



## ስድራቤትን ጎንጸ ስድራ ዝርዝር መጻሪይ

ብዛዕባኻን ስድራቤትኻ ዘተሓሳስብ ጎንጸ እንተሃልዩካ ከንሕግዘኻ ንክእል ኢና። ን Child Support, Centrelink ወይኻ Medicare ከተዛርብ እንከሎ ክትዝኸሮ ዘለኻ ሓዲሓዲ ነገራት ኣብዚ ኣለዉ።

### 1. ውልቓዊ መለለዩ ዶኩመንቲታት ክትረኽብ ትክእል'ዶ?

ናትኻን ናይ ውላድኻ ውልቓዊ መለለዩ ዶኩመንቲታት ክንሓትት ንክእል ይኸውን። በዚ ዶኩመንቲታት ዚኣትው ከም ዝሰዕብ ዓይነት ይኸውን:

- መንጃ ፍቓድ
- ልደት ምስኽር ወረቐቲ
- ዝርዝር ዓይነት ሺዛ
- ፓስፖርቲ እዮም።

ዘም ክትረኽብ ዘይትክእል እንተኾይኑ ሕጂውን ከንሕግዘኻ ንክእል። ኣዘራርብና እሞ ምስ ካልኣት መማረጺታት ንክትረኽብ ነዳልወልካ።

### 2. እንታይ ዓይነት ክፍሊታት ክትረኽብ ከምትክእል ትፈልጥ'ዶ?

እንታይ ዓይነት ክፍሊትን ኣገልግሎታት ክትረኽብ ከምትክእል ንምርኣይ ንናትና Payment and Service Finder ጥምቓም። ከምኡውን ኣብጥቓኻ ንዘሎ ኣገልግሎት ንምርኣብ ነዙይ ክትጥቀም ትክእል። ንናትኻ ምምሕዳር ግዝዓት ወይኻ ተራቶርይ መሪጽኻ፤ ብድሕሪኡ ንስድራቤትን ጎንጸ ብስድራ ንዝብል ምምራጽ። ንዘበለጸ መረዳኢታ ብእንግሊዝኛ ናብ ዌብሳይት: [servicesaustralia.gov.au/paymentfinder](http://servicesaustralia.gov.au/paymentfinder) ኣቲኻ ምርኣይ።

### 3. ናዓኻ ብምውኻል ዝኾነ ሰብ ምሳና ክደራደር'ድዩ?

ነቲ ምድላው ከንሕግዘኻ ንክእል ኣብዚ ዝሰዕብ ዝኾነ ሰብ:

- ንዓኻ ወኪሊ ምስ Centrelink, Medicare ወይኻ Child Support on ክደራደር ፍቓድ ዘለዎ
- ንናትኻ Centrelink ክፍሊት ዝረኽብን ዝጥቐሙሉ።

ስለዘሎ ለውጢታት ንኻልእ ኣካል ምዝራብ ዘድልዩና እንተኾይኑ ነፍልጠካ ኢና።

### 4. ንስኻ ወይኻ ውላድኻ My Health Record ኣለኹም'ዶ?

ብናትኻ ወይኻ ብውላድኻ My Health Record ውሽጢ ናይ መራኽቢ መረዳኢታ ማለት ከምናትኻ ኣድራሻ ክሕልዎ ይኸውን።

እዚ ንስድራኻ ጸገም ዝፈጥር እንተኾይኑ፤ ንMy Health Record ሓገዝ መስመር ብስልኪ **1800 723 471** ጌርካ ምድዋልን ምርጫ ንቁፅሪ **1** ምጽቓጥ።

### 5. ንናትኻ Centrelink ክፍሊት ንከተማልኦ ዝኾነ ቅድመ ኮነታት ኣለኻዶ?

Centrelink ክፍሊት ንምርካብ ከተማልኦ ዝግባእ ናይ ተሳትፎ ወይኻዓ ሓባራዊ ግዴታት ከተማልኦ ይግብኣኻ ይኸውን።

ንዓና ወይኻዓ ንናትኻ መዳለዊ ኣዘራርብ፤ እንተዘይኺእልካ፡

- ብቐጻሮ ምርኻብ
- ንናትኻ ተሳትፎ ወይኻዓ ሓባራዊ ግዴታ ቅድመ ኮነታ ምምላእ እዩ።

### 6. ንናትኻ ውልቓዊ ዝርዝር ሓበሬታ ምሳና እዋናዊ ጌርኻዮዲኻ?

ከምናትኻ ድሕንነት እቅድ ምግባር ሓደ ኣካል ምዃን ዘለኻ ውልቓዊ ዝርዝር መረዳኢታ ምስ ሕጻን ደገፍ/Child Support፤ ሰንተርሊንክ/Centrelink ከም ኡውን ንመዲካር/Medicare እዋናዊ ምግባር። እዚውን ሓዳሽ ናይ ፖስታ ኣድራሻ ወይኻዓ ስልኪ ቁፅሪ ክኸውን ይኽእል።

እዚ ንስኻ ጥራይ ካና ክፍሊት ንምርኻብካ ከምኡውን ዝርርዝ ርክብ ከምዝገበርካ ንምርግጋፅ እዩ።

### 7. ብናትኻ መክፈቲ ቻላት/passwords ዝኾነ ክትልውጥ ትደልይዶ?

ዝኾነ ሰብ ንናትኻ ኣንላይን ወይኻዓ myGov ኣካውንት እንተጠቁሙሉ ኣብዝኾነ ግዜ መክፈቲ ቻላት/passwords ክትቅይሮ ትኽእል ኢኻ።

ብዛዕባ ዘለኻ ሪኮርዲ መዝገብ ዘተሓሳስበኻ እንተኾይኑ ኣፍልጠና። ንኡብነት፡ ንናትኻ myGov ኣካውንት ዝኾነ ሰብ ይጥቐሙሉ ኢልኻ እንተሃሲብካ ናብ myGov ሓገዝ መውሃቢ ጠረጴዛ ብስልኪ **132 307** ጌርኻ ምድዋል ወይኻዓ ብእንግሊዝኛ ሓገዝ ምሕታት።

### 8. ናብ ካልእ Medicare ካርዲ ብባዕልኻ ከተማሓላልፎ ትደሊዶ?

ብቲ ዝነበረኻ ካርዲ ንምጽናሕ ድሕንነት ዘይብሉ ስለዝኾነ ናብ ካልእ ሓዳሽ Medicare ካርዲ ክትልውጥ ትኽእል።

ነዙይ ንምግባር ናብ Medicare ብስልኪ **132 011** ጌርካ ምድዋልን ብእንግሊዝኛ ጌርካ እንታይ ክትገብር ከምትደሊ ሓብረና። ናብ ቐጻላይ ስጉምቲ ነመሓላልፊካ ኢና።

### 9. ብናትኻ ስም ንዘሎ ባንኪ ኣካውንቲ ብጽቡቕ ትጥቐሙሉዶ?

ከምናትኻ ድሕንነት እቅድ ኣወጻጽኦ ሓደ ኣካል መሰረት ብናትኻ ስም ጥራይ ድሕንነት ንዘለዎ ባንኪ ኣካውንቲ ክትጥቐም ትኽእል።

ናትኻ ክፍሊት ብቲ ኣካውንቲ ክንልእኾ ተደሊኻ፤ ንናትኻ ባንኪ ኣካውንቲ ዝርዝር መረዳኢታ ክትቐይሮ የድሊ እዩ። ኣስተውዕል፡ ነዙይ ን Centrelink, Medicare ከምኡውን ን Child Support ብዝተፈላለዩ ክትገብር የድሊ።

### 10. ንናትና ውህብቶ ሓበሬታ ንክርድኣኻ ሓገዝ ትደሊዶ?

ብዛዕባ ብናትና ዝውሃብ ክፍሊታትን ኣገልግሎታትን ሓበሬታ ንክርድኣኻ ጋዝ እንተደሊኻ ዝተፈላለዩ መማረጺታት ከምዘሎ እዩ። ንኡብነት፡ ክንሕግዝ ንኽእሎ፡

- ንስኻ ናይ ምስማዕ ወይኻዓ ምዝራብ ጸገም እንተሃልዩኻ
- ብናትኻ ቋንቋ ጌርካ ንዝኾነ ሰብ ከተዘራርብ እንተደሊኻ
- ብትሕቲ ናትኻ ሓልዮት ዘሎ ዝኾነ ሰብ፤ ኣለ ጉድዓተኛ፤ ሕሙም ወይኻዓ ጉድዓት ዝበጽህ ሰብ እንተሃልዩ እዩ።

ብናትኻ ቋንቋ ንክተዛርበና፤ ብስልኪ፡

- **131 202** ጌርካ ብዛዕባ Centrelink ክፍሊትን ኣገልግሎት
- ን Translating and Interpreting Service (TIS National) ስልኪ **131 450** ጌርካ ብዛዕባ Medicare ወይኻዓ Child Support ክፍሊትን ኣገልግሎት ምድዋል።

ብእንግሊዝኛ ንዝበለጸ መረዳኢታ ኣብ ዌብሳይቲ [servicesaustralia.gov.au/accessibility](http://servicesaustralia.gov.au/accessibility) ኣቲኻ ምርኣይ።

ከምኡውን ብናትኻ ቋንቋ ንዝበለጸ መረዳኢታ ኣብ ዌብሳይቲ [servicesaustralia.gov.au/yourlanguage](http://servicesaustralia.gov.au/yourlanguage) ኣቲኻ ምርኣይ።

### 11. ንናትኻ Family Tax Benefit ንምርካብ ኣብዚ እዋን ናይ child support ጉዳይ ወይኻን ንchild support ከተምልከት ድሌት ኣለካዶ?

ብዛዕባ ዝሰዕብ ኮኅታ ዘተሓሳስብኻ እንተኾይኑ ብእንግሊዝኛ ሓበሬታ ንምርካብ ን Child Support ብስልኪ **131 272** ጌርካ ምድዋል፡

- ካብ ቐደም ሰብዓይ/ሰበይቲ ናይ child support ምድላይ
- ንቐደም ሰብዓይ/ሰበይቲ ንምዝርራብ ይኸውን።

### 12. ንዓና ከተዘራርቦ ትደሊ ካልእ ሥራሕ ተግባር ኣለዎዶ?

ብዛዕባ ዝሰዕብ ሕቶታት እንተሃልዩካ ከተዘራርቦና ትኸእል፡

- Centrelink ክፍሊት ወይኻ ዕዳ
- Medicare ክፍሊት ወይኻ ከይዲ ሥራሕ
- Child Support ገምጋም ወይኻ ዕዳ
- ድሕነት ንናትኻ Child Support, Centrelink ወይኻ Medicare ሪከርዲታት

ብእንግሊዝኛ ንዝበለጸ መረዳእታ ኣብ ዌብሳይቲ [servicesaustralia.gov.au/contact](http://servicesaustralia.gov.au/contact) ኣቲኻ ምርኣይ።

### 13. ንኻልኣት ደገፍ ኣገልግሎታትን መሳርሒ ኣበይ ክረኽብ እኽእል?

ናትና ማሕበራዊ ሠራሕተኛታት ብዘይኸፍሊት ብናፃ፤ ሚስጥራዊ ብዘኾነ መገዲ መማኸርቲ የዳልዉ እዮም። ክሕግዘኻ ናብዝኸእል ካልእ ኣገልግሎታት ክልእኹ ይኸእሉ እዮም። ንናትና Employment Services መስመር ብስልኪ **132 850** ጌርካ ምድዋልን እዋን ንማሕበራዊ ሠራሕተኛ ንከተዘራርብ ምሕታት። ኣስተርጓሚ ትደሊ እንተኾይንኻ ኣፍልጠና። ብናፃ ብዘይኸፍሊት ሓደ ነዳልው ኢና።

ንዓኻ ዝሕግዙ ኻልኣት ድርጅታት ኣለዉ። ብእንግሊዝኛ ዝርዝር መዝገብ ኣብ ዌብሳይቲ፡ [servicesaustralia.gov.au/domesticviolence](http://servicesaustralia.gov.au/domesticviolence) ክትረኽቦ ትኸእል።

**1800RESPECT (1800 737 732)** ኣብ መዓልቲ 24 ሰዓታት፤ ብሰሙን 7 መዓልታት ናይ ሓገዝ መስመር ከምዘሎን ኣሞ ኣብ ከባቢኻ ዝሠርሕ ኣገልግሎት ምድላይ።

ብከባቢኻ ኣገልግሎታት ንክትረኽብ ዝሕግዝ ሓባሪ ዝኾነ Ask Izzy እዩ። ናብ ዌብሳይቲ፡ [askizzy.org.au](http://askizzy.org.au) ኣቲኻ ምርኣይ።



## Family and domestic violence checklist

If you are concerned about your or your family's safety, we can help. Here are some things to keep in mind if you contact Child Support, Centrelink or Medicare.

### 1. Do you have access to personal identity documents?

We may ask for personal identity documents for you and your children. This could include documents like these:

- driver licence
- birth certificate
- visa details
- passport.

If you do not have access to them, we can still help you. Contact us and we will work with you to find other options.

### 2. Do you know what payments you can get?

Use our Payment and Service Finder to see what payments and services you may be able to get.

You can also use it to find services near you. Select your state or territory, then family and domestic violence. Go to [servicessaustralia.gov.au/paymentfinder](https://servicessaustralia.gov.au/paymentfinder) for more information in English.

### 3. Does someone else deal with us on your behalf?

We can help you end an arrangement if someone else:

- has permission to deal with Centrelink, Medicare or Child Support on your behalf
- is getting and using your Centrelink payment.

We will let you know if we need to tell the other party about the change.

### 4. Do you or your children have a My Health Record?

Your or your child's My Health Record can contain contact information such as your address.

If this could put your family at risk, call the My Health Record Help line on **1800 723 471** and select **option 1**.

## **5. Do you have any requirements you need to meet to get your Centrelink payment?**

You may need to meet participation or mutual obligation requirements to get a Centrelink payment.

Talk to us, or your provider, if you cannot:

- attend an appointment
- meet your participation or mutual obligation requirements.

## **6. Have you updated your personal details with us?**

As part of your safety planning, update your personal details with Child Support, Centrelink and Medicare. This could be a new postal address or phone number.

This is to make sure only you get payments and correspondence from us.

## **7. Do you need to change any of your passwords?**

If someone else has access to your online or myGov accounts, you can change your passwords at any time.

If you are concerned about the security of your records, let us know. For example, if you think someone has accessed your myGov account, call the myGov help desk on **132 307** for help in English.

## **8. Do you need to transfer yourself to another Medicare card?**

You can transfer to a new Medicare card if it is unsafe to remain on a previous card.

To do this, call Medicare on **132 011** and tell us what you want to do in English. We will direct you to the next step.

## **9. Do you have secure access to a bank account in your own name?**

As part of your safety planning, you may have secure access to a bank account in your name only.

If you would like us to send your payments to that account, you will need to change your bank account details. Remember, you will need to do this separately for Centrelink, Medicare and Child Support.

## **10. Do you need help to understand our information?**

If you need help to understand information about our payments and services, there are options available. For example, we can help if:

- you have a hearing or speech impairment
- you need to talk to someone in your language
- you or someone in your care have a disability, illness or injury.

To speak to us in your language, call:

- **131 202** about Centrelink payments and services
- the Translating and Interpreting Service (TIS National) on **131 450** about Medicare or Child Support payments and services.

Go to [servicessaustralia.gov.au/accessibility](https://servicessaustralia.gov.au/accessibility) for more information in English.

You can also find information in your language at [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)

## **11. Do you have a current child support case or need to apply for child support for your Family Tax Benefit?**

Call Child Support on **131 272** for information in English if you are concerned about:

- seeking child support from your ex-partner
- us contacting your ex-partner.

## **12. Is there other business you need to talk to us about?**

You can talk to us if you have questions about:

- Centrelink payments or debt
- Medicare payments or processes
- Child Support assessments or debt
- the security of your Child Support, Centrelink or Medicare records.

Go to [servicessaustralia.gov.au/contact](https://servicessaustralia.gov.au/contact) for more information in English.

## **13. Where can I find other support services and tools?**

Our social workers provide free, confidential counselling. They can refer you to other services that might help. Call our Employment Services line on **132 850** and ask to speak to a social worker. Let us know if you need an interpreter. We will arrange one for free.

There are other organisations to help you. You can find a list in English at [servicessaustralia.gov.au/domesticviolence](https://servicessaustralia.gov.au/domesticviolence)

**1800RESPECT (1800 737 732)** has a 24 hour, 7 day a week helpline and 'Find services in your area' function.

Ask Izzy is a directory to help you find services in your area. Go to [askizzy.org.au](https://askizzy.org.au)