



Cabashooyinka iyo ra'yi wadaagista

Ra'yigaaga muhiim ayuu noo yahay. Waxaad samayn kartaa cabasho, ama waxaad nala wadaagi kartaa bogaadin ama talo ayaad nala wadaagi kartaa si aad nooga caawiso horumarinta adeegayaga.

Waxaad xaq u leedahay inaad codsato in dib u eegis lagu sameeyo go'aamadayada. Waxaad samayn kartaa taas haddii aadan ku qanacsaneyn go'aan ku saabsan lacag-bixinta, adeegga ama deynta aad ka hesho Medicare, Centrelink ama Child Support.

Wixii macluumaad ah ee ku saabsan nidaamkayaga dib u eegista iyo racfaanka, gal **servicesaustralia.gov.au/reviewsandappeals**

Haddii aad tahay ganacsi ama xirfadle caafimaad, waxaad sidoo kale nala wadaagi kartaa ra'yi ama waxaad sameyn kartaa cabasho.

Sida loo soo gudbiyo cabasho, talo ama bogaadin

Haddii aad rabto inaad cabasho samayso ama aad rabto inaad nala wadaagto talo ama bogaadin, waxaad la hadli kartaa shaqaalaheena. Haddii aadan ku faraxsanayn jawaabtooda, waxaad la hadli kartaa maamulahooda.

Waxaad soo wici kartaa:

- khadkeena ra'yi wadaagista iyo cabashooyinka ee **1800 132 468**
- National Relay Service (Adeegga Gudbinta Qaranka) haddii aad tahay dhagool, ama maqalku kugu adag yahay ama hadalku ku dhibayo. Booqo **communications.gov.au/accesshub/nrs**
- mid ka mid ah taleefanadeena caalamiga ah haddii aad dalka dibadiisa ku sugan tahay. Si aad u hesho liiska lambarrada taleefannada caalamiga ah, booqo **servicesaustralia.gov.au/internationalphone**

Noo sheeg haddii aad u baahan tahay turjubaan waana kuu diyaarin doonaa mid lacag la'aan ah.

Waxaad sidoo kale nala wadaagi kartaa ra'yigaaga adigoo isticmaalaya akoonkaaga myGov, ama waxaad soo buuxin kartaa foom online ah ama warqad ayaad noo soo diri kartaa. Waraaqaha boostada lagu soo dirayo waa lacag la'aan Australia gudaheeda.

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

Fadlan xusuusnow, haddii aad noo soo dirto qoraal aad ra'yi nagula wadaageyso ama mid cabasho ah, waxay nagu qaadan kartaa muddo dheer inaan kuugu soo jawaabno.

Wixii macluumaad dheeraad ah, booqo **servicesaustralia.gov.au/feedback**

Waxa aan kaaga baahanahay

Fadlan si cad, oo xaqiiqada ku dhisan wax noogu soo sheeg oo sidoo kalena noosoo sheeg natiijada aad jeclaan lahayd. Fadlan nala wadaag magacaaga iyo lambarkaaga teleefanka haddii aad samaynayso cabasho oo aad rabto inaan kula soo xiriirno. Haddii aadan nala wadaagin magacaaga iyo lambarkaaga taleefanka, ma awoodi doono inaan kuusoo jawaabno.

Sida aan uga jawaabi doono

Waxaan ku dadaaleynaa in aan ku xalino cabashooyinka 10 maalmood oo maalmaha shaqada ah gudahood. Haddii aanaan xallin karin cabashadaada, waan kuu sharixi doonaa sababta waxaana kuusoo sheegi doonaa fursadaha kale ee kuu furan.

Haddii aan u baahanahay inaan ku soo wacno, waxaan kaaso wici doonaa lambar qarsoon oo private ah.

Goorta aad la xiriiri karto xafiiska cabashooyinka xalisa (Ombudsman)

Haddii aadan ku faraxsanayn natiijada cabashadaada, waxaad la xiriiri kartaa Commonwealth Ombudsman (Xafiiska Cabashooyinka Xaliya ee Dawlada Dhexe). Booqo ombudsman.gov.au

Wixii macluumaad intaas ka badan ah

- booqo servicesaustralia.gov.au/feedback wixii macluumaad dheeraad ah oo English ah
- booqo servicesaustralia.gov.au/yourlanguage halkaas oo aad ka akhrisan karto, dhageysan karto ama aad ku daawan karto fiidiyowyo luuqadaada ah
- wac **131 202** si aad noogula hadasho luqadaada wixii ku saabsan lacagaha iyo adeegyada Centrelink
- wac **132 011** wixii ku saabsan Medicare ka iyo **131 272** wixii ku saabsan Child Support. Noo sheeg haddii aad u baahan tahay turjubaan, waana kuu diyaarin doonaa mid lacag la'aan ah
- booqo xarunta adeega.

Ogsoonow: marka aad kasoo wacayso taleefanka guriga lambarada ka bilaabanaya '13' meel kasta oo aad Australia ah qiimo go'an ayaad bixinaysaa. Qiimahaas go'an waa uu ka duwanaa karaa qiimaha taleefanada gudaha ee caadiga ah shirkaduhuna waa ay ku kala duwanaa karaan qiimahaas. Lambarada ka biloowdo '1800' marka laga soo wacayo taleefanka guriga waa lacag la'aan. Markaad wax ka wacayso taleefanada dadweynaha iyo moobaylada gacanta waxaa laga yaabaa in waqti go'an lagu qabto sidoo kalena qiimuhu uu aad u sarreeyo.

Cudur-daar

Macluumaadka ku qoran daabacaadan waxaa loogu talagalay oo kaliya inuu noqdo mid kuu sharaxaya lacag-bixinta iyo adeegyada. Adiga ayay masuuliyad kaa saaran tahay inaad go'aansato haddii aad u baahan tahay inaad codsato/xareysato lacag-bixin iyo inaad samayso arji ku saabsan xaaladahaaga gaarka ah.



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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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.