



## Phunzainak pawl le lungumbia chimmi

Na lungumbia chimmi cu biapi tuk ah kan chiah. Na phunzainak na ap khawh, cun kan riantuan piaknak thanchonak bawmh dingah faknak na chim khawh asilole ruahnak cheuhnak na kan pek khawh.

Biakhiahnak tuahmi zohfelnak tuah than dingin halnak nawl na ngei. Hihi na tuah khawh biakhiahnak tuahmi hi pawl cungah na lungtlin lo ahcun:

- na Centrelink pekmi pawl asilole riantuan piaknak pawl
- Medicare leiba
- Child Support.

Zohfelnak kan tuahmi le halthannak tuahto ning kong tamdeuh theihnak caah hika ah zoh **[servicesaustralia.gov.au/reviewsandappeals](https://servicesaustralia.gov.au/reviewsandappeals)**

Chawlehnak lei asilole ngandamnak lei a thiammi na si ahcun, na lungumbia na kan chimh khawh asilole phunzainak na tuah khawh.

## Phunzainak, ruahnak cheuhnak asilole faknak tuah ningcang

Phunzainak ap na duh ahcun, asilole ruahnak cheuhnak asilole faknak chim na duh ahcun, kan zung riantuan pawl sinah na chim khawh. An bialehnak cungah na lungtlin lo ahcun, an meneizer sinah na chim khawh.

Na chawnh khawh:

- kan Complaints and Feedback line kha **1800 132 468** ah
- Na hnacheh, khuatheihnak naa harh asilole holh khawhnak lei ah chambaunak na ngeih ahcun National Relay Service ah. Hika ah zoh **[communications.gov.au/accesshub/nrs](https://communications.gov.au/accesshub/nrs)**
- ramdang dang ah na um ahcun ramdang chawnh khawhnak kan fon nambar pawl chungin pakhat ah. Ramdang chawnh khawhnak kan fon nambar pawl cazin hmuh khawhnak dingah, hika ah zoh **[servicesaustralia.gov.au/internationalphone](https://servicesaustralia.gov.au/internationalphone)**

Holhlettu na herh ahcun kan chim law man lo in kan in tawlrel piak lai.

Na lungumbia chimmi cu na myGov account hmangin, awnlai fom (online form) ah tling tein phitnak in asilole ca kuat nak in na kan pek khawh thiamthiam. Australia ram chungah caa kuat man cu man lo a si.

**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**

Zaangfahnak in ichingchiah, catialmi in kan sin ah lungumbia chimmi asilole phunzainak pawl na kan kuat ahcun, bialehnak kan in tuah dingmi a rau deuh lai.

Thawngthanmi tamdeuh hmuhnak caah, hika ah zoh **[servicesaustralia.gov.au/feedback](https://servicesaustralia.gov.au/feedback)**

## Nangmah sinin kan herhmi

Zaangfahnak in ifiang, a dikmi siseh law a phi hmuh na duhmi kha kan chim. Na min le pehtlaihna a dikthlir in peknak nih na thil tonmi tha tein hngalhnak le siamremhnak a kan bawmh lai. Na min le pehtlaihna a dikthlir na kan pek lo ahcun, pumpaak in bialehnak kan in tuah lai lo.

## Zeitindah kan in leh lai

Phunzainak pawl cu riantuan ni 10 chungah siamremh kan itim. Na phunzainak kha kan siamremh khawh lo ahcun, aruang kan in theihter lai i a dang na tuah khawh dingmi kan in chimh lai.

Nangmah chawnh kan herh ahcun, pumpaak nambar in a si te lai. Pumpak zalonnak upat ruangah, na aw-kuatmi nih nangmah na si a fianter bak dah ti lo ahcun, cakuat tawi tialmi kan chia kho lai lo.

## Ombudsman pehtlaihna tuah caan

Na phunzainak a phichuak ah na lungtlin lo ahcun, Commonwealth Ombudsman kha pehtlaihna na tuah khawh. Hika ah zoh [ombudsman.gov.au](http://ombudsman.gov.au)

## 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 hmuhna caah, hi ah hin zoh [servicesaustralia.gov.au/phoneus](http://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](http://servicesaustralia.gov.au/yourlanguage) ah zoh.
- Hika [servicesaustralia.gov.au/feedback](http://servicesaustralia.gov.au/feedback) ah zoh, Mirangholh in thawngthanhmi tamdeuh hmuhna dingah.
- 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 thawngthanh 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.



## 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.

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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 [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.