



Australian Government

Department of Immigration  
and Citizenship

## Settlement information for migrants to Australia

Form

994i

### **Congratulations on your decision to migrate to Australia. We wish you well and hope you will be happy in your new home.**

This form provides a short summary of some key areas you should consider when preparing for your new life in Australia and is available on the Department of Immigration and Citizenship (the department) website in English and 37 languages at [www.immi.gov.au/allforms/languages/languages\\_num.htm](http://www.immi.gov.au/allforms/languages/languages_num.htm) For most migrants the primary sources of information about Australia are relatives, friends and contacts in Australia. Any extra research you are able to do before your arrival will help your settlement prospects.

The department *Living in Australia* web pages are available from [www.immi.gov.au/living-in-australia/](http://www.immi.gov.au/living-in-australia/) and provide more detailed settlement information and include services available for newly arrived migrants.

The *Beginning a Life in Australia* booklet is available in English and 37 community languages. It has detailed information about services for prospective and newly arrived migrants, and is available from [www.immi.gov.au/living-in-australia/settle-in-australia/beginning-life/](http://www.immi.gov.au/living-in-australia/settle-in-australia/beginning-life/)

### **Australia's diverse society**

Australia is an accepting, diverse society with people from many different cultural, ethnic, linguistic and religious backgrounds. Australians come from all over the world. About 45% of Australians were either born overseas or have a parent who was born overseas.

Australians practise a wide variety of religions. Everyone is free to express and maintain their cultural and religious traditions, within the law, and can participate and belong as an Australian. At first, you may not be used to such diversity, but if you are open and respectful towards people, ideas and traditions, you are likely to fit in and be successful in your new life.

The freedom and equality we enjoy in Australia depends on everyone fulfilling their responsibilities. You are expected to be loyal to Australia, support our democratic way of life and help maintain Australia's tradition of acceptance, inclusion and fairness for all. There are federal, state and territory laws that prohibit discrimination on a range of grounds (such as race, gender, disability, age or sexual preference) and in a range of areas of public life (such as employment, education, accommodation, access to goods and services, and government actions).

English is the national language, although there are over 260 languages spoken in Australia, including indigenous languages. If you cannot speak English we strongly encourage you to learn as soon as practical after arrival. You may be eligible for free classes through the Adult Migrant English Program (AMEP). Details about this program are on page 5.

### **Customs and quarantine**

The Australian mission can give you information on Australian customs and quarantine regulations. It will tell you what you can and cannot bring into Australia, the special conditions for bringing in your household goods, animals/animal products, and about customs duties. For more information go to [www.customs.gov.au](http://www.customs.gov.au)

### **Money and banking**

You should arrange traveller's cheques or other negotiable currency such as US or Australian dollars before you travel. You can exchange foreign currency into Australian dollars at most Australian international airports.

People usually keep their money in a bank or other financial institution. If you open an account with one of these institutions within 6 weeks of arrival, you usually only need your passport. After 6 weeks you will need extra identification to open an account.

### **Transport**

You will need to find transport from the airport to your accommodation. There are taxis and buses at all international and most other airports.

To drive a car, you need an Australian driver's licence. An international driver's licence may be acceptable for a short time. Contact the nearest state or territory transport department for information about getting a driver's licence. The local telephone directory lists the relevant agency with contact details.

Disobeying traffic laws can result in expensive fines, the loss of drivers licence or even imprisonment. Laws in Australia are strict regarding speed limits and driving after drinking alcohol. It is illegal to drink alcohol or be intoxicated while driving. Australian law states that everyone travelling in a car must use a seatbelt or child restraint.

### **Housing**

To rent/buy a house/flat, you can find out what is available through advertisements in newspapers, on the internet or through real estate agents. Payment of a bond, equal to a month's rent, plus one month's rent in advance is usual practice when renting. Housing in Australia can be difficult to find and rent can be expensive.

### **Schools**

School is compulsory for all children between 5 and 15 years of age. These ages may vary slightly in some states and territories. You should enrol your children in a school as soon as possible.

Pre-school is also available for children between 3 and 5 years of age. It is usually part-time and is not compulsory.

Information about local schools is available from state or territory education departments. The local telephone directory gives contact details.

### **Safety in Australia**

Like in any country, there are dangers to be avoided. Swimming in the ocean or in rivers can be very dangerous and even life threatening. At ocean beaches, you should swim between the red and yellow flags or not swim at all. Fishing on ocean rocks is also dangerous and life threatening.

The Australian 'bush' has dangerous snakes and insects. In major cities you should be careful about your personal safety late at night.

## Cost of living in Australia

The cost of living in Australia, compared to many other countries, is high. It is essential that you think about how you will provide for yourself and your family for at least the first 2 years. Do not assume you will find a job quickly.

The cost of relocating is high. There are significant costs involved in travelling to Australia, moving household goods and setting up a new home.

## Social security

The Australian Government delivers services to assist people to become self sufficient and support those in need through an agency called Centrelink. The Family Assistance Office provides assistance to families. There are many rules which affect payments administered by Centrelink and the Family Assistance Office. The information provided here is a general guide only and you must discuss your specific needs with these agencies.

You can find Centrelink office locations and telephone numbers in the local telephone directory. You can speak to Centrelink staff and have your questions answered in languages other than English by calling 131 202. This is not an interpreter service. Calls to this number are charged at the cost of a local call from anywhere in Australia. Calls made from public pay phones or mobile phones may be charged at a higher rate.

Centrelink has a lot of information about its services and payments including an extensive range of translated information. For more information on translated Centrelink publications, call 131 202 or visit the website [www.centrelink.gov.au](http://www.centrelink.gov.au) and select *We speak your language* on the Centrelink home page.

More information about social security payments or international agreements before arriving in Australia can be obtained from:

Website: [www.centrelink.gov.au](http://www.centrelink.gov.au)

Mail: Centrelink International Services  
GPO Box 273  
HOBART TAS 7001  
AUSTRALIA

Telephone: 131 673 (Centrelink International Services  
in Australia)  
131 202 (for information in languages  
other than English)  
+613 6222 3455 (outside Australia)

**(Note:** If you wish to call Centrelink International Services from outside Australia, free call numbers are available from many countries. See the Centrelink website for a list of these numbers.)

## 104 weeks waiting period for social security

Most newly arrived migrants have to live in Australia as permanent residents for 104 weeks before they can get most social security payments, including unemployment, sickness, student, carer and a number of other payments. There is no waiting period for Family Assistance payments.

Access to income support payments will depend on your visa class, that is whether you are a holder of a permanent visa or a temporary visa and your particular circumstances, including income and assets. Only periods spent in Australia as a permanent resident count towards the waiting period. To be eligible for age and disability pensions, you generally have to live in Australia for 10 years.

New Zealand citizens who arrive in Australia using a Special Category visa (SCV) are generally not entitled to most income support payments unless they were in Australia on 20 February 2001 or for 12 months in the 2 years immediately prior to this date. If you arrive in Australia after this date as an SCV holder you will generally need to apply for and be granted a permanent resident visa and serve any waiting period after the permanent visa is granted before you will be eligible for payments. An SCV holder may still be entitled to Family Assistance payments (see below) or some Health Care Cards. There is also a Social Security Agreement with New Zealand which covers Age Pension and Disability Support Pension and Carer Payment in limited situations.

It is very important to understand that you should have enough money to support yourself (and your dependants) for at least your first 2 years in Australia. If you have a sponsor or an assurer you should ask them, prior to your arrival in Australia, about the support they are willing and able to provide.

## Waiting period exemptions

If you are a migrant who is a humanitarian entrant, or a partner or dependent child of a refugee; an Australian citizen, or a partner or dependent child of an Australian citizen; or a permanent resident who has lived in Australia for 2 years at any time, you may be exempt from the two-year waiting period for most social security payments.

If you are caring for a person who is a permanent resident and if you are holding a specific Carer visa, you may be exempt from the waiting period for Carer Payment. You may also be eligible for Carer Allowance which is not subject to a waiting period.

A payment called Special Benefit may be available during the waiting period if you are in severe financial hardship because you have suffered a substantial change in circumstances beyond your control. This payment is only available in very limited circumstances. Inability to find a job or running out of money are not sufficient reasons to qualify for Special Benefit.

If you become widowed, disabled or a single parent after commencing to live in Australia as a permanent resident visa holder, you may be eligible for an allowance or pension. You may also be able to get a pension without having lived in Australia for 10 years if you are covered by an international social security agreement. Australia has social security agreements with a number of countries. See the Centrelink website for a list of these countries.

## Assurance of Support

Some migrants may be required to provide an Assurance of Support with or without a bond, depending on their visa type, before their visa applications can be approved. An Assurance of Support is an undertaking given by an Australian citizen or permanent resident that they will provide financial support to you for the duration of the Assurance of Support period and be responsible for any social security payments which may be made to you. If you migrate with an Assurance of Support and apply for and receive a social security payment during the Assurance of Support period, your assurer will be responsible for repaying the amount paid to you.

If the Assurance of Support includes a bond, and you receive a social security payment during the Assurance of Support period the amount paid to you will be first deducted from the bond and your assurer will be responsible for the amount paid to you in excess of the bond amount. This is regardless of whether you have served the waiting period or you have a waiting period exemption.

To find out what payments are recoverable under the Assurance of Support scheme contact Centrelink on 132 850.

## Help for families with children

New migrants with dependent children may be able to receive Family Assistance payments to help with the cost of raising children. Generally, you must hold a permanent visa and be permanently living in Australia in order to be eligible, but there are some exceptions. There is no waiting period for these payments. Family Assistance payments are intended only as an income supplement and do not provide enough to live on.

Family Assistance benefits include Family Tax Benefit Part A, Family Tax Benefit Part B, Child Care Benefit and Child Care Rebate. The amount of Family Tax Benefit you may be entitled to depends on the age and number of children in your family and on your family's total annual income over the current income year. Child Care Benefit may be paid to help with the cost of putting your child into child care. The amount of Child Care Benefit you may receive will depend on your family's annual income over the current income year, the type of child care you choose (approved or registered), the number of children in child care, the reason you are using care and how many hours of child care you use. Your child must also be up-to-date with immunisation or have an immunisation exemption for you to be eligible to receive the Child Care Benefit.

The Child Care Rebate covers 50% of out-of-pocket approved child care costs up to a maximum of AUD7,500 (indexed) per child per year (pending legislation) and can be paid quarterly or annually. You may be eligible for the Child Care Rebate if you use approved child care, are eligible for Child Care Benefit and you and your partner pass the work, training, study test. There is no income test for the Child Care Rebate. If you are eligible for Child Care Benefit but your Child Care Benefit entitlement is zero due to income, you may still be eligible for the Child Care Rebate.

There are also 2 other forms of extra assistance for families with babies. The Baby Bonus Payment provides money to help with the extra costs of a new baby. Maternity Immunisation Allowance is a separate payment for families with children who are up-to-date with immunisation or are exempt from the immunisations requirements.

In Australia, Family Assistance services are available in all Medicare offices and Centrelink offices. Further information including multilingual fact sheets can be obtained from:

Website: [www.familyassist.gov.au](http://www.familyassist.gov.au)

Telephone: 136 150 (in Australia)  
131 202 (for information in languages other than English)

General early childhood education and child care information is available from:

Website: [www.mychild.gov.au](http://www.mychild.gov.au)

Telephone: 133 684 (in Australia)

## Health

The Australian Government provides help with some medical, optometrical and hospital expenses through a scheme called Medicare. Medicare provides free treatment as a public (Medicare) patient in a public hospital and free or low-cost treatment by practitioners such as doctors, specialists, participating optometrists and dentists (specified services only). If you reach a Medicare Safety Net threshold, visits to your doctor or having tests may end up costing you even less.

To find out if you are eligible for Medicare, and to enrol in Medicare, visit your local Medicare Australia office with your passport, travel documents and permanent visa. If you are not already the holder of a permanent visa, you will also need to provide details of any permanent visa/migration applications you have lodged.

Most temporary visa holders are not eligible to enrol in Medicare, however there are some exceptions, for example people who have applied for a permanent visa and meet the necessary criteria. You should visit your local Medicare office to find out if you are eligible. If all eligibility requirements are met, you may be given your Medicare card number to use until your card arrives in the mail in about 3 weeks. In most cases, you will pay for medical care and then receive a rebate from Medicare.

The Australian Government also helps with the cost of most medicine under the Pharmaceutical Benefits Scheme (PBS). If you need a lot of medicine in a year, the PBS Safety Net can help you. Once you reach the PBS Safety Net, and a pharmacist has given you a PBS Safety Net card, your PBS medicine will be cheaper or free for the rest of the year. If you choose a more expensive brand of medicine or your doctor prescribes one, you may need to pay more.

Medicare and the PBS are administered by Medicare Australia.

Medicare Australia administers the Australian Childhood Immunisation Register, a register that records details of vaccinations given to children under 7 years of age. If you have a child under 7 years of age, please make sure that you bring their immunisation records to help your doctor in Australia determine if their immunisations are up-to-date. Your child's immunisation history will help you meet immunisation requirements when enrolling your children in school and is also a requirement for some Family Assistance payments.

Medicare Australia administers the Australian Organ Donor Register (the Donor Register). People who are over 16 years of age can register their decision about organ and tissue donation on the Donor Register. Recording your decision on the Donor Register is voluntary and you can choose which organs and tissue you may like to donate. For people with serious or life-threatening illness, organ or tissue transplantation may mean a second chance at life.

Medicare Australia also administers the Medicare Teen Dental Plan. The Medicare Teen Dental Plan helps eligible teenagers 12 to 17 years of age with the cost of an annual preventative dental check. If you are eligible, a letter and voucher will be sent to you. A preventative dental check can include x-rays, a scale and clean, fluoride treatment, oral hygiene instructions, dietary advice and sealing pits or cracks in a tooth.

In addition, Medicare Australia provides help with Family Assistance payments and services. Some of the payments available at your local Medicare office include Family Tax Benefit, Baby Bonus, Child Care Benefit, and Maternity Immunisation Allowance.

Medicare Australia has an information kit which is translated into 19 languages. The kit has information about Medicare Australia's programs and services and explains the eligibility requirements for benefits and payments. Copies of the kit are available from the Medicare Australia website or from your local Medicare office.

For more information:

Website: [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au)

E-mail: [info@medicareaustralia.gov.au](mailto:info@medicareaustralia.gov.au)

Telephone: 132 011\* – Medicare  
1800 020 613\*\* – Pharmaceutical Benefits Scheme  
1800 653 809\*\* – Australian Childhood Immunisation Register  
1800 777 203\*\* – Australian Organ Donor Register  
1800 552 152\*\* – Hearing and speech impaired  
131 450\* – Translating and Interpreting Service

Mail: Medicare Australia  
GPO Box 9822  
in your capital city

## Private health insurance

Many Australians choose to take out private health insurance. This covers some or all of the cost of treatment as a private patient in private or public hospitals, and can extend to some services that Medicare does not cover, such as dental care, most optical care and ambulance transport. If you are considering taking out private health insurance you should be aware of the following:

1. The Private Health Insurance Rebate – You are eligible to claim the Private Health Insurance Rebate if you are eligible for Medicare and have a complying health insurance policy that provides hospital treatment, general treatment ('ancillary' or 'extras') cover or both. The rebate will generally give you back 30% of the total cost of your private health insurance (for people aged 65–69 years the rebate is 35%, and for people aged 70 years and over the rebate is 40%).
2. The Medicare Levy Surcharge – Most Australian taxpayers have a Medicare Levy included in the amount of tax they pay. The Medicare Levy Surcharge is an additional 1% surcharge imposed on people who earn over a certain income threshold and do not have private hospital insurance. The income thresholds are (in the financial year of 2010–11) AUD77,000 per year for singles and AUD154,000 per year for couples or families. These thresholds are indexed each year to keep pace with changes to average wages.
3. Lifetime Health Cover – Lifetime Health Cover (LHC) is a financial loading that may be payable in addition to the basic premium for private health insurance hospital cover. To avoid the LHC loading, you must purchase hospital cover from an Australian registered insurer before your LHC deadline. The deadline is generally 1 July following your 31st birthday, but as a new migrant to Australia your LHC deadline may be later, depending on your age when you arrive in Australia.

If you purchase hospital cover after your deadline you may be required to pay a LHC loading – an extra 2% on your premium for each year you are aged over 30 at the time you commence cover. For instance, if you wait until you are 40, you could be paying an extra 20% on the cost of your hospital cover.

New migrants to Australia who are already over 31 do not pay an increased cost if they purchase private hospital cover within 12 months from the day they are registered as eligible for full Medicare benefits. It is important to consider taking out hospital cover in the first year after you register for Medicare. If you choose to wait more than 12 months after you register for Medicare, then you may be required to pay a LHC loading in addition to your premium. However, if you are under 31 when you arrive in Australia then your LHC deadline will be the same as everybody else (1 July following your 31st birthday).

More information about private health insurance can be obtained from:

Website: [www.privatehealth.gov.au](http://www.privatehealth.gov.au)

E-mail: [privatehealth@health.gov.au](mailto:privatehealth@health.gov.au)

Mail: MDP 401  
Department of Health and Ageing  
GPO Box 9848  
CANBERRA ACT 2601  
AUSTRALIA

## Employment in Australia

The Australian labour market is very competitive. Employment in Australia depends on economic factors, the type of work sought and specific circumstances which may affect the availability of work in different parts of the country. **Approval to migrate does not guarantee a job**, even for applicants assessed as highly skilled.

At September 2010, the trend unemployment rate in Australia was 5.2%. Migrants who arrived in Australia since 2006 have an estimated unemployment rate of 8.6% (original data). In September 2010 migrants born in the main English-speaking countries had an unemployment rate of 4.2%, while those born in other countries had a rate of 5.8%. Generally, migrants who have had more time to settle in Australia have lower unemployment rates. Similarly, those who enter Australia under the Skill Stream have lower unemployment rates than those entering under other categories.

To find out about your work prospects, read Australian newspapers which list job vacancies. There are also many online recruitment websites.

Before leaving for Australia you should find out if any special requirements or conditions apply to the work you wish to do. For many jobs in Australia, applicants must be able to be registered or licensed with an Australian state or territory authority, and/or be eligible for membership of a professional or industry organisation.

You should find out if any registration or licensing requirements apply to your job. Dependants should make similar enquiries about their job prospects, whether or not they intend to seek work immediately on arrival.

Migrants who do not have a job should register with Centrelink as soon as possible after arrival. As most newly arrived migrants are generally not eligible for income support payments for 2 years, they may be eligible to apply for a limited range of government-funded job search support services through Job Services Australia. However, migrants who are permanent residents and meet other eligibility criteria may be eligible to apply for the full range of services through Job Services Australia.

\* Call charges apply

\*\* Call charges apply from mobile or pay phones only

Employment services, job search and skills recognition information is available on the following websites:

- Australian Jobsearch (for information on jobs, employment prospects, skills shortages and careers in Australia) [www.jobsearch.gov.au](http://www.jobsearch.gov.au)
- Australian Workplace (for information on the Australian workplace) [www.deewr.gov.au](http://www.deewr.gov.au)
- Trades Recognition Australia (for recognition of trade qualifications) [www.deewr.gov.au/tra](http://www.deewr.gov.au/tra)
- Australian Skills Recognition Information (for recognition of overseas qualifications and skills) [www.immi.gov.au/asri](http://www.immi.gov.au/asri)

## Tax in Australia

In Australia, tax is paid out of money you earn from a job, business or investment.

The Australian Taxation Office collects taxes from individuals and businesses to pay for important community services like hospitals, schools, roads and railways.

### Tax and individuals

If you are working, your employer automatically takes tax out of your salary or wages. At the end of each financial year, you lodge a tax return with the Tax Office which shows how much you earned and how much tax was taken from your pay. You may be able to reduce the amount of tax by claiming some deductions and tax offsets.

Before you start work, you should apply for a Tax File Number (TFN) from the Tax Office. A TFN is a unique number issued to individuals and organisations for identification and record-keeping purposes. If you don't have a TFN, your employer must take the maximum amount of tax from payments made to you. It's important you keep your TFN secure. Allowing someone else to use your TFN, selling it or giving it away can cause serious problems for you.

### Tax and businesses

If you are thinking of running a business in Australia, you will need a TFN and an Australian Business Number. You also need to register for Goods and Services Tax (GST) if your annual turnover exceeds AUD75,000. You will need to pay tax on your business's income and you may need to pay tax on capital gains you make if you sell your business or asset.

Australian law also requires that you pay money into a superannuation account for each person you employ and that you take tax out of your employees pay and send it to the Tax Office.

### More information

To help businesses and individuals understand their tax entitlements and obligations, the Tax Office offers a range of help and assistance products. This includes English and in-language publications, seminars, online information and face-to-face visits. The Tax Office has produced a free presentation called 'Tax in Australia – what you need to know' available as a DVD or online. 'Tax in Australia' offers basic information on the tax system, TFNs, income tax lodgement and more. It is available in 10 languages including English.

For more information:

Website: [www.ato.gov.au](http://www.ato.gov.au)  
Telephone: 132 861 (in Australia)  
E-mail: [diversity@ato.gov.au](mailto:diversity@ato.gov.au)

## Migrant Settlement Services

The Department of Immigration and Citizenship funds a range of settlement services aimed at assisting migrants and humanitarian entrants to become active participants in the Australian community as soon as possible after arrival.

### Settlement Grants Program

The Settlement Grants Program (SGP) aims to assist eligible migrants and refugees become self-reliant and participate equitably in Australian society as soon as possible after arrival.

The Department of Immigration and Citizenship under its Settlement Grants Program funds non-profit organisations and government service delivery agencies provide settlement assistance to eligible clients.

You can access services under the Settlement Grants Program if you are a permanent resident and have arrived in Australia in the last 5 year as a:

- humanitarian entrant;
- family stream migrant with a low level of English proficiency;
- dependant of a skilled migrant with low English proficiency who has settled in a rural or regional area.

Some temporary residents (Prospective Marriage, Provisional Partner, Provisional Spouse and Provisional Interdependency visa holders and their dependants) in rural and regional areas who have low English proficiency are also eligible for Settlement Grants Program services.

Settlement Grants Program service providers can provide you with information on how to access mainstream services such as housing, child care, employment and schooling. They can also provide you with links to support networks that may be able to assist you to settle into the community.

You can find your nearest settlement service providers at [www.immi.gov.au/living-in-australia/settle-in-australia/find-help/where-to-help/](http://www.immi.gov.au/living-in-australia/settle-in-australia/find-help/where-to-help/)

### The Adult Migrant English Program

Learning English is one of the first and most important steps you can take towards settling successfully in Australia and achieving your personal, social and economic goals. If you are eligible, the Adult Migrant English Program (AMEP) can provide you with basic English language tuition that will help you deal with everyday social situations and some work situations.

If you qualify for the AMEP, you can learn English for up to 510 hours, or until you reach functional English, whichever comes first. If you are a humanitarian entrant who has had difficult experiences like torture or trauma, before coming to Australia, or if you have had only a small amount of formal schooling, you may be able to access more English lessons.

You should register for AMEP classes with an AMEP service provider within 6 months of coming to Australia or gaining permanent residence. You should then begin classes within one year and you will have 5 years to complete your classes. These timeframes can be extended in certain circumstances.

The AMEP offers a number of different ways to learn. You can go to classes full-time or part-time, learn at home through distance learning or you can practise English with the help of a home tutor. If you have children under school age you may be able to leave them in free child care while you are in class.

Contact the Department of Immigration and Citizenship enquiry line on 131 881, or visit the AMEP website at [www.immi.gov.au/living-in-australia/help-with-english/amep/](http://www.immi.gov.au/living-in-australia/help-with-english/amep/) to find out if you can learn English with the AMEP and where you can register.

## Translating and Interpreting Service (TIS National)

If you need to communicate with someone who does not speak your language, TIS National can provide an interpreter 24 hours a day, 7 days a week. You can call TIS National on 131 450. Alternatively, the government department, business or community service you wish to speak with can call TIS National on your behalf.

TIS National operates on a fee for service basis, however, on most occasions the cost of interpreting is paid for by the government department, business or community service you are speaking with.

If you need an interpreter when you see a doctor, you can ask the doctor to contact TIS National on the Doctor's Priority Line. Pharmacies can also access telephone interpreters to speak with you. This is a free service that is provided to doctors and pharmacies.

TIS National welcomes enquiries from Australian permanent residents and citizens who are interested in providing interpreting services on a contract basis to members of the Australian community. If you have good skills in English and at least one other language, you may consider applying to become a contract interpreter with TIS National. Please contact a TIS National Interpreter Liaison Officer on 1300 132 621 for further information.

Further information about the services provided by TIS National is available from [www.immi.gov.au/tis](http://www.immi.gov.au/tis)

Translation of settlement-related personal documents (for example, birth or marriage certificates, drivers' licences, educational and employment documents) into English is available to eligible migrants within 2 years of their arrival in Australia or grant of permanent residence. This is a free service. Further information about translations is available from [www.immi.gov.au/living-in-australia/help-with-english/](http://www.immi.gov.au/living-in-australia/help-with-english/)

## Department of Education, Employment and Workplace Relations English programs

English language, literacy and numeracy training is also available through targeted programs managed by the Department of Education, Employment and Workplace Relations (DEEWR) and state and territory governments. DEEWR has 2 employment related English language, literacy and numeracy programs for clients of working age (15–64 years).

The first is the Language, Literacy and Numeracy Program (LLNP) which provides up to 800 hours of free vocationally oriented language, literacy and numeracy training to eligible jobseekers. The LLNP seeks to improve clients' language and/or literacy and numeracy skills to help them to secure sustainable employment or pursue further education and training. The program also provides specialised training through Complementary Training which is tailored to support disadvantaged clients. Some jobseekers with selected visa categories may not be eligible for this program.

The second is the Workplace English Language and Literacy Program (WELL) which provides funding to organisations to train workers in English language, literacy and numeracy skills to help them meet their current and future employment and training needs.

The Australian Government also provides funding to assist state and territory government and non-government education authorities to deliver intensive English language tuition to eligible newly-arrived migrant primary and secondary school students under the English as a Second Language – New Arrivals (ESL–NA) Program. The program aims to improve the educational opportunities and outcomes of newly arrived students from non-English speaking backgrounds by developing their English language competence and facilitating their participation in mainstream educational activities.

Eligible students are expected to receive a minimum of 6 months intensive English language tuition in either intensive language centres/units or in schools. Each jurisdiction is responsible for developing its own assessment of student needs, English as a Second Language curriculum, and the delivery of intensive English language tuition.

For more information:

Websites: [www.deewr.gov.au](http://www.deewr.gov.au)  
[www.deewr.gov.au/skills/pages/default.aspx](http://www.deewr.gov.au/skills/pages/default.aspx)

Telephone: 1300 363 079

## Australian citizenship

Most permanent residents seeking to become citizens must meet certain requirements before applying for citizenship. These requirements include living in Australia for a specified period of time and being of good character. Once you meet these requirements you may make an application for Australian citizenship. Most people who apply for Australian citizenship are also required to pass a citizenship test.

Information about Australian citizenship, further details on the residence requirement, other eligibility criteria and application forms, is available from the citizenship website [www.citizenship.gov.au](http://www.citizenship.gov.au) or by calling the citizenship information line on 131 880 for enquiries within Australia.

## More information or advice

Be sure to get a copy of the *Beginning a Life in Australia* booklet. It is provided in English and 37 community languages, and is available from

[www.immi.gov.au/living-in-australia/settle-in-australia/beginning-life/](http://www.immi.gov.au/living-in-australia/settle-in-australia/beginning-life/)

Settlement information and advice is also available from offices of the Department of Immigration and Citizenship in Australia and overseas. For further information access:

### Department of Immigration and Citizenship

Telephone: 131 881 (general enquiries within Australia)  
[www.immi.gov.au](http://www.immi.gov.au)

### Information on migrating to Australia

[www.immi.gov.au/migrants/](http://www.immi.gov.au/migrants/)

### Information on life in Australia

[www.immi.gov.au/living-in-australia/](http://www.immi.gov.au/living-in-australia/)

### List of Australian Immigration Offices overseas

[www.immi.gov.au/contacts/overseas/](http://www.immi.gov.au/contacts/overseas/)

### Settlement Services Locator

[www.immi.gov.au/living-in-australia/settle-in-australia/find-help/where-to-help/](http://www.immi.gov.au/living-in-australia/settle-in-australia/find-help/where-to-help/)

### Citizenship website

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

## Further information

### **Life Threatening Emergency**

**(Fire, Police, Ambulance) – 24 hours**

Telephone: 000

### **Translating and Interpreting Service (TIS National)**

Telephone: 131 450

[www.immi.gov.au/tis/](http://www.immi.gov.au/tis/)

### **Australian Government Regional Information Service**

Telephone: 1800 026 222

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

### **Australian Skills Recognition Information website**

[www.immi.gov.au/asri](http://www.immi.gov.au/asri)

### **Trades Recognition Australia**

Telephone: 1300 360 992

[www.deewr.gov.au/tra](http://www.deewr.gov.au/tra)

### **Australian Government website**

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

*Home page*

**[www.immi.gov.au](http://www.immi.gov.au)**

*General  
enquiry line*

Telephone **131 881** during business hours  
in Australia to speak to an operator (recorded  
information available outside these hours).  
If you are outside Australia, please contact  
your nearest Australian mission.