



## Settling in



The quickest way to settle into your new life in Australia is to:

- learn English



- find work



- do some training



Moving to a new country can be stressful.



You might be worried about:

- housing and where you will live



- getting a job



- how well you can speak English



The Australian Government has services you can use to support you while you settle in.

The Department of Social Services (DSS) runs the Humanitarian Settlement Program (HSP).



The program gives people the support they need.



How much support you can get depends on:

- your needs
- your family's needs



At the start you can get help from your:

- caseworker



- proposer



They will:

- meet you at the airport



- take you to the place you will be staying



There are some things you will need to do in the first few weeks you are in Australia.



The steps below show you:

- what you need to do



- when you need to do it



Your caseworker can help you with each of the steps.

## In week 1



Arrive at the airport in Australia.

You will be met by your:

- caseworker



- proposer



Travel to the place you will be staying.



Open a bank account.



Learn how to use your account and how to:

- withdraw money – take money out



- deposit money – put money in



Register with Centrelink so you can get money from the Government to support you.



Register with Medicare so you can get support for any medical care you need.





Get your Tax File Number so you can look for a job.

## In the first 2 weeks



Enrol your children in school.



Learn about your new neighbourhood – the area you will be living in.



Learn where to find the nearest:

- shopping centre



- supermarket



- hospital



- library



- public transport – buses, trains

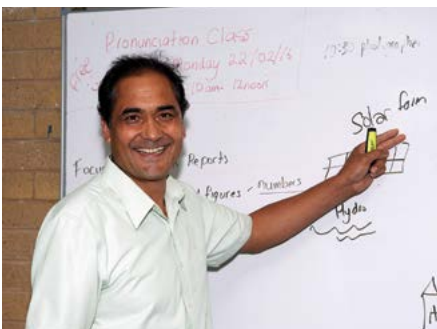


Find a doctor near where you live who can give you and your family medical care.

## In the first 6 months



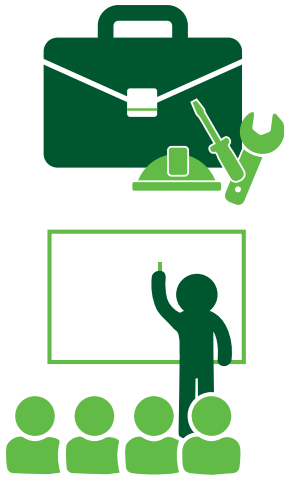
Have your health checked.



Join the Adult Migrant English Program (AMEP) so you can learn English.



Find a new place to live if you are only staying where you are for a short time.



Start to look for:

- a job
- training you could do to learn new work skills

## Moving



Everyone who lives in Australia can travel between the states and territories.



Moving away from your first Australian home might mean you lose some of the support you get through the HSP.



Before you decide to move, get advice from your:

- caseworker





- proposer



Australia is a big country with lots of space.



People across Australia stay connected through communication and transport links.



Australians will often travel a long way to visit their friends or family on:

- weekends
- holidays



You do not need to change where you live – it is easy to visit your friends or family.



You can use public transport such as buses and trains to visit them for a short time.

# Important names and contacts

## Caseworker



You will be given a caseworker to help you settle in if your visa is a subclass:

- 200
- 201
- 203
- 204



Caseworkers are from organisations that are part of the HSP.



Your caseworker will:

- meet you at the airport



- support you while you settle in



They cannot be with you all the time.



You need to do a lot of things by yourself.



There are lots of people who work for different parts of the Government.

It is their job to help you.

## Proposer



Your proposer will help you settle in if your visa is subclass 202.



A proposer is usually a:

- family member
- friend
- community organisation



A caseworker might make a time to meet with you and your proposer.



They will work out if you need any extra support.

## Onshore orientation



You will go to classroom sessions to help you when you first arrive.



This is called onshore orientation.



Onshore orientation will build on what you learn from AUSCO.



It will give you:

- knowledge
- skills you can use





It will help you put the things you have learned into practice in your new community and city.



You might go on excursions – activities away from the classroom.



Onshore orientation is a good way to:

- have your questions answered



- learn from other people whose life is like yours



- learn how to do things such as
  - finding somewhere to live



- budgeting – working out how much money you have and how you will spend it





Somebody might take you to the shops in your area that have the lowest prices.



This will help you learn about budgeting.



You might learn more about Australian law by talking to:

- police



- lawyers



You can find more information about settlement services on the Department of Social Services website.

[www.dss.gov.au](http://www.dss.gov.au)

## Translating and interpreting services



If you need an interpreter call the Translating and Interpreting Service (TIS National) on 13 14 50.



You can find more information about TIS National from their website.

[www.tisnational.gov.au/en/Non-English-speakers](http://www.tisnational.gov.au/en/Non-English-speakers)

## Centrelink



Centrelink is a service run by the Australian Government to help people who need support.



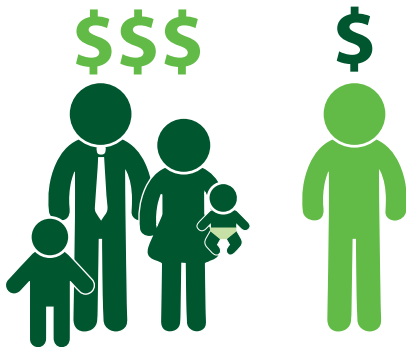
You might be able to get money from Centrelink.



Centrelink will put money in your bank account once every 2 weeks.



How much you can get might be different to how much somebody else gets.



Centrelink will work out how much to give you based on your personal situation.

## Adult Migrant English Program



You might be able to learn English with the AMEP.



AMEP can give you up to 510 hours of free English classes.



You can find more information about where to find your closest AMEP on the following website.

[www.education.gov.au/amep](http://www.education.gov.au/amep)



You can also call the Skilling Australia information line on 13 38 73.

## Tax File Number



You need a Tax File Number (TFN) to be able to get:

- work
- payments from Centrelink



The Australian Taxation Office will give you a TFN.

Your TFN is unique – only you can use it.



It helps you apply for payments from Centrelink to support your family.

## Centrelink



People who work at Centrelink can help you get your TFN.



You can find more information on the Australian Taxation Office website.

[www.ato.gov.au](http://www.ato.gov.au)

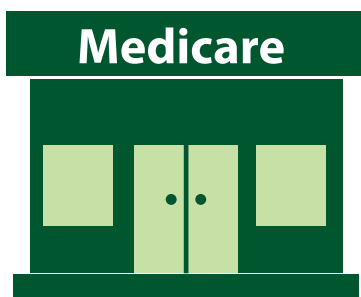
## Medicare



Medicare is Australia's national health care system.



Medicare can help you pay the cost of some medical care.



Your caseworker or proposer can show you where to find the nearest:

- Medicare service centre





- hospital



- doctor's office



- other health services.



You can find more information about Medicare on the Department of Human Services website.

[www.humanservices.gov.au/medicare](http://www.humanservices.gov.au/medicare)

## Immunisation



You will need to have a full health check.



Your children should have their immunisations – treatments to stop them getting sick.



Children do not have to be immunised but it is highly recommended.



In some states and territories you will be asked for your child's immunisation records when they go to:

- day care
- school



You can find more information about immunisation on the Department of Health's website.

[www.health.gov.au](http://www.health.gov.au)

*Use of the Medicare card image is for demonstrative purposes only and is not an endorsement from the Commonwealth.*

