



## Innungkhar le inn i puarhrannak lei cheknak cazin

Nangmah asilole na innchungkhar himnak kongkau ah siaherhmi na ngeih ahcun, kan in bawmh khawh. Hika ah thil zeimawzat na lung chungah chiah ding an um, Child Support, Centrelink asilole Medicare he pehtlainnak na tuah ahcun.

### 1. Pumpaak lei kong tialmi ca pawl zoh khawh dingmi na ngei maw?

Nangmah le na fale caah pompaak kong tialmi ca pawl kan in hal kho men. Catialmi pawl ah aa tel khomi pawl cu:

- mawtaw mawnghnak laisen
- chuahnak lehmat
- visa kong dikthlir
- ramdang tlawnnak ca-uk (passport).

Hi pawl kha zoh khawh dingin na ngeih lo ahcun, kan in bawmh khawh rih ko. Pehtlainnak kan tuah law a dang thim khawhmi kawl dingah nangmah he rian kan tuanti lai.

### 2. Zeibantuk pekmi tangka pawl dah na ngah khawh ti na hngal maw?

Zeibantuk pekmi tangka pawl le rianruan piaknak pawl dah na ngah khawh timi zohnak dingah kan Payment and Service Finder hi hmang.

Nangmah he nainnak ah a ummi riantuan piaknak kawlnak ding zong ah na hman khawh. Na umnak pyine asilole hmun kha thim, cu hnu ah innchungkhar le inn i puarhrannak. Hika [servicesaustralia.gov.au/paymentfinder](https://servicesaustralia.gov.au/paymentfinder) ah zoh, Mirangholh in thawngthanhmi tamdeuh hmuhnak dingah.

### 3. Nangmah aiawh in pakhat khat nih kanmah he rian a tuanmi a um maw?

Tawlrelnak donghter dingah kan in bawmh khawh, minung pakhat khat hihi a si ahcun:

- nangmah aiawh in Centrelink, Medicare asilole Child Support he riantuanti dingah nawlpekmi
- nangmah Centrelink pekmi tangka a ngah i a hmanngmi.

Thlennak kongkau ah midang phu kan chimh hna a herh ahcun, kan in theihter te lai.

#### **4. Nangmah asilole na fale nih My Health Record nan ngei maw?**

Nan umnak leihsa tibantuk pehtlaihnak thawngthan khawh nangmah ta asilole na fa ta My Health Record nih khan a ngei khawh.

Hi nih hin nan innchungkhar ah tihnung ah an chiah khawh hna ahcun, bawmhnak hal khawhnak My Health Record **1800 723 471** ah chawn law, **thimdingmi 1** kha thim.

#### **5. Nangmah Centrelink pekmi tangka ngah dingin nangmah nih tlinh ding a herhmi pakhat khat na ngei maw?**

Centrelink pekmi tangka ngah dingah a herhmi iteltumnak asilole tuanti dingmi tuanvo tlinh na herh men lai.

Kanmah asilole an bawmtu kan chawn, hihi na si ahcun:

- iton dingin suaisamhmi caan ah na kal khawh lo
- naa teltumnak asilole tuanti dingmi tuanvo a herhmi pawl na tlinh lo.

#### **6. Na pumpaak kong dikthlir cu kanmah sinah tharchuahnak na tuah cang maw?**

Nangmah himnak lei suaisamhmi na ngeih bantukin, Child Support, Centrelink le Medicare he nangmah pumpaak kong dikthlir kha tharchuah than. Hihi cakuatnak leihsa thar asilole fon nambur thar a si kho.

Hihi cu pekmi tangka pawl le calutchuak cu kanmah sin lawngin na ngah ti fehternak caah a si.

#### **7. Na biahleng (password) i pakhat khat kha thlen na herh maw?**

Nangmah awnlai (online) asilole myGov min ah pakhat khat a luh khawh ahcun, zeitikcaan paoh ah na biahleng (password) kha na thlen khawh.

Nangmah kong tialmi himnak kongkau ah siaherhnak na ngeih acun, kan theihter. Tahchunhnak ah, nangmah myGov min in pakhat khat a lut cang tiah na ruah ahcun, myGov bawmhnak cabuai kha **132 307** ah Mirangholh in bawmhnak hal dingin chawn.

#### **8. Nangmah pumpaak kha a dang Medicare kat ah thial na herh maw?**

Hlanlio kat kha hmuh dingin a him lo ahcun Medicare kat a thar ah naa thial kho.

Hihi tuahnak dingah Medicare kha **132 011** ah chawn law Mirangholh in tuah na duhmi kha kan chim. Hmailei karhlannak ding lam kan in hmuhsak lai.

## 9. Nangmah min bakin ban i tangka chiahmi laak khawhnak a himmi na ngei maw?

Nangmah himnak lei suaisamhmi na ngeih bantukin, nangmah min lawng bakin tangka chiahmi laak khawhnak a himmi na ngeih a herh men lai.

Nangmah tangka pekmi kha mahka tangka chiahnak min ah kuat piak ding na kan duh ahcun, ban i tangka na chiahnak min kha na thlen a herh lai. Ichingchiah, Centrelink, Medicare le Child Support caah a dang tein hihi na tuah a herh lai.

## 10. Kan thawngthanhmi ifian dingah bawmh na herh maw?

Kan bawmhna le riantuan piaknak pawl kong thawngthanhmi ifian dingah bawmh na herh ahcun, thim khawh dingin a ngahmi an um. Tahchunhnak ah, kan in bawmh khawh hihi na si ahcun:

- khuatheihnak asilole khuahmuhnak lei ah chambaunak na ngeih
- nangmah holh in minung pakhat khat kha chawnh na herh
- nangmah asilole nangmah nih na zohkhenhmi minung pakhat khat nih pumtlatmlinlonak, zawtnak asilole hliamhma putnak nan ngeih.

Nanmah holh in kanmah he chawnh dingah, chawn:

- **131 202** Centrelink bawmhna kong le riantuan piaknak kong
- Translating and Interpreting Service (TIS National) **131 450** ah Medicare asilole Child Support bawmhna le riantuan piaknak kong.

Hika [servicesaustralia.gov.au/accessibility](https://servicesaustralia.gov.au/accessibility) ah zoh, Mirangholh in thawngthanhmi tamdeuh hmuhnak dingah.

Nangmah holh in tialmi thawngthanh cu [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) ah na hmuh khawh fawn lai

## 11. Atu lio ah child support kongkau na ngei maw asilole child support caah sok na herh maw, na Family Tax Benefit caah?

Child Support kha **131 272** ah chawn, Mirangholh in thawngpaang theihnak caah hihi pawl kongah siaherhmi na ngeih ahcun:

- hlanlio na nupi/pasal sinin child support soknak
- hlanlio na nupi/pasal kha kanmah nih pehtlahi piaknak.

## 12. Kanmah he chawnh na herhmi zeidang kong a um maw?

Biahal awk na ngeih ahcun kanmah sin ah na kan chawnh khawh, hi pawl kong:

- Centrelink pekmi tangka pawl asilole leiba
- Medicare pekmi tangka pawl asilole tuahto ning pawl
- Child Support zohfelna pawl asilole leiba
- na Child Support, Centrelink asilole Medicare tialmi himnak.

Hika [servicesaustralia.gov.au/contactus](https://servicesaustralia.gov.au/contactus) ah zoh, Mirangholh in thawngthanhmi tamdeuh hmuhnak dingah.

### **13. Khoika in dah a dang bawmhnak lei riantuan piaknak le thilri pawl ka hmuh khawh lai?**

Zatlang nun lei kan riantuan piaktu pawl nih a lak in, a thlithup a simi thazaang pek cawmpiaknak an pek hna. An bawm kho dingmi a dang riantuan piaknak pawl sin ah an in kuat chin khawh. Kan Employment Services kha **132 850** ah chawn law zatlang nun lei riantuan piaktu he biaruahnak kha hal. Holhlettu na herh ahcun kanmah kha kan chim. A lak in pakhat kan tawlrel lai.

Nangmah an bawm dingmi a dang bu pawl an um. Mirangholh in cazin cu **[servicesaustralia.gov.au/domesticviolence](https://servicesaustralia.gov.au/domesticviolence)** ah na hmuh khawh

**1800RESPECT (1800 737 732)** nih nikhat ah suimilam 24, zarh khat ah ni 7 riantuan piaknak a ngei i 'Na umnak hmun i riantuan piaknak kaw' timi riantuannak a ngei.

Ask Izzy cu na umnak hmun i riantuan piaknak pawl kaw' dingah bawmtu lamhmuhsaknak ca-uk pakhat a si. Hika **[askizzy.org.au](https://askizzy.org.au)** ah zoh.



## 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.

### 14. 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.

### 15. 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.

### 16. 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.

### 17. 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**.

## **18. 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.

## **19. 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.

## **20. 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.

## **21. 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.

## **22. 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.

## **23. 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)

## **24. 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.

## **25. 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/contactus](https://servicessaustralia.gov.au/contactus) for more information in English.

## **26. 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)