



ስድራቤትን ጐንጺ ስድራ ዝርዝር መጻረይ

ብዛዕባኻን ስድራቤትኻ ዘተሓሳስብ ጐዳይ እንተሃልዩካ ከንሕግዘኻ ንኽእል ኢና። ን Child Support, Centrelink ወይኻ Medicare ከተዛርብ እንከሎ ክትዝኸር ዘለኻ ሓደሓደ ነገራት ኣብዚ ኣለዉ።

1. ውልቓዊ መለለዩ ዶኩመንቲታት ክትረኽብ ትኽእል'ዶ?

ናትኻን ናይ ውላድኻ ውልቓዊ መለለዩ ዶኩመንቲታት ክንሓትት ንኽእል ይኸውን። በዚ ዶኩመንቲታት ዚኣትው ከም ዝስዕብ ዓይነት ይኸውን፡

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

ነዘም ክትረኽብ ዘይትኽእል እንተኾይኑ ሕጂውን ከንሕግዘኻ ንኽእል። ኣዘራርበና እሞ ምስ ካልኣት መማረጺታት ንክትረኽብ ነዳልወልካ።

2. እንታይ ዓይነት ክፍሊታት ክትረኽብ ከምትኽእል ትፈልጥ'ዶ?

እንታይ ዓይነት ክፍሊታት ኣገልግሎታት ክትረኽብ ከምትኽእል ንምርካይ ንናትና Payment and Service Finder ኮምፕዩተር።

ከምኡውን ኣብጥቓኻ ንዘሎ ኣገልግሎት ንምርካብ ነዘይ ክትጥቀም ትኽእል። ንናትኻ ምምሕዳር ግዝዓት ወይኻ ተራቶርይ መሪጽኻ፤ ብድሕራኡ ንስድራቤትን ጐንጺ ብስድራ ንዝብል ምምራጽ። ንዝበለጸ መረዳኢታ ብእንግሊዝኛ ናብ ዌብሳይት፡

servicesaustralia.gov.au/paymentfinder ኣቲኻ ምርካይ።

3. ናዓኻ ብምውኻል ዝኾነ ሰብ ምሳና ክደራደር'ድዩ?

ነቲ ምድላው ከንሕግዘኻ ንኽእል ካብዚ ዝስዕብ ዝኾነ ሰብ፡

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

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 ኣለኻ'ዶ?

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

ንዓና ወይኻዓ ንናትኻ መዳለዊ ኣዘራርብ፤ እንተዘይኸእልካ፡

- 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 ንመዲከር/Medicare እዋናዊ ምግባር። እዚውን ሓዱሽ ናይ ፖስታ ኣድራሻ ወይኻዓ ስልኪ ቁፅሪ ከኸውን ይኸእል።

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

7. ብናትኻ መክፈቲ ቃላት/passwords ዝኾነ ከትልውጥ ትደልይ'ዶ?

ዝኾነ ሰብ ንናትኻ ኣንላይን ወይኻዓ myGov ኣካውንት እንተጠቁሙሉ ኣብዝኾነ ግዜ መክፈቲ ቃላት/passwords ከትቅይሮ ትኸእል ኢኻ።

ብዛዕባ ዘለኻ ሪከርዲ 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 ትደሊ'ዶ?

ብቲ ዝነበረኻ ካርዲ ንምጽናሕ ድሕንነት ዘይብሉ ስለዝኾነ ናብ ካልእ ሓዱሽ Medicare ካርዲ ከትልውጥ ትኸእል።

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

9. ብናትኻ ስም ንዘሎ ባንኪ ኣካውንቲ ብጽቡቕ ትጥቐሙሉ'ዶ?

ከምናትኻ ድሕንነት እቅድ ኣወጻጽኦ ሓደ ኣካል መሰረት ብናትኻ ስም ጥራይ ድሕንነት ንዘለዎ ባንኪ ኣካውንቲ ከትጥቐም ትኸእል።

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

10. ንናትኻ ውህብቶ ሓበሬታ ንክርድኣኻ ሓገዝ ትደሊ'ዶ?

ብዛዕባ ብናትኻ ዝውሃብ ክፍሊታትን ኣገልግሎታትን ሓበሬታ ንክርድኣኻ ጋዝ እንተደሊኻ ዝተፈላለዩ መማረጺታት ከምዘሎ እዩ። ንኡብነት፡ ከንሕግዝ ንኸእሎ፡

- 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 ዝበጽሖ 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 ኣቲኻ ምርኣይ።

ከምኡድማ ብናትኻ ቋንቋ ንዝበለጸ መረዳኢታ ኣብ ዌብሳይቲ 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 ዝስዕብ ኩነታት ዘተሓሳስበኻ እንተተኾይኑ ብእንግሊዝኛ ሓበሬታ ንምርካብ ን Child Support ብስልኪ **131 272** ጌርኻ ምድዋል፡

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

12. ንዓና ከተዘራርቦ ትደሊ ካልእ ሥራሕ ተግባር ኣሎዎ?

ብዛዕባ ዝስዕብ ሕቶታት እንተሃልዩኻ ከተዘራርቦና ትኽእል፡

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

ብእንግሊዝኛ ንዝበለጸ መረዳእታ ኣብ ዌብሳይት **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። ከሕግዘኻ ናብዝኸእል ካልእ ኣገልግሎታት ክልእኹ ይኽእሉ እዮም። ንናትና Employment Services መስመር ብስልኪ **132 850** ጌርኻ ምድዋልን እሞ ንማሕበራዊ ሠራሕተኛ ንከተዘራርብ ምሕታት። ኣስተርጓሚ ትደሊ እንተተኾይንኻ ኣፍልጠና። ብናፃ ብዘይኸፍሊት ሓደ ነዳልው ኢና።

ንዓኻ ዝሕግዙ ኻልኣት ድርጅታት ኣለዉ። ብእንግሊዝኛ ዝርዝር መዝገብ ኣብ ዌብሳይት፡

servicesaustralia.gov.au/domesticviolence ክትረኽቦ ትኽእል።

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

ብከባቢኻ ኣገልግሎታት ንክትረኽቦ ዝሕግዝ ሓባሪ ዝኾነ Ask Izzy እዩ። ናብ ዌብሳይት፡ **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 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 **servicesaustralia.gov.au/accessibility** for more information in English.

You can also find information in your language at **servicesaustralia.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 **servicesaustralia.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 **servicesaustralia.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**