

homeward

ASSISTED RETURNS PROGRAM

Readiness to Return Home Booklet



Get things in order



Prepare for your travel



Begin your journey



Arrive home



Get things in order

About this booklet

Once you agree to take part in the Assisted Returns Program and are deemed eligible, you will be assigned a Caseworker who can assist you with completing tasks outlined in this booklet.

In the meantime, if you have any questions, you can contact us on 1300 09 HOME (1300 094 663) or submit an enquiry through our website atassistedreturns.com.au

How to use this booklet

You can start using this booklet as soon as you have decided to return home. We recommend you record important travel information, track your progress and keep this booklet with you until you arrive in your return country.

You have decided to return home

As soon as you have made your decision to return home, you can start preparing for your journey by using this checklist.

Provide a copy of your valid travel documents and your completed consent form to Assisted Returns Program staff. Your travel cannot be issued until you have valid travel documents as required by your return country.

☐ If you do not have the required travel documents to return home, start completing the necessary travel forms to ensure your return country's Embassy or Consulate can issue you with the right travel documents.

☐ Confirm your residential address in your return country.

☐ If you have health concerns, visit your doctor to ensure you are medically fit to travel. Also, seek advice on any vaccinations you may require and keep a copy of the medical certificate provided by your doctor.

☐ If you are pregnant, obtain a doctor's certificate verifying the stage of your pregnancy and ensure you have informed Assisted Returns Program staff. Some airlines have different restrictions on pregnant women travelling.

☐ Inform your family and friends in your return country that you will be coming home.

You are eligible to return home

Once you have been notified that you are eligible for the Assisted Returns Program, your assigned Caseworker will contact you. Record your Caseworker's details below.

Name:

Contact Number:

Email Address:

You can continue preparing to return home by using the following checklist.



Prepare for your travel

☐ Inform your assigned Caseworker about any special travel needs, requests or vulnerabilities you have such as (meals, medication, wheelchair, allergies, illness, pregnancy, senior traveler, etc). Depending on your requirements, you may need to provide a copy of a medical certificate from your doctor, outlining you are fit to fly.

☐ If you have school aged children, inform their school that you will be moving abroad and ask for transfer certificates and any information which will be relevant when you move.

☐ Let your Real Estate Agent know you are moving overseas and need to finalise your lease.

☐ If you have pets, you should have them rehomed.

☐ At the post office, change your address on anything which requires it to your new address overseas.

☐ Contact the various utility providers and ask them to discontinue your supply of Internet, Gas, Electricity, Water, Land Line and Mobile phone.

☐ Contact your bank and explain that you are moving overseas.

☐ If you require medication, ensure you have a sufficient amount for your travel. You may also need to have a letter from your doctor as proof of your need for the medication for customs purposes.

Getting ready

You should now have copies of your itinerary, including details of your flights and any required accommodation, transport and transit visas.

Ensure you are ready to depart by using this checklist. Review the details of your travel plan and confirm the following;

☐ Check that the name on your itinerary is the same as your travel document.

☐ Are your departure date and flight details accurate?

☐ Has the required accommodation been booked, including any transit accommodation?

☐ Has the required transport been booked, including transport to an Australian airport and any transit transport?

☐ Do you have all the information regarding any additional approved assistance you have requested?

If you have any queries or concerns about your travel plan, please contact your assigned Caseworker.

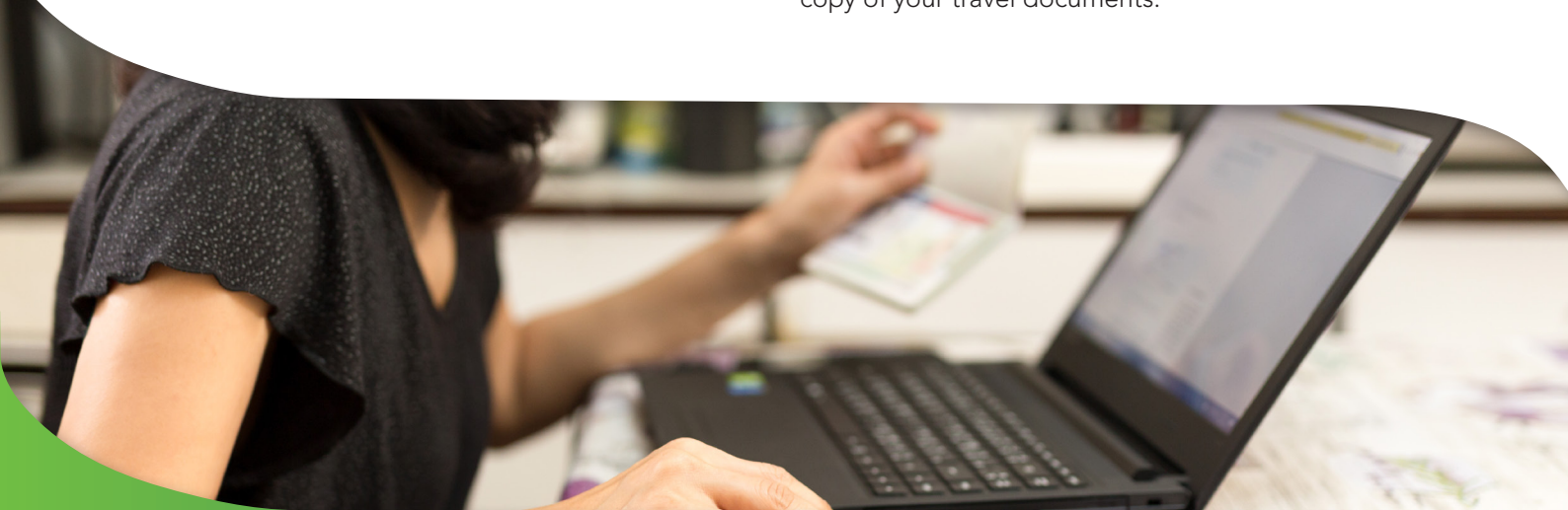
☐ Ensure your transport to the airport is organised to arrive three hours before your flight.

☐ Donate or sell any belongings you cannot take with you. The amount of luggage and the number of kilograms allowed is indicated on your travel plan (usually 23 kgs).

☐ Ensure you have luggage locks.

☐ Make extra copies of your passport and travel documents. You can pack these in different checked-in luggage bags.

☐ Provide your family and friends in your return country and/or in Australia with your itinerary, contact details and copy of your travel documents.



Begin your journey

Start packing

You may have mixed emotions about voluntarily returning home leading up to your departure date. Reach out to your Caseworker if you have any questions or concerns.

Your Caseworker will give you the out of hours Assisted Returns Program contact number before you depart and you can record this number below:

This checklist should also be completed before your departure date.

- ☐ Pack your suitcases and ensure you meet the airline luggage allowances.
- ☐ Unless specified in your travel itinerary, airlines only allow you 1 x 23kg checked-in suitcase and 1 x 7kg hand luggage. Specific luggage dimensions can be found on the airline websites.
- ☐ Only have your prescription medication (including a doctor's certificate) that you require for your travel journey in your hand luggage. Any additional medication should be kept in your checked-in luggage.
- ☐ Ensure you do not have any liquids above 100ml (including liquid food or liquid cosmetics), creams or pastes in your hand-luggage.
- ☐ Ensure all your electronic devices are in your carry-on luggage.
- ☐ Keep informed and updated with your return and your transit country's safety by going to smartraveller.gov.au

Departure day

This checklist should be used on departure day.

Before you travel to the airport:

- ☐ Ensure you have the following documents in your carry-on luggage and a copy in your checked-in luggage:
 - original copies of all your travel documents;
 - required transit visas;
 - all travel tickets;
 - travel itinerary; and
 - any information on any additional approved travel assistance.
- ☐ Arrive at the airport at least three hours before your international flight.

Checking in at the airport:

- ☐ Go to the airline check-in desk as designated on your itinerary and present your travel ID and have your bags ready to be weighed and checked-in.
- ☐ Follow the check-in instructions provided to you by the airline check-in counter.

Before boarding:

- ☐ Check your travel plan for details of any additional travel assistance that has been booked for you throughout your travel journey.



Connecting flights

If you have any stop overs before you arrive in your return country, complete the following:

- ☐ Ask the airline check-in desk if you need to re-check in your luggage in the transit country.
- ☐ Check your travel plan for details of your connecting flight, including the day/time of your next flight, airport location and gate location in transit airport.
- ☐ Check your travel plan for details on any transit accommodation that has been booked, including accommodation address.
- ☐ Check your travel plan for details on any in-transit transport that has been booked.

You have arrived home

Arriving in your return country.

- ☐ Collect your bags from the luggage carousel.
- ☐ Check your travel plan for any transport and/or accommodation that has been booked for you in your return country.
- ☐ Inform your family, friends and Caseworker that you have arrived.



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(1300 094 663)
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This service is offered on behalf of the Department of Home Affairs