

Frequently Asked Questions

What is the Assisted Returns Program?

The Assisted Returns Program provides eligible 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.

How can the Assisted Returns Program help me?

You will be assigned a Caseworker who can assist you to return home by:

- Providing you with up-to-date travel information;
- Ensuring you have valid travel documents;
- Providing you with a 'Readiness to Return Home' booklet that includes checklists and information to help you prepare for your travel home;
- Assisting you to 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.

How do I know if I am eligible?

Once you provide consent, we will assist you to complete an eligibility form and will then send it to the Department of Home Affairs. If you are deemed eligible, expenses related to your approved travel arrangements will be covered under the Assisted Returns Program.

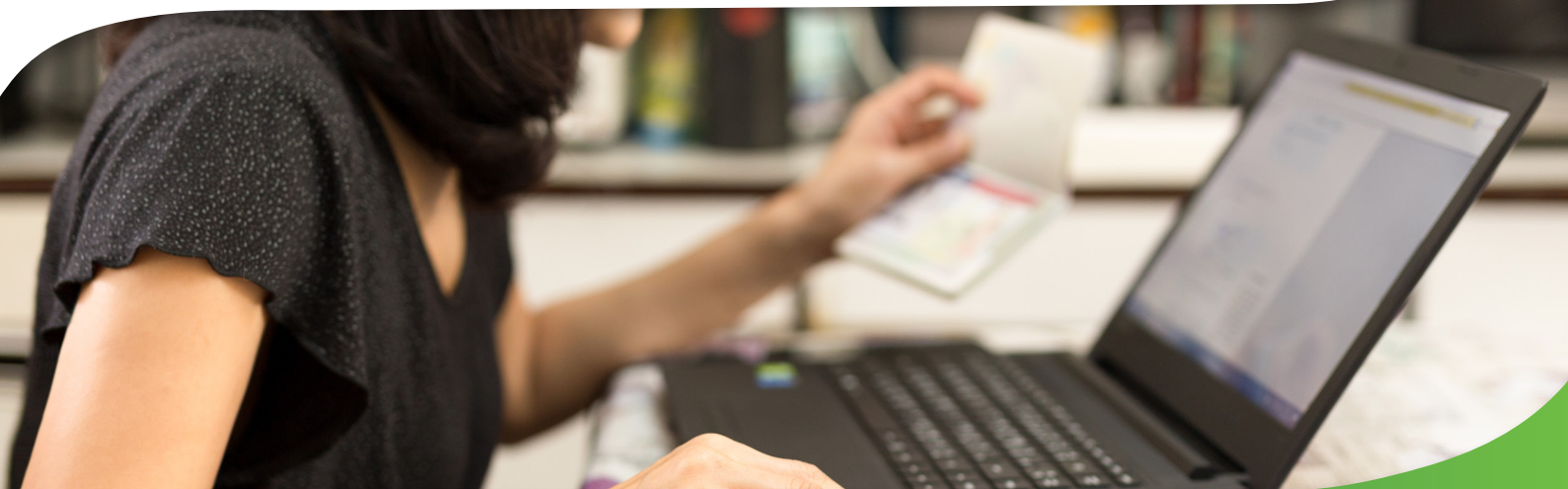
Is my information confidential?

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 under the Assisted Returns Program.

What happens if I am eligible?

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

Your Caseworker will make sure your needs are always considered, that you have up-to-date information and are involved in the decisions about your voluntary return home.



Your Caseworker can also help organise travel documents and consult with you about your specific travel requests, including the dates you want to travel.

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 informed and prepared throughout your travel home. Your Caseworker can also answer any questions you have about the information in the 'Readiness to Return Home' booklet.

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 the checklists on page 1 of the 'Readiness to Return Home' booklet.

If you need assistance to complete travel forms, your Caseworker can help you.

Will I be involved in my travel arrangements?

Your Caseworker will talk with 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 Caseworker will advise 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 the checklists on page 2 of 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 Caseworker 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. Please inform our staff at the beginning of the call if you would like to remain anonymous.