

FACT SHEET

Frequently asked questions (FAQ)

1. What information is available on Taiwan?

Taiwan is a small island 180 km east of the Chinese mainland. The population of Taiwan is approximately 23.3 million. Taiwan's capital is Taipei. Taipei is approximately a 7-hour direct flight from Nauru International Airport.



Area: 36,188 sq km

Major Languages: Mandarin Chinese (official), Mean Nan-Chinese (Taiwanese), Hakka. English is widely spoken in the community.

Major Religions: Taoism, Buddhism, Christianity

Currency: New Taiwan Dollar (NT\$) (NTD)

Food: Taipei has a large selection of restaurants/cafes to cater to every cuisine. Taipei has Chinese, Japanese, Indian, pasta, Burger King, vegetarian and Halal restaurants available. Taipei also has food markets offering fresh fruit and vegetables. In addition to this, there are numerous 7 elevens, cafes and coffee shops. Uber eats is also available at your own cost.

Weather: Taiwan has a warm climate all year round. The annual average temperature is 22 °C.

Season	When	Average temperature	Comments
Spring	March to May	25 °C	warm
Summer	June to August	30 °C	hot and humid, and there are occasional thunderstorms and typhoons.
Autumn	September to November	23 °C	cooler but still warm and sunny, and October and November has relatively less rainfall, and it is still warm.
Winter	December to February	13 °C	cool and often foggy

2. Visa conditions

You will be issued a Taiwanese visitor visa for the duration of your stay in Taiwan, including treatment and recovery time.

You are obliged to comply with all visa conditions and are expected to behave in an orderly and appropriate manner at all times while in Taiwan. .

Failure to comply with your treatment obligations may result in medical treatment being withdrawn, your allowance ceased and you being returned to Nauru. Non-compliance may include, but is not limited to:

- Failing to turn up to medical appointments
- Leaving the hospital without the express permission of medical staff
- Failing to follow the direction of doctors in completing your treatment
 - o Note that you may refuse consent for your medical treatment, but as medical treatment is the purpose of your visit it will result in your return to Nauru
- Refusing to voluntarily return to Nauru once you are deemed fit to return.

Travel Document Information

You will travelling to Taiwan on a travel document issued by the Government of Nauru (GoN). The travel document remains the property of the GoN.

s. 33(a)(iii)

3. Taiwan s. 33(a)(iii) Hospital

s. 33(a)(iii), s. 33(b)

Interpreters are available via phone to support medical consultations.

s. 33(a)(iii), s. 33(b)


If required, IHMS will give you 28 days medication supply before you depart Nauru.
s. 33(a)(iii), s. 33(b)



4. Income support

While you are in Taiwan your income support payments will be temporarily ceased. If you are part of a family group your family members in Nauru will continue to receive income support at a reduced rate. You will not be entitled to any back payment for the time spent in Taiwan.

s. 33(a)(iii), s. 33(b)



Once discharged from hospital you will move into apartment style accommodation. During your recovery period you will be provided with a medical transfer allowance to meet out of pocket expenses including food and toiletries.

Upon your return to Nauru, your income support payments will be reinstated.

5. Can I take my family members with me?

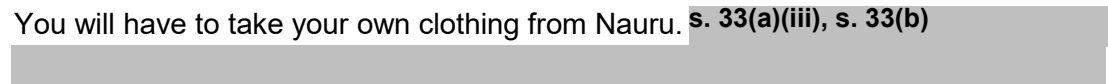
Accompanying family members will be considered on a case by case basis and will be subject to approval by the GoN and Taiwanese authorities.

6. Contacting family and friends

You will be issued with a local phone and SIM card on arrival in Taiwan. You will be provided with emergency contact numbers on arrival.

7. What should I bring?

You will have to take your own clothing from Nauru. **s. 33(a)(iii), s. 33(b)**



Taiwan Transfer Information for transferees**Hospital**

While you are a patient, you will need to be aware of the following hospital facts:

- A Department of Home Affairs (HA) officer will be able to provide support during your appointments.

s. 33(a)(iii), s. 33(b)

- If you want any extra food than what the hospital provides, you will need to pay for it. The money you use on extra food will NOT be refunded to you, as this is your choice. On site and nearby café/restaurants are available for additional food if desired.

s. 33(a)(iii), s. 33(b)

- Wi-Fi is available in the hospital.

Medical Transfer Allowance (MTA)

It is very important for you to understand the payments you will receive while in Taiwan:

- While you are an inpatient in the hospital, you will not receive any payments.
- All transferees, regardless if they are a patient or accompanying support person are paid a weekly allowance of s47E(d) per person per week except when they are admitted in the hospital.
- This payment has been decided by the Department and has been sufficient for all previous Taiwan transfers to purchase food for a week.
- If you spend all this allowance you will not be provided with any more until the next week.
- If you would like to take extra spending money from Nauru, you are able to do so. You have to declare how much money you are taking out of Nauru, when you fill in your customs declaration forms at Nauru airport when you leave. You are able to exchange your money once there.
- You are able to withdraw money from ATM's in Taiwan.

Meals in Taiwan (purchased at own cost)

The following information will assist you with making or obtaining meals:

- Meals can start from as little as \$100 TWD (\$5 AUD). Street food at night markets can be even cheaper. Halal foods are not cheap. (Pork is a major food group in Taiwan).
- Supermarkets are easily located.
- Convenience stores are everywhere, and sell bottled water, milk, snack food, phone and data credit.
- You need to budget and use your payments carefully.
- You are able to bring your own money, exchange it, and spend it as well if you want to.
- After you have been discharged from hospital, you will be responsible to buy and cook your own meals in the apartment where you will be staying until you return to Nauru.

Accommodation (Apartment)

- You will be accommodated in furnished apartments with air-conditioning.
- The apartments are equipped with a kitchen allowing you to cook your own meals.
- Wi-Fi is available at your accommodation.
- You are responsible for the room key. If you lose your key, you will have to pay for a locksmith to replace the key. The fee can cost about \$800 TWD (\$35 AUD). Be careful not to lose the key.

s. 33(a)(iii), s. 33(b)

Language assistance

- s. 33(a)(iii), s. 33(b)
- The HA Health Liaison Officer can attend medical appointments to assist with understanding.
- A TIS interpreter is available at any time via phone if required.
- With HA approval an escort interpreter can be provided if required.

General information

Please also take note of the following important information:

- While in Taiwan you are able to undertake recreational activities independently as desired.
- While in Taiwan you will be provided with a mobile phone with a pre-loaded credit. There are free Wi-Fi hotspot locations around the city.
- While in Taiwan you will be provided with an 'Easy Pass' which is pre-loaded with credit to access public transport, taxis, buses, rail etc.
- If you are a smoker, you will need to buy your own cigarettes and you will not be reimbursed by the Department, HA Officer, care taker or the Taiwan Hospital.
- Ensure you pack clothing appropriate for the time of year you are travelling (winter/summer). Ensure you pack toiletries.
- If you buy electronic good or other items in Taiwan, you MUST declare them with customs officials at Nauru airport when you return.
- You have a 23kg baggage allowance on your flight to Taiwan and on return flight to Nauru.

For the Hospital details in Taipei – contact details are:

Contact number in Taiwan:	s. 22(1)(a)(ii)	
Email whilst in Taiwan:		
Address whilst in Taiwan:	s. 33(a)(iii), s. 33(b)	

Contact details in Taipei – ABF:

Name	s. 22(1)(a)(ii)	
Email		
Contact number in Taiwan:		
Email whilst in Taiwan:		
Address whilst in Taiwan:	s. 33(a)(iii), s. 33(b)	

To be retained by all Refugees and Asylum Seekers departing Nauru for
medical treatment

- You are reminded that the unit you currently occupy has furniture and appliances (televisions, fridge freezers, chairs, tables, lounge suites, etc.) that must remain in the accommodation upon your departure.
- The furniture and appliances are not your property and you must not sell or give these items to other people.
- Selling or giving these items away is a form of theft which is a criminal offence.
- Any units which are found to be missing furniture or appliances may be reported to the GoN Settlement Team and Nauru Police Force.
- Should items be missing from units then this may delay your scheduled departure whilst investigations are conducted.
- Please ensure you clean out your fridge, dispose of foods appropriately and leave your accommodation clean, tidy and secure.

LUGGAGE ALLOWANCES

Check in - 1 piece max 23 kg (strictly)

Carry on – max 7kg

- You are required to pack all personal electronic devices into your check-in baggage.
- Please ensure you comply with dangerous goods restrictions and declaration of cash when exiting Nauru.

Taiwan Messaging

- Good Morning / Afternoon, The Department of Home Affairs has received information from IHMS advising you require medical treatment that is not available in Nauru.
- The Department has approved your medical transfer to Taiwan for the treatment of XXXX as advised by IHMS.
- The department has only approved the treatment identified by IHMS in the Request to Transfer (RFT), if you have additional medical concerns outside the above mentioned treatment you should discussed with IHMS to be treated in Nauru, any treatment not identified in the request to transfer will not be considered in Taiwan.
- This transfer is still subject to further approvals from the Government of Nauru.
- s. 33(a)(iii), s. 33(b)

Read the Transfer Agreement through interpreter.

Do you have any questions?

Are you willing to sign the Transfer Agreement?

Complete Refugee Travel Doc application form

- You will be required to have photos taken for your travel document application. You will be contacted in the next couple of days about this and when arrangements will be made. You will be met at Capelle's for this to be done.
- Once a final decision has been made as to whether you will be travelling to Taiwan on the next charter you will be contacted to confirm this or advised that you will not be travelling on the next charter.

Read the Consent to Share Medical Information form

Do you have any questions?

Are you willing to sign the Consent?

- ESC will assist with packing and transport to the airport. Each person has a luggage allowance of 1 piece weighing maximum 23kg of checked in baggage and 1 x 7kg of hand luggage/carry on.

Read through the "Taiwan Transfer Information for Transferees" document which identifies meals, payment etc

s. 33(a)(iii), s. 33(b)

- Complete additional information sheet
- Any questions?
- You will now be escorted to IHMS clinic to have a fit for travel (FTT) assessment undertaken.

Escort Transferee / family members to IHMS for FTT and additional paperwork.