



Streamlining Services for Refugees

What is changing?

If you are a newly arrived refugee, from 1 January 2019 you will be referred to jobactive once you have been receiving income support for six months. This is a change from the current arrangements, where referral occurs before 13 weeks.

Who is affected?

You will receive an exemption from mutual obligation requirements for the first 13 weeks after you arrive in Australia. If you receive income support payments and your exemption period finishes on or after 1 January 2019, you will be affected by the change. There are no changes to referrals to ParentsNext, Transition to Work or Disability Employment Services.

What assistance will be available?

You will continue to receive help through the Humanitarian Settlement Program (HSP) and the Adult Migrant English Program (AMEP). This will help you adjust to life in Australia and improve your English proficiency. You will also be able to participate in Stream A (Volunteer) of jobactive. You will receive help with looking for work, writing résumés, and preparing for interviews. You will become eligible for the full suite of jobactive assistance after six months on income support.

Will newly arrived refugees have mutual obligation requirements?

After 13 weeks on income support, you will still need to discuss and agree to a Job Plan with the Department of Human Services. Your Job Plan outlines the activities you have agreed to undertake to give you the best chance of finding a job. You will be able to meet your mutual obligations by;

- participating in HSP
- undertaking English language training through AMEP
- paid work
- other approved study or training
- voluntary work
- other approved activities
- or a combination of these activities.

For more information:

- Go to jobactive.gov.au

- Visit your local Centrelink office
- Call the National Customer Service Line on 1800 805 260

Do you need help with this fact sheet?

If you need an interpreter, please call the Translating and Interpreting Service (TIS) on 131 450*.

If you are deaf, or have a hearing or speech impairment, you can use the National Relay Service.

For more information, visit www.relayservice.com.au *

**Note that call charges apply for calls to '13' numbers from mobile phone.*