

## Frequently Asked Questions

### What is the Assisted Returns Program?

The Assisted Returns Program provides non-citizens with an option to voluntarily depart Australia. The services delivered within our program align with distinct values and ethics to ensure your choices, and your needs are considered throughout all stages of your voluntary return home.

Our qualified staff will ensure you remain in control of your decision to return home by listening to your needs, respecting your choices and giving you suitable options.

If you are deemed eligible, expenses related to your approved travel arrangements will be covered under the Assisted Returns Program. Your assigned Case Worker will also help you obtain travel documents and organise your travel bookings.

### How do I know if I am eligible?

Once you provide consent, our staff will help you to complete an eligibility form and will then send it to the Department of Home Affairs for assessment to determine your eligibility.

### How can the Assisted Returns Program help me?

We can assist you in your voluntary return home by:

- Providing you with up-to-date information on your travel journey;
- Ensuring you have valid travel documents;
- Providing you with a 'Readiness to Return Home' booklet, which includes checklists and information on your travel journey.

If you are eligible, you will be assigned a Case Worker who can assist and support you by:

- Helping you complete required travel forms;
- Ensuring you can choose your departure dates;
- Ensuring any special travel requirements are approved, organised and booked;
- Organising your travel:
  - Booking all flights
  - Arranging accommodation
  - Arranging transport.

### Why would I want to return home?

There may be a number of reasons why you may decide to return home, such as:

- Your home country circumstances may have changed for the better;
- You may want to reconnect with your family and friends;
- Opportunities you have in Australia may have changed;
- Your visa may have expired or will expire soon.

Contact us to find out if we can assist you in returning home voluntarily.

### Is my information confidential?

Yes, your personal information is kept confidential. You have the option to remain anonymous while you enquire about the program. Your personal information will only be sent to the Department of Home Affairs once you decide you want to return home.



### **What happens if I am eligible?**

Once you are deemed eligible, you will be assigned an Assisted Returns Program Case Worker who will confirm you would still like to return home.

Your Case Worker will make sure your needs are always prioritised, that you have updated information and are involved in the decisions about your voluntary return home.

Your Case Worker can also help organise travel documents and consult with you about your specific travel requests, including the dates you want to travel. Your Case Worker can also answer any questions you have about the information in the 'Readiness to Return Home' booklet.

The Assisted Returns Program is voluntary and you are always free to withdraw from the program at any stage.

### **How should I prepare myself to return home?**

The 'Readiness to Return Home' booklet contains information and checklists for each stage of your journey to ensure you are prepared and informed throughout your travel.

### **Can my family travel with me?**

If your family is eligible, you can all travel together as a family unit.

### **What type of travel documents will I need to return home?**

To depart Australia, your return country and any transit countries will request certain travel documents. These travel documents can include a valid passport or other forms of travel identification, which are issued by your return country's Embassy or Consulate. If you do not have the right travel documents, you will need to complete travel forms and include passport size photos.

Your travel cannot be booked until you have valid travel documents. Receiving valid travel documents can vary in time. We recommend you commence with 'Checklist 1' in the 'Readiness to Return' booklet.

If you need assistance to complete travel forms, your assigned Case Worker can help you.

### **Will I be involved in my travel arrangements?**

Your assigned Case Worker will talk to you about your travel requests. In most cases this will include flights, transport and any additional assistance you may need on your travel journey.

Your travel requests will be assessed and if they are approved, your Case Worker will contact you. If you are happy with your travel arrangements, your travel will be issued. You will receive a travel itinerary, including your travel tickets and information on any additional approved travel assistance that has been organised.

To ensure you are prepared, we recommend you commence 'Checklist 3' in the 'Readiness to Return Home' booklet.

### **What if I miss my flights or need out of hours non-medical assistance?**

Information about common travel issues and appropriate contact numbers will be provided to you. Your Case Worker will also provide you with an out of hours Assisted Returns Program contact number, which you can use throughout your journey.

If you are in Australia and your call is about a life-threatening or time-critical emergency, please dial 000.

### **How do I know my return country is safe?**

We use information from the Travel Risk Map (published and updated by International SOS and Control Risks) to provide you with your return country's medical and travel security risk rating. Ask our Assisted Returns Program staff for information on your return country's risk rating.

### **How do I find out more information about the program?**

If you would like more information or to find out if you are eligible for assistance provided under the Assisted Returns Program, please call us on 1300 09 HOME (1300 094 663) or lodge an enquiry on our website at [assistedreturns.com.au](http://assistedreturns.com.au). Please inform our staff at the beginning of the call if you would like to remain anonymous.