



## Aho na si kha fehter

### Tangka pekmi asilole riantuan piaknak na hal tikah aho na si kha fehter.

Hi lio caan ah hin riantuan piaknak hmun ah va lenkai kha a herh lo.

Tangka pekmi hal na herh ahcun, tuah dingah a rangbikmi lam cu awnlai (online) a si. Aho na si kha na fianter khawh i Centrelink Reference Number (CRN) na ngah khawh, cun myGov he Centrelink ah pehtlaihna na tuah khawh. Cu ticun na Centrelink online account hmangin halnak na tuah khawh.

Aho na si kha phone zongin na fianter khawh. CRN le Centrelink kha nangmah myGov account ah pehtlaihna dikthlir kan in pek lai.

Na Centrelink online account na tuah dih hnu ah myGov hmangin online in na halmi kha na tuah khawh.

A hnu deuh ah aho na si fehter dingah minung pumpak in ton kan hau te lai. Zeidah kan herh timi nangmah thehter dingah hmailei ah pehtlaihna kan in tuah te lai.

### A hman tharmi na si ahcun

Na kan chawnh tik ah aho na si timi tehte na kan pek a hau lai.

Hi catialmi pawl i 1 asilole tamdeuh chungin aho na si theihna dikthlir cu na kan pek a hau lai:

Catialmi	Dikthlir
Australia mi mawtawmawng laisen	Na hmaanthlak he nangmah min in chuahmi atu lio hman khawhmi mawtawmawng laisen Hi ah aa telmi cu takpum lei le digital lei mawtawmawng laisen, atu lio hman khawhmi cawnnak nawl pekmi le rian he aa pehtlaimi laisen pawl an si.
Australia mi passport	Kum 3 chung hman khawh dingmi, na min asilole hlanlio na min in chuah piakmi.
Australia mi Meithal kahnak le hriamnam itlaihna laisen	Na hmaanthlak asilole minthut he na min in chuah piakmi atu lio hman khawhmi laisen. A tlawmte kahnak nawl a ngeimi asilole ngakchia nih kahnak nawl a ngeimi asilole laisen pawl cu kan cohlang kho lo.
Australia mi Himnak lei laisen	Atu lio hman khawhmi himnak lei runvennak sehzung asilole minung tampi uknak laisen. Hihi nangmah min in tuahmi hrimhrim a si lai i na hmaanthlak asilole minthut langhtermi a si lai.
Ramdang passport	Phung ning in luhnak tazeih cumhmi asilole visa he ramdang nih chuah piakmi atu lio hman khawhmi passport.
Kum tehte langhternak kat	Na hmaanthlak asilole minthut he na min in pyine asilole umnak hmunhma acozah nih chuah piakmi.

Catiami	Dikthlir
Tang hleihnih siangngakchia ID kat	Na hmaanthlak asilole minthut he na min in chuah piakmi atu lio hmanmi ID kat. Kum 18 tang le a dang catiami na ngeih lo lawngah hihi cu na hman khawh lai.
Australia mi chuahnak kong tialnak catlap	Na min asilole hlanlio na min in Births, Deaths and Marriages nih chuahnak kong tialnak catlap tling tein an in chuah piakmi. Chuahnak kong a chumcheu in lakmi asilole chuahnak kong tialmi kat pawl cu kan cohang kho lo.
Australia mi thit-umnak kong tialnak catlap	Pyine asilole umnak hmunhma acozah nih chuahpiakmi. Puai tuahnak, khrihfabu asilole puai tuah lio i aa telmi nih chuah piakmi catlap cu kan cohang kho lo.
Australia mi visa	Na min asilole hlanlio na min in chuahpiakmi atu lio khuasa in a ummi asilole khualtlawng visa. Visa pekmi caan a dih cangmi pawl cu kan cohang kho lo.
Australian citizenship certificate	Na min asilole hlanlio na min in rak chuahpiakmi. Na nulepa pekmi catlap cungah na min aa tel ahcun, cucu na hman khawh.
ImmiCard	Na min asilole hlanlio na min in Department of Home Affairs nih an chuahpiakmi kat.
Min thlennak	Min asilole thimnak lio i itelnak kong tialnak catlap phung ningin thlennak
Hrinsornak in Australia mi sinak lei Minkhumhnak kong tialnak Catlap	Australia a lengah hrinmi minung caah Australia Acozah nih chuah piakmi. An nulepa pakhat paoh tal kha an chuahri in Australia rammi sinak a rak ngeimi.

## Phung ningin min pekmi na ngeih ahcun zeidah a cang lai

Na min pekmi kha phone in chawnh ah a dik kho ko i cu hnu ah aho na si kha kanmah he phone in fianter khawh a si ko.

## Phung ningin na hmanmi na min thlen asilole remh ningcang

Phung ningin na hmanmi na min na thlen ahcun na kan chimh kha a biapi taktak.

Phung ningin na hmanmi na min thlen asilole remh dingah, Births, Deaths and Marriages nih an chuahmi bak a dikthlir le catiami fehter dingah na hnatlaknak kan herh lai.

## Pasal/nupa aho a si fehter ding na herh caan

Nangmah le na pasal/nupi aho a si timi kha phone in fianternak tuah kan herh, hihi na hal ahcun:

- Parenting Payment
- Low Income Health Care Card
- Farm Household Allowance
- Pension Loans Scheme.

Na pasal/nupi aho a si kha kan fehter cang a si ahcun, anmah sinin zeidang catiami kan herh men ti lai lo.

## Thawngthanhnak tam deuh hmuh khawhnak caah

- Punghmaan in tangka an pe tawntu kha chawn hna law holhlettu na herh ah cun kanmah kha kan chim. A lak in pakhat kan tawlrel lai. Kan phone nambar tialnak hmuhnak caah, hi ah hin zoh [servicesaustralia.gov.au/phoneus](https://servicesaustralia.gov.au/phoneus)
- **131 202** ah chawn law Centrelink tangka pekmi le riantuan piaknak kong cu nanmah holh in kanmah he bia kan iruah lai
- Translating and Interpreting Service (TIS National) kha **131 450** ah chawn law Medicare le Child Support tangka pekmi le riantuan piaknak pawl kongah nanmah holh in kanmah he bia kan iruah lai.
- Nanmah holh in thawngthanhmi rel khawh, ngaih khawh asilole zoh khawh dingah [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) ah zoh
- Mirangholh in thawngthanhmi tamdeuh hmuhnak dingah [servicesaustralia.gov.au/identity](https://servicesaustralia.gov.au/identity) ah zoh
- Riantuan piaknak hmun ah va leng.

**Theihternak:** Australia ram chung i khoika hmun paoh in nambar '13' cu nangmah fawn in na chawnh ahcun aman peek ahau lai. Ram chung chawnhnak man cu ai dang cio lai i fawn tawlreltu pawl cung zongah ai dang cio lai. Nan inn phone in nambar '1800' na chawnh ahcun man lo in asi lai. Zapi hmanmi fawn le kutput phone in na ahcun acaan cung hngat in aman tam deuh lai.

## Phung ning in theihternak

Hi ca in chuahmi chung ah aa telmi thawngthan cu tangka peknak le riantuan piaknak ca i lamhmuhsaknak bantuk ca lawngah tinhmi a si. Tangka pekmi sok na duh ahcun biakhiah ding le na dirhmun um tu ning he pehtlai in soknak tuah ding cu nangmah tuanvo a si.



## Confirm your identity

### Confirm your identity when you claim a payment or service.

There is no need to visit a service centre during this period.

If you need to claim a payment, the quickest way to do this is online. You can establish your identity and get a Centrelink Reference Number (CRN) with myGov to link to Centrelink. You can then make your claim through your Centrelink online account.

You can also establish your identity over the phone. We will give you a CRN and details to link Centrelink to your myGov account.

After you set up your Centrelink online account through myGov, you can make your claim online.

We will need to confirm your identity in person at a later date. We will contact you in the future to let you know what we need.

### If you are a new customer

When you call us you will need to provide us proof of your identity.

You will need to give us identity details from 1 or more of these documents:

Document	Details
Australian driver licence	A current driver licence with your photo issued in your name. This includes physical and digital driver licences, current learner permits and provisional licences.
Australian passport	Issued in your name or former name, within 3 years of the expiry date.
Australian Shooter or firearm licence	A current licence, issued in your name with your photo or signature. We cannot accept minor or junior permits or licences.
Australian Security licence	A current security protection industry or crowd control licence. It must be in your name and show your photo or signature.
Foreign passport	A current passport issued by another country, with a valid entry stamp or visa.
Proof of age card	Issued by a state or territory government in your name with your photo or signature.
Secondary student ID card	A current ID card, issued in your name with your photo or signature. You can only use this if you are under 18 and do not have the other documents.
Australian birth certificate	A full birth certificate in your name or former name issued by Births, Deaths and Marriages. We cannot accept birth extracts or birth cards.
Australian marriage certificate	Issued by a state or territory government. We cannot accept ceremonial, church or celebrant issued certificates.
Australian visa	A current resident or tourist visa issued in your name or former name. We cannot accept expired visas.

Document	Details
Australian citizenship certificate	Issued in your name or former name. If your name appears on your parents' certificate, you can use that.
ImmiCard	A card issued in your name or former name by the Department of Home Affairs.
Name change	Legal change of name or deed poll certificate.
Australian Certificate of Registration by Descent	Issued by the Australian Government to a person born outside Australia. At least one of their parents was an Australian citizen at the time of their birth.

## What happens if you have an authorised nominee

Your nominee can be authenticated over the phone and then establish your identity with us over the phone.

## How to change or correct your legal name

It is important to tell us if you change your legal name.

To change or correct your legal name, we will need the details of an original document issued by Births, Deaths and Marriages and your consent to verify the document.

## When you need to confirm a partner's identity

We need to establish both your and your partner's identity over the phone, if you are claiming:

- Parenting Payment
- Low Income Health Care Card
- Farm Household Allowance
- Pension Loans Scheme.

If we have already confirmed your partner's identity, we may not need further documents from them.

## For more information

- Call your regular payment line and let us know you need an interpreter. We will arrange one for free. For a list of our phone numbers, go to [servicessaustralia.gov.au/phoneus](https://servicessaustralia.gov.au/phoneus)
- Call **131 202** to speak with us in your language about Centrelink payments and services
- Call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services
- Go to [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage) where you can read, listen to or watch information in your language
- Go to [servicessaustralia.gov.au/identity](https://servicessaustralia.gov.au/identity) for more information in English
- 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 is your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.