



## Žalbe i povratne informacije

Vaše povratne informacije su nam važne. Možete uložiti žalbu, dati kompliment ili dati prijedlog koji će nam pomoći da poboljšamo naše usluge.

Imate pravo tražiti da se odluka preispita. To možete učiniti ako se ne slažete s odlukom o:

- plaćanjima ili uslugama od strane Centrelink (Centrelinka)
- dugu koji se odnosi na Medicare
- Child Support.

Za informacije o našem postupku preispitivanja i žalbe posjetite [servicesaustralia.gov.au/reviewsandappeals](http://servicesaustralia.gov.au/reviewsandappeals)

Ako ste poslovni ili zdravstveni stručnjak, možete nam također dati povratne informacije ili uložiti žalbu.

### Kako podnijeti žalbu, prijedlog ili kompliment

Ako želite podnijeti žalbu, ponuditi prijedlog ili dati kompliment, možete razgovarati s našim osobljem. Ako niste zadovoljni njihovim odgovorom, možete razgovarati s njihovim menadžerom.

Možete nazvati:

- našu Complaints and Feedback line na **1800 132 468**
- National Relay Service ako ste gluhi, nagluhi ili imate oštećenje govora. Idite na [communications.gov.au/accesshub/nrs](http://communications.gov.au/accesshub/nrs)
- jedan od naših međunarodnih telefonskih brojeva ako ste u inostranstvu. Popis naših međunarodnih brojeva telefona potražite na [servicesaustralia.gov.au/internationalphone](http://servicesaustralia.gov.au/internationalphone)

Recite nam ako trebate tumača i organizirat ćemo vam ga besplatno.

Povratne informacije možete dati i putem svog myGov računa, popunjavanjem obrasca na internetu ili poslati pismom. Poštarina je besplatna unutar Australije.

**Centrelink and Medicare  
Complaints and Feedback  
Reply Paid 7800  
Canberra BC ACT 2610**

**Child Support  
Child Support Complaints and Feedback  
Reply Paid 9815  
Melbourne Vic 3001**

Imajte na umu da ako nam pošaljete povratne informacije ili prigovore u pisanom obliku, možda će nam trebati više vremena da odgovorimo.

Za više informacija idite na [servicesaustralia.gov.au/feedback](http://servicesaustralia.gov.au/feedback)

### Šta nam je potrebno od vas

Budite jasni, iznesite činjenice, i recite nam kakav biste željeli ishod. Ako navedete svoje ime i podatke za kontaktiranje lakše ćemo moći stupiti u kontakt s vama i time ćete nam pomoći u

rješavanju problema. Ako ne navedete svoje ime i podatke za kontaktiranje, nećemo vam moći lično odgovoriti.

## Kako ćemo odgovoriti

Cilj nam je rješavati žalbe u roku od 10 radnih dana. Ako ne možemo riješiti vašu žalbu, objasnit ćemo vam zašto i obavijestiti vas o ostalim mogućnostima.

Ako vas budemo trebali nazvati, to će biti s privatnog broja. Iz razloga privatnosti ne možemo ostaviti poruku, osim ako vaša telefonska sekretarica jasno ne kaže ko ste vi.

## Kada kontaktirati Ombudsman(Ombudsmana)

Ako niste zadovoljni ishodom svoje žalbe, možete kontaktirati Commonwealth Ombudsmana(Ombudsman). Idite na **[ombudsman.gov.au](http://ombudsman.gov.au)**

## Za više informacija

- Nazovite redovnu liniju za plaćanje i javite nam da vam treba tumač. Tumača ćete dobiti besplatno. Za popis naših brojeva telefona idite na **[servicesaustralia.gov.au/phoneus](http://servicesaustralia.gov.au/phoneus)**
- Nazovite **131 202** i razgovarajte s nama na svom jeziku o Centrelinkovim plaćanjima i uslugama.
- Nazovite Translating and Interpreting Service (TIS National) na **131 450** ako želite s nama razgovarati na svom jeziku o plaćanjima i uslugama od strane Medicare i Child Support.
- Idite na **[servicesaustralia.gov.au/yourlanguage](http://servicesaustralia.gov.au/yourlanguage)** gdje možete čitati, slušati ili gledati informacije na svom jeziku.
- Za više informacija na engleskom jeziku idite na **[servicesaustralia.gov.au/feedback](http://servicesaustralia.gov.au/feedback)**.
- Otiđite u Centrelinkov uslužni centar.

**Napomena:** pozivi s kućnog telefona na brojeve '13' bilo gdje u Australiji naplaćuju se po fiksnoj tarifi. Ta se stopa može razlikovati od cijene lokalnog poziva, a može se razlikovati i ovisno od dobavljača telefonskih usluga. Pozivi na brojeve '1800' s kućnog telefona su besplatni. Pozivi s javnih i mobilnih telefona mogu se računati po vremenu i naplaćivati po višoj tarifi.

## Izjava o odricanju odgovornosti

Informacije sadržane u ovoj publikaciji trebaju poslužiti samo kao vodič za plaćanja i usluge. Na vama je da odlučite želite li se prijaviti za plaćanje i podnijeti zahtjev uzimajući u obzir vaše okolnosti.



## Complaints and feedback

We value your feedback. You can submit a complaint, give a compliment or offer a suggestion to help us improve our service.

You have the right to ask for a review of the decision. You can do this if you do not agree with a decision about:

- your Centrelink payments or services
- a Medicare debt
- Child Support.

For information about our review and appeal process, go to [servicessaustralia.gov.au/reviewsandappeals](https://servicessaustralia.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 wish to submit a complaint, or offer a suggestion or compliment, you can speak to our staff. If you are not happy with their response, 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](https://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 [servicessaustralia.gov.au/internationalphone](https://servicessaustralia.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.

**Centrelink and Medicare  
Complaints and Feedback  
Reply Paid 7800  
Canberra BC ACT 2610**

**Child Support  
Child Support Complaints and Feedback  
Reply Paid 9815  
Melbourne Vic 3001**

Please remember, if you send feedback or complaints to us in writing, it may take us longer to reply.

For more information, go to [servicessaustralia.gov.au/feedback](https://servicessaustralia.gov.au/feedback)

### What we need from you

Please be clear, factual, and tell us the outcome you would like. Providing your name and contact details will help us to get in touch and help resolve the issue. If you do not provide your name and contact details, we will not be able to respond to you personally.

## 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. For privacy reasons, we cannot leave a message, unless your voicemail clearly identifies who you are.

## 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](http://ombudsman.gov.au)**

## 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 **[servicesaustralia.gov.au/phoneus](http://servicesaustralia.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 **[servicesaustralia.gov.au/yourlanguage](http://servicesaustralia.gov.au/yourlanguage)** where you can read, listen to or watch information in your language.
- Go to **[servicesaustralia.gov.au/feedback](http://servicesaustralia.gov.au/feedback)** 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.