



Gilî û bersiv

Bersiva we ji bo me girîng e. Hûn dikarin giliyê xwe bikin, pesnê xwe bidin an jî pêşniyarek bidin ku ji me re bibin alîkar ku xizmeta xwe baştir bikin.

Mafê we heye ku hûn ji bo vekolîna biryarên me bixwazin. Hûn dikarin vê yekê bikin, ger hûn bi biryarek li ser dravê, karûbar an deynek ku hûn jê distînin razî nebin Medicare, Centrelink an Child Support.

Ji bo agahdariya li ser pêvajoya vekolîn û îtirazê me, biçin **servicesaustralia.gov.au/reviewsandappeals**

Ger hûn karsazek an pisporek tenduristiyê ne, hûn dikarin ji me re jî bersivê bidin an gilî bikin.

Meriv çawa gilî, pêşniyar an pesnê xwe dike

Heke hûn dixwazin gilî bikin an pêşniyarek an pesnê xwe bidin, hûn dikarin bi xebatkarên me re biaxivin. Heke hûn ji bersiva wan ne kêfxweş in, hûn dikarin bi rêvebirê wan re biaxivin.

Hûn dikarin telefon bikin:

- xeta Gilî û Bersivên me li ser **1800 132 468**
- Ew National Relay Service eger hûn ker bin, guhdariya we kêm be yan jî astengiya we ya axaftinê hebe. Biçe le ser **communications.gov.au/accesshub/nrs**
- yek ji hejmarên têlefonên me yê navneteweyî heke hûn li derveyî welat in. Ji bo navnîşek hejmarên têlefonên me yê navneteweyî, biçin **servicesaustralia.gov.au/internationalphone**

Ji mere bêjin heke hewcê we bi tercûmanek heye, û em ê yekê ji were belaş peyde bikin.

Her weha hûn dikarin bi karanîna hesabê myGov, formek serhêl tijî bikin an jî nameyekê ji me re bişînin, bersivê bidin. Mesref ji hundurê Avusturalya belaş e.

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

Ji kerema xwe ji bîr mekin, ger hûn nerîn an gilî bi nivîskî bişînin, dibe ku ji me re demek dirêjtir bibe ku em bersiv bidin.

Ji bo bêtir agahdarî, biçin **servicesaustralia.gov.au/feedback**

Tiştê ku em ji we hewce ne

Ji kerema xwe zelal bin, rast bin û encama ku hûn dixwazin ji me re bibêjin. Ji kerema xwe nav û hejmara telefona xwe bidin ger hûn gilî dikin û dixwazin ku em li ser vê yekê bi we re têkilî daynin. Ger hûn nav û hejmara telefona xwe nedin, em ê nikaribin bersiva we bidin.

Em ê çawa bersiv bidin

Em armanc dikin ku di nav 10 rojên xebatê de giliyan çareser bikin. Ger em nikaribin giliyê we çareser bikin, em ê çima rave bikin û vebijarkên we yê din agahdar bikin.

Ger hewce be ku em gazî we bikin, ew ê ji hejmareke taybet be.

Kengî bi Ombudsman re têkilî daynin

Heke hûn ji encama giliyê xwe ne razî ne, hûn dikarin têkilîyê bikin Commonwealth Ombudsman Biçe le ser **ombudsman.gov.au**

Ji bo bêtir agahdarî

- biçe le ser **servicesaustralia.gov.au/feedback** ji bo bêtir agahîya bi Îngilîzî
- ji bo ku hûn dikarin bi xwînin, vîdeyoyên bi bi agahdarîya bi zimanê xwe temaşê bikin, û gohdarî bin **servicesaustralia.gov.au/yourlanguage**
- banga **131 202** bikin bo di derbarên dravdayînen Centrelink û xizmetgûzarîyan bi zimanê xwe bipeyîvin
- telefon bikin **132 011** Ji bo Medicare û **131 272** ji bo Child Support. Ji mere bêjin heke hewcê we bi tercûmanek heye, û em ê yekê ji were belaş peyde bikin
- serdana navendek xizmetê bikin.

Nîşe: tîlefon kirin ji tîlefona weya male a ji hêjmarên '13' ji bo her devera Australia bi rêjeyek kefiş kirî tîne standin. Dibe ku ew rêje ji bihayê tîlefonek herêmî diguhere û dibe ku di navbera pêşkêşkerên karûbarê tîlefonê de jî cûda bibe. Ji tîlefona we ya male tîlefonkirin bo hêjmarê '1800' bêdirav in. Dibe ku bangên ji tîlefonên giştî û destan tîye kirin bi de gorî demê û rêjeyek bilintir were stendin.

Tenasal

Agahdarîyên di vê belavkêde cîh digrin bi helwesta ku wek rêberîyek bo diravdayînan û xebatgûzarîya ne. Berpirsiyariya we ye ku hûn biryar bidin ka hûn dixwazin serlêdana dravdanê bikin û li gorî mercên xwe yê taybetî serlêdanek bikin.



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.

Centrelink and Medicare

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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**

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.