



Phunzainak pawl le ruahnak chimmi

Na ruahnak chimmi cu kan caah a biapi tuk. Kan riantuanpiaknak thanchoternak lei bawmh dingah phunzainak na tuah khawh, thangthatnak zong na chim khawh asilole ruahnak cheuhmi zong na chim khawh.

Kan biakhiahnak pawl zothhannak tuah dingah halnak nawl na ngei. Tangka peknak, riantuanpiaknak asilole Medicare, Centrelink asilole Child Support sin in na ngahmi leiba kongkau i biakhiahnak tuahmi ah na lungtlinlo ahcun hihi na tuah khawh.

Zothhannak le azu-khaannak lei tuahto ning kan ngeihmi kongah thilsining hngalh na duh ahcun, hika ah zoh **servicesaustralia.gov.au/reviewsandappeals**

Sipuazi asilole ngandamnak lei ah thiamsang na si ahcun, na ruahnak zong na kan cheuh khawh asilole phunzainak zong na tuah khawh.

Phunzainak, ruahnak cheuhnak asilole thangthatnak tuah ningcang

Phunzainak tuah asilole ruahnak cheuhnak asilole thangthatnak pek na duh ahcun, kan riantuantu sin ah na chim kawh. An bialehnak ah na lungtlin lo ahcun, an haotu sin ah na chim khawh.

Na chawnh khawh:

- Phunzainak le Ruahnak chimmi kongkau i chawnh khawh kan sinak **1800 132 468** ah
- hna a chetmi, khuatheih aa harhmi asilole biachimnak lei ah chambaunak a ngeimi na si ahcun National Relay Service ah Hika ah zoh **communications.gov.au/accesshub/nrs**
- ramdang ah na um ahcun vawlei cung huap in chawnh khawhnak kan phone nambar chungin pakhat ah. Vawlei cung huap in chawnh khawhnak kan phone number pawl i cazin hmuhnak caah, hika ah zoh **servicesaustralia.gov.au/internationalphone**

Holhlettu na herh ahcun hung kan hngalhter law, manlo in kan in tawlrel piak lai.

Na myGov account hmangin, online form tlamtling tein phihnak in asilole kanmah sin ah cakuatnak in na ruahnak na ka cheuh khawh. Cakuatnak cu Australia ram chungah manlo a si.

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

Zaangfahnak in i chinchiah, catialmi in ruahnak chimmi asilole phunzainak na kan kuat ahcun, leh dingah caan sau deuh kan rau men lai.

Thawngthanhmi tamdeuh hmuhnak dingah, hika ah zoh **servicesaustralia.gov.au/feedback**

Nangmah sin in kan herhmi

Zaangfahnak in i fiang, a dikmi si seh law aphi chuak na duhmi kha kan chim. Phunzainak na tuah i mah kongkau ah hung kan pehtlai hna seh ti na duh ahcun zaangfahnak in na min le phone nambar kan pe. Na min le phone nambar na kan pek lo ahcun, lehnak kan in tuah kho lai lo.

Lehnak kan tuah ning

Ni 10 chungah phunzainak pawl cu tawlrel kan i tim. Na phunzainak cu kan tawlrel khawhlo ahcun, aruang kan in chimh lai i adang na tuah khawh dingmi kan in hngalhter lai.

Nangmah kha chawnh kan in duh ahcun, pumpak nambar in a si lai.

Ombudsman pehtlaih caan

Na phunzainak i aphichuak ah na lungtlinlo ahcun, Commonwealth Ombudsman kha na pehtlaih khawh. Hika ah zoh ombudsman.gov.au

Thawngthanhmi tamdeuh hmuhnak caah

- Mirangholh in thawngthanhmi tamdeuh hmuhnak caah hika ah zoh servicesaustralia.gov.au/feedback
- hika ah zoh servicesaustralia.gov.au/yourlanguage hika ah nanmah holh in thawngthanhmi kha na rel, ngaih asilole video in na zoh khawh
- nanmah holh in Centrelink bawmhnak pawl le riantuanpiak pawl kong kanmah he biaruah dingah **131 202** kha chawn
- Medicare caah **132 011** ah chawn law Child Support caah **131 272** kha chawn. Holhlettu na herh ahcun hung kan hngalhter law, manlo in kan in tawlrel piak lai
- riantuanpiaknak hmun ah kal.

Theihternak: nan inn fon in '13' nambar pawl chawnh cu Australia khoika hmun paoh chawnh i khiahciami ret ning in lak an si. Mah umnak hmun i chawnhnak man cu a ret aa dang cio kho men i telefon riantuanpiaknak petu pawl karlak zongah aa dang kho men fawn. Nan inn phone in '1800' nambar pawl chawnnak cu manlo an si. Zapi hmanmi le kutput phone pawl in chawnhnak cu caan ningin a kal kho men i a ret a sang deuh in liam a si kho men.

Fianternak

Hi ca-uk in chuahmi chungah aa telmi kong cu tangka pekmi pawl le riantuanpiaknak i lamhmuhsaknak ca bantuk lawngah tinhmi a si. Tangka pekmi caah sok na duh le duhlo biakhiah ding le na dirhmun bak kong he pehtlai in soknak tuah ding cu nangmah tuanvo a si.



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**

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**
- one of our international phone numbers if you are overseas. For a list of our international phone numbers, go to **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.

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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**

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

For more information

- go to servicesaustralia.gov.au/feedback for more information in English
- go to 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.