

# مجربيلا وسفيدًا وضبخسيلاا

نْسنى دى ھىلىھنىد كىمتخەجەر، ەھىجىتمەجەر، ھىرىمەر، فوھىمەر، سدّە ھخكمە، ھەدجىمەر، ہكتما دھىتما بى سدّە ھىجىما قالا دەردىمەر، ئى دەھدىدىد سىلىم دەمە ياقىد.

4,  $\lambda$  δος δης  $\lambda$  ετημοίς  $\lambda$  ετημοίς της εξίνης της  $\lambda$  ετης  $\lambda$  εραμής.  $\lambda$  ετημοίς  $\lambda$  ετημοίς

- لود کین نے سکھتی جائی میں موسیت شنگوجہ کے کیا ہے۔
  - شج ڊَسٽن ڊ Medicare
    - .Child Support •

ᾶι ὅοςἀτρᾶι τρα ἀφαλιᾶι ελἔςᾶι επέι ατιᾶι ;; φυέτᾶι επέι ταρᾶι, επότο, Δέοδί μερεκόττι

#### servicesaustralia.gov.au/reviewsandappeals

## دُدجب كَكْبُود سَوْد عَبُكُمْ، جُعَذِبَهُمْ وَسَوْد جُسَبُسُمْ بِي كِكُنهُمْ وَجِدَهُمْ

1, φωρεί ωδο, εφεφιμό, ωξί υξάδι, 2 φυμειμό, ωξί φωτωλί 2 Αλτώι εφτώι, 2 φωραμό, 2 Ελτώς εφτώι, 2 Αλτώς εφτώι 2

قدييها فسيخيها فلا:

- Complaints and Feedback line ججبکہ جک محتثۂ 1800 132 468
- National Relay Service بَخْدُ مَهُ ، بَعِقَتْمُ كُاهُ جَتْحَدْبِهُ ، بَي كَبِمُكُوجِهُ ، إِحَادَهُمُ تَةُ تَعْمُ مُعْدُ. دُسُمَعُ , مَا كَبُمُكُوجِهُ ، إِحَادَهُ مُنْ اللّهُ National Relay Service
   كُتُوفَةُ يُكِحَمُدُهُ تُنْ communications.gov.au/accesshub/nrs

ﺑﺪﯦﺪﯨﻤﻪ, ﺑﺮ ﻳﺮ ﻣﯩﺒﻘﯩﺪ ﻣﻪﻥ, ﻛﯩﺒﺪ ﻣﻪﺩﻟﻐﺘﯩﺪ ﻩﭼﺪ ﺑﻐﺪﻳﻨﺒﯩﺮ ﺑﯩﺪ ﺑﯩﻜﺮ.

ίδ συμκός απτικός πόμες οφείτετες το εκρέμπας επομέτορος ε myGov، σέικε ραθί σε τι ειμέια τη Τρένες επέι εχείας διές, τέρεδε πέρεξε τζο φίλιτας σε χο είσαδεζείς.

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

تَعْ مَحْدِكِتِهُمْ وْمَدِّتُكُمْ، مُسْمِعِي كَتُوفَعْ يُكِحْمُوْمُتَىْ servicesaustralia.gov.au/feedback

### حودن مف هتنقر هیودور

1, τατίζος ο, ποικο, μετί, τειξί, οκελαο, 1, λείχι εκποτί πας, πός, πός, ατός ατάρες ενθική εχορός. Κόρος τε καρική εκαικώ καρος οκικώ ττέναι εντάλι 1, 1, 1 εκποτί, ακός καρος εκρος εκτάρες εκτάλι εχορός. Αξ τωμα εχοκάλος και και εκτάξι εκτάλος εκτάλος εκτάλος εκτάλος εκτάρες εκτάλος εκτάρες εκτάλος ε

## ڊنجب يج <u>ک</u>ونسکوجه ِ

ىبنى بلە دندېدكەن، قىدىدەدنى كە ھەشاد 10 ئەنىيا. يى كا ھىبكى دندېدكە قىدكەدنى، يىد بىدونى قائلەدنى، قائلەدنى قائلەدنىڭ قائلەدنىڭ قائلەدنى قائلەدنى قائلىدى قائلەدنىڭ قائلىدى قائلەدنى قائلەدنى قائلىدىلەدنى قائلىدى قائلىدىدى قائلىدى قائلىد

نى، ھىنب دىخسىدىدىنى، ئىسىدىدىنى بىدىنى ئىلىدىنى ئىلىدىنى ئىلىدىنى ئىلىدىنى ئىلىدىنى ئىلىدىنى ئىلىدىنى ئىلىدىن ئىلدىنى ئى ئىدىنى ئىلىدىنى ئىلىدىنى

## ابغے ہودوحبھہ، جھ Ombudsman

### فل محمد کنم از مجنکلا

- κωπεο, άι μοζί εξίτι εδρελίι εεκρορό, οκεκαρ, ή ε, ατιπί που ζώε ακέβατι. πε κειμω ώε κή.
   άι ατικί εψε ακεί εκτιπί εκξβρίι εκήλ, εμόπο, ζποδί εξαλεότει
   servicesaustralia.gov.au/phoneus
  - بحسیده کودکیه میکنی د بوسی میمه کید د بوسی میمه کیده کید میکنی میکنی د Centrelink
- - - Abono, the grades, enders.

ܩܥܝܪܫܝܘܩܪ; ۻٮڿڎێڲڔٛ ڝ ۿۣڮ؋؞ ڔڿٮۿۄڿ؋؞ ڠڔ '13' ڝٮؾڔ ڝ حک سڋڔ ڎۅڎۿڔ ڎۉ٥۩ڔ ڮۄ ١٥هۿڎڬڔ ڡڽؾڔ ٮێڔ ڛۄؾؾڔ ؾڮڔۿڔ ڎڝڮڔ ڬڔڝۼۿڝڰۊڔ؞ ڝڮڔ ڿڮڎڔ ۼڛڮ؋ ڝڮۺڔڎۻڿڎۿڔڟ؋ڬڽۿڔ؋؋ڬۿڔ؋ڮڮۿڔ؋ڮڮ؋ ڝڔؙۄڎؚؾڔ ڝڮۻۿ؋ۿڮ؋؞؞ۻڿڎێڲڔڟڔڝۼڽؾڔ؋ '1800' ڝ؞ۿڮ؋؞ ڋۻۿۄڿ؋؞ۺڔۻڰڎڎ؞ۻۻڎێڲڔ؈ۻڎڎڲڔۻۿڮڮ؋ؾڔ ڿڝۼؿڔ؋ڝ؋ڞػ ڂڴڎڔڟ۫ؿڔڮڿڹڛڡڛۼؾؾۿڔڿڽڿ؈ڮڮۼڔڿڽڿڝڮۮڔۻڂڮڴؽڔ

### کر عفکم دهعماکنومه:

ἴτς κος Στορίς επτικής το τίτς με τός μπορίς τικου τος ένας εποκή ένα πές αφεκική Δερείκης ομάφως. απρίδιοδορό, του επελικό, Εραθίκης είνους τος εφεαικό, τη ερεκίκη οιτείκο, πές τορίς (κηθέτη), τος του εποδρού (κηθέτη), τος εποδροϊό, είθεις.

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## 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 servicesaustralia.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
- one of our international phone numbers if you are overseas. For a list of our international phone numbers, go to **servicesaustralia.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

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

For more information, go to servicesaustralia.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** 

### 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**
- 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** where you can read, listen to or watch information in your language.
- Go to 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.

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