li>• Youth Allowance</li> <li>• Farm Household Allowance</li> </ul>
A person who is receiving an income support payment because they are exempt from the waiting period for one of the above reasons	<ul style="list-style-type: none"> <li>• Carer Allowance</li> <li>• Family Tax Benefit Part A</li> <li>• Parental Leave Pay</li> <li>• Dad and Partner Pay</li> </ul>

## Substantial change of circumstances

A substantial change of circumstances could include a situation where:

- a person becomes sick or injured and has to stop work
- a person's family member becomes sick or disabled and the person has to stop working because no one else is able to look after them
- a person's partner or the person who sponsored them to come to Australia becomes sick or disabled and is no longer able to support them
- a person's partner or the person who sponsored them to come to Australia dies and they have no other support
- a person has experienced domestic or family violence.

To get Special Benefit because of a substantial change of circumstances, a new migrant needs to show that they have no other way to support themselves and that they are in financial hardship. They also need to meet all the other rules for Special Benefit.

## How to apply for an exemption

People who think they might be eligible for an exemption from the Newly Arrived Resident's Waiting Period should contact the Department of Human Services to discuss their situation.

To get an exemption from the waiting period, new migrants need to make a claim for the payment they want to receive with the Department of Human Services.

When a person makes a claim, they will answer questions to help determine whether they are eligible for an exemption from the waiting period.

If a person is eligible for an exemption from the waiting period and they meet all the other requirements for the payment, their claim will be granted and they can start getting payment.

## More information

For more information about the waiting period and exemptions, go to [www.humanservices.gov.au/newresidentswaiting](http://www.humanservices.gov.au/newresidentswaiting)

For more information in your language, call the Department of Human Services Multilingual Phone Service on 131 202.