



## Žalbe i povratne informacije

Vaše povratne informacije su nam važne. Možete uputiti pritužbu, dati pohvalu ili dati prijedlog kako biste nam pomogli da poboljšamo naše usluge.

Imate pravo tražiti preispitivanje naših odluka. To možete uraditi ako se ne slažete s odlukom o plaćanju, usluzi ili dugu koji vam ispostavi Medicare, Centrelink ili Child Support.

Za informacije o našem procesu ponovnog razmatranja i žalbe idite na **[servicesaustralia.gov.au/reviewsandappeals](https://servicesaustralia.gov.au/reviewsandappeals)**

Ako ste poslovni ili zdravstveni stručni radnik, možete nam dati povratne informacije ili uložiti žalbu.

### Kako podnijeti žalbu, dati prijedlog dati pohvalu

Ako želite da uložite prigovor ili date prijedlog ili pohvalu, možete razgovarati s našim osobljem. Ako niste zadovoljni njihovim odgovorom, možete razgovarati s njihovim menadžerom.

Možete nazvati:

- našu Liniju za žalbe i povratne informacije na **1800 132 468**
- National Relay Service ako ste gluhi, nagluhi ili imate oštećenje govora. Idite na **[communications.gov.au/accesshub/nrs](https://communications.gov.au/accesshub/nrs)**
- jedan od naših međunarodnih telefonskih brojeva ako ste u inostranstvu. Za listu naših međunarodnih brojeva telefona idite na **[servicesaustralia.gov.au/internationalphone](https://servicesaustralia.gov.au/internationalphone)**

Javite nam ako vam treba tumač, a mi ćemo ga organizirati besplatno.

Povratne informacije možete kođer dati koristeći svoj myGov račun, popunjavanjem online obrasca ili slanjem pisma. Poštarina je besplatna iz Australije.

#### **Centrelink and Medicare**

#### **Services Australia Complaints and Feedback**

**Reply Paid 7800**

**Canberra BC ACT 2610**

#### **Child Support**

#### **Child Support Complaints and Feedback**

**Reply Paid 9815**

**Melbourne, Vic 3001**

Imajte na umu da ako pošaljete povratne informacije ili žalbe u pisanoj formi, može nam trebati više vremena da odgovorimo.

Za više informacija idite na **[servicesaustralia.gov.au/feedback](https://servicesaustralia.gov.au/feedback)**

## Šta nam je potrebno od vas

Budite jasni, iznesite činjenice i recite nam šta želite postići. Molimo navedite svoje ime i broj telefona ako ulažete prigovor i želite da vas kontaktiramo u vezi s tim. Ako ne navedete svoje ime i broj telefona, nećemo vam moći odgovoriti.

## Kako ćemo odgovoriti

Cilj nam je da žalbe riješimo u roku od 10 radnih dana. Ako ne možemo riješiti vašu žalbu, objasnit ćemo vam razlog i obavijestiti vas o drugim opcijama.

Ako trebamo da vas nazovemo, to će biti sa privatnog broja.

## Kada se obratiti Ombudsmanu

Ako niste zadovoljni ishodom svoje žalbe, možete kontaktirati Commonwealth Ombudsman. Idite na [ombudsman.gov.au](http://ombudsman.gov.au)

## Za više informacija

- idite na [servicessaustralia.gov.au/feedback](http://servicessaustralia.gov.au/feedback) za više informacija na engleskom
- idite na [servicessaustralia.gov.au/yourlanguage](http://servicessaustralia.gov.au/yourlanguage) gdje možete čitati, slušati ili gledati videozapise s informacijama na vašem jeziku
- Nazovite **131 202** da razgovarate s nekim na svom jeziku o Centrelink (Centrelinkovim) plaćanjima i uslugama
- Nazovite **132 011** za Medicare i **131 272** za Child Support. Javite nam ako vam treba tumač, a mi ćemo ga organizirati besplatno
- posjetite centar usluga.

Napomena: pozivi s vašeg kućnog telefona na brojeve '13' s bilo kojeg mjesta u Australiji naplaćuju se po fiksnoj tarifi. Ta cijena se može razlikovati od cijene lokalnog poziva, a može biti i različita kod raznih pružaočima telefonskih usluga. Pozivi na brojeve '1800' sa vašeg kućnog telefona su besplatni. Pozivi s javnih i mobilnih telefona mogu se vremenski mjeriti i naplaćivati po višoj tarifi.

## Odricanje od odgovornosti

Informacije sadržane u ovoj publikaciji služe samo kao vodič za plaćanja i usluge. Na vama je odgovornost da odlučite da li želite da se prijavite za plaćanje i da podnesete zahtev uzimajući u obzir vaše određene okolnosti.



## Complaints and feedback

Your feedback is important to us. You can make a complaint, give a compliment or give a suggestion to help us improve our service.

You have the right to ask for a review of our decisions. You can do this if you do not agree with a decision about a payment, service or debt you get from Medicare, Centrelink or Child Support.

For information about our review and appeal process, go to **[servicesaustralia.gov.au/reviewsandappeals](https://servicesaustralia.gov.au/reviewsandappeals)**

If you are a business or health professional, you can also give us feedback or make a complaint.

## How to make a complaint, suggestion or compliment

If you want to make a complaint or give a suggestion or compliment, you can speak to our staff. If you are not happy with their reply, you can speak to their manager.

You can call:

- our Complaints and Feedback line on **1800 132 468**
- the National Relay Service if you are deaf, hard of hearing or have a speech impairment. Go to **[communications.gov.au/accesshub/nrs](https://communications.gov.au/accesshub/nrs)**
- one of our international phone numbers if you are overseas. For a list of our international phone numbers, go to **[servicesaustralia.gov.au/internationalphone](https://servicesaustralia.gov.au/internationalphone)**

Let us know if you need an interpreter and we will arrange one for free.

You can also give feedback using your myGov account, completing an online form or sending us a letter. Postage is free from within Australia.

### Centrelink and Medicare

#### Services Australia Complaints and Feedback

**Reply Paid 7800**

**Canberra BC ACT 2610**

### Child Support

#### Child Support Complaints and Feedback

**Reply Paid 9815**

**Melbourne, Vic 3001**

Please remember, if you send feedback or complaints in writing, it may take us longer to reply.

For more information, go to **[servicesaustralia.gov.au/feedback](https://servicesaustralia.gov.au/feedback)**

## What we need from you

Please be clear, factual and tell us the outcome you would like. Please provide your name and phone number if you are making a complaint and want us to contact you about it. If you do not provide your name and phone number, we will not be able to respond to you.

## How we will respond

We aim to resolve complaints within 10 working days. If we cannot resolve your complaint, we will explain why and let you know your other options.

If we need to call you, it will be from a private number.

## When to contact the Ombudsman

If you are not happy with the outcome of your complaint, you can contact the Commonwealth Ombudsman. Go to **[ombudsman.gov.au](http://ombudsman.gov.au)**

## For more information

- go to **[servicesaustralia.gov.au/feedback](http://servicesaustralia.gov.au/feedback)** for more information in English
- go to **[servicesaustralia.gov.au/yourlanguage](http://servicesaustralia.gov.au/yourlanguage)** where you can read, listen to or watch videos with information in your language
- call **131 202** to speak with us in your language about Centrelink payments and services
- call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free
- visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

## Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.